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# Introduction

Redfern Legal Centre, one of Australia's largest community legal centres, continues to specialise in areas of particular need where legal services are unavailable or inadequate. Over the last six years, as a response to the demands of the community, the Centre has been specialising in domestic violence matters, housing issues, victims compensation for sexual assault victims and credit and debt issues.

The Centre's objectives are:

- to provide a legal advice and referral service.
- to provide ongoing casework services to people who live or work in the RLC catchment area and who can neither afford the services of a private solicitor nor get assistance from the Legal Aid Commission of NSW.
- to continue 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 promote community legal education.
- to investigate and develop new ways of providing legal services to RLC's clients. To improve access to these services and to ensure that the quality of those services is maintained and improved.

In spite of some major staff changes in the last financial year our achievements over the last twelve months have been significant.

- We won the State Bank case, which affected over 300,000 borrowers in New South Wales
- We used some of the costs from the State Bank case to fund a drug law reform project - our contribution to the public health debate
- At our branch at Sydney University, working in conjunction with the SRC, we ran a number of cases that have resulted in the University revising their administrative practices and internal disciplinary and

review mechanisms. This has resulted in a much fairer system for students.

- We co-ordinated the successful campaign to restore legal aid in civil matters.
- We conducted a successful lobbying exercise to have funding provided to tenants services in NSW. This was the culmination of a campaign by CLCs and Tenants groups to have funding restored.
- We ran a very successful case against the Department of Housing concerning unjust gas charges.
- In the Victims Compensation area we were successful in arguing that compensation for sexual assault was not lessened by the fact that our client was a sex worker.
- The Womens Domestic Violence Court Assistance Scheme, which was established as a pilot project and has been run for 5 years, is now nationally recognised as the benchmark model for services for women seeking AVOs.
- We received special funding from the Office of Status of Women to produce a domestic violence resource kit.
- We were active in the Access to Justice debate and contributed to the work of the National Association of Community Legal Centres in this area.

Among our priorities for the next year will be the consolidation of our new team of workers and the establishment of a new tenancy service.

# General Advice and Casework

The Centre has developed a style of legal service designed to assist the greatest number of people possible. Priority is therefore 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.

Clients can be assisted in three ways. They can be advised in person by appointment, they can be given advice over the telephone or they may receive ongoing legal assistance and representation.

The issues the Centre advises on include the following:

- Credit
- Criminal law and minor infringements ie traffic, fine defaults, fare evasion
- Community organisations
- Complaints against police, solicitors, govt depts
- Consumer complaints
- Consumer credit law
- Debts
- Discrimination
- Domestic violence
- Employment

- Environment and planning
- Family law
- Insurance
- Legal aid
- Mental health
- Motor vehicle accidents
- Neighbour disputes
- Prison
- Student matters, eg Austudy
- Social security matters
- Tenancy
- Victims compensation
- Wills

# Advice by Appointment

Legal advice is provided to any person attending the Centre during interview hours, Monday- Friday 6-9pm and Tuesday and Thursday 2-4 pm. Specialist advice sessions are provided in credit, debt, tenancy, and intellectual disability.

A day time service is provided for the elderly and those unable to attend at night and an outreach service is available for those unable to leave home.

# Telephone Advice

The Centre provides telephone advice to:

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

In 1993/94 we gave telephone advice to 3,378 people.

#### Casework

Legal assistance including representation is provided to people and organisations who:

- cannot afford a private lawyer
- do not qualify for legal aid from existing services
- live or work in the area serviced by RLC.

# **Eligibility Guidelines**

Our guidelines focus on:

- where the prospective client lives
- the nature of the client's problem
- whether the client can reasonably obtain assistance elsewhere (including whether they can afford a private solicitor)
- whether the client would be able to handle the matter themselves.

Guidelines are relaxed in special cases, especially where the matter is within specialist areas or where no other legal assistance is available.

Home and institutional visits are arranged for clients who are unable to attend the Centre. The Centre can use the services of South Sydney Community Transport to assist the frail and elderly to gain access to the Centre's legal advice sessions.

Litigation will be conducted if a precedent could be established that would benefit a particular class of clients.

Clients who are capable of dealing with all or part of their problems themselves, with some guidance are encouraged and assisted to do so. Referrals are made to private lawyers, other legal aid bodies and other agencies.

### Notable Cases in General Casework

#### Police harassment

Our client was assaulted and robbed by three off-duty police. The Ombudsman's investigation into this case has been delayed by action in the Supreme Court, where the police argued (unsuccessfully) that the Ombudsman had no jurisdiction to investigate the conduct of off duty police. The enquiry is now ongoing and is expected to be concluded in 1995.

### Inquest

We represented our client at an inquest into his wife's death. Our client's wife had been negligently treated at a hospital about 11 months before her death. The Coroner found that this negligent treatment had not contributed to the cause of death.

### Victims compensation restitution

Our client was assaulted in a pub by another patron. Our client told his assailant that he had AIDS (which he did not) to prevent further assault. The police attended and arrested our client, with the police officer getting some of our client's blood on his hands. The police officer was awarded \$15,000 in the Victims Compensation Tribunal. The VCT then sought recovery of this amount from our client. We represented our client at a restitution hearing in the VCT, where he was ordered to pay \$500.

### Victims compensation

Our client was assaulted by her flatmate who squirted bleach into her eyes, causing our client to lose most of her sight. The police attended but laid no charges. We have prepared and submitted a claim for victims compensation. We also submitted a victims compensation claim for a client shot in a drive-by shooting after a dance at Campsie.

### Social Security "Act of Grace" payment

Together with the Welfare Rights Centre, we represented a client who had moved to Turkey, taking his Australian pension with him (as he was entitled to do). The Department of Social Security cancelled his pension in error. He was obliged to return to Australia to sort out the problem - when he rang from Turkey the DSS number he had been given, he could only reach a recorded message. The Department agreed to compensate our client for his expenses in returning to Australia, a rare exercise of the Commonwealth's power to make "act of grace" payments.

### Austudy overpayment

Our client was overpaid about \$1400 in Austudy several years ago. DEET withheld the whole of the overpayment amount from her ongoing Austudy entitlement, leaving her with no income for a couple of months and then only \$40 a week to live on for the rest of the year. This excess of zeal in recovering the debt resulted in our client contracting malnutrition and having to abandon her course. Our client had appealed to the Student Assistance Review Tribunal, but there were considerable delays before SART's recommendation was rejected by the Department. We submitted to the Minister that the debt should be waived and our client refunded the \$1400, as well as appealing to the Administrative Appeals Tribunal. The Minister agreed to refund the money to our client a few days before the AAT appeal was due.

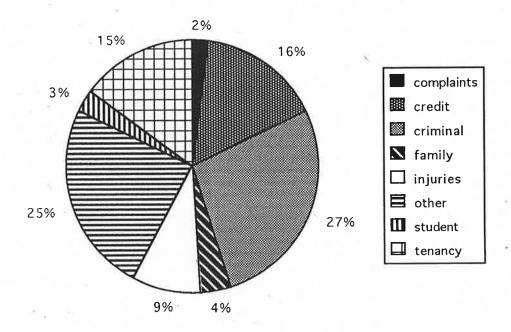
# **DSS** prosecution

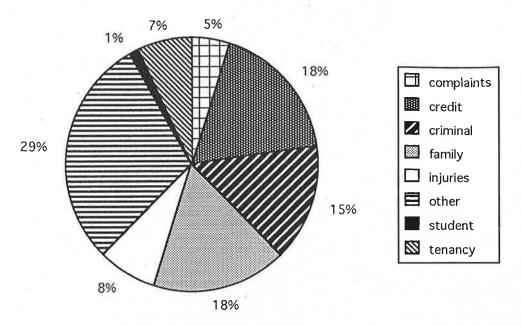
Our client was threatened with prosecution for understating his income to the DSS. We submitted successfully to the DPP that the matter should not be prosecuted.

# **Casework Statistics**

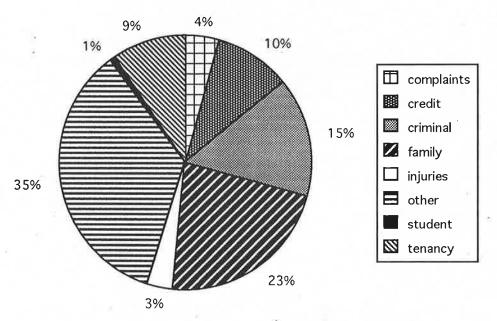
In 1993/94, 727 files were opened at the Centre. These matters involved ongoing assistance for clients and in many cases, litigation. 1445 people were given advice in person on a one-off basis and 3378 people were given advice over the telephone.

# Files opened in 93/94





Advice given in 1993/94



Telephone advice given in 1993/94

# **Specialist Areas**

In early 1985, the Centre adopted a policy and structure which resulted in the establishment of specialist units of legal service within the general legal service, the aim being to develop a particular expertise among staff and volunteers in the difficult yet high demand casework areas. Much of the centre's policy and reform work arises from these specialities.

# Tenancy

Wednesday night has been maintained as a specialist advice night for tenants who have problems. In 1993/94 the Centre continued to conduct a large number of tenancy cases and kept up its involvement with the Tenancy Legal Working Party of the Combined Community Legal Centres Group. This group comprises community legal centres and tenancy organisations who focus on tenancy law reform. Issues worked on in 1993/4 by RLC staff include:

- submissions to the Residential Tenancies Act Consultative Committee on a regular basis.
- representations to the Tenancy Commissioner concerning the proposed amendment to the Residential Tenancies Act to raise the maximum order for compensation from \$5,000 to \$10,000.
- submissions regarding the proposed Local Government (Boarding and Lodging Houses) Amendment Bill 1994.
- submissions regarding the proposed Amendment to the RTA (Caravan Park and Mobile Home Dwellers) legislation.
- initiation of a research project focusing on problems associated with share housing. This initiative has commenced in consultation with the Office of Real Estate Services and the Sydney University Student Representative Council.
- submissions to the National Tenant/Landlord Legislative Benchmark consultancy.

- successful negotiations with the Minister for Housing Mr Webster for the re-funding of community based tenants' services.
- finalisation of the Private Members Bill a significant law reform initiative, a wholesale revision of existing legislation.
- negotiations with the Tenancy Commissioner on problems arising from the rent receipting system used by the Department of Housing. The Department of Housing is exempt from the sections of the Residential Tenancies Act 1987 relating to rent receipts. Public Housing tenants do not receive accurate records of rent paid and owed. During 1994 a new receipting system is to be introduced and hopefully will be more satisfactory.
- Monitoring the decisions of and applications of procedures of the Residential Tenancies Tribunal. As a consequence the Centre has run a number of appeals from the RTT relating to issues of procedural fairness.

#### The Centre also:

- represented the CCLC group on the Residential Tenancies Act Review Committee. This committee has been established to advise the Tenancy Commission on the application of the Act.
- held discussions with officers of the Department of Housing regarding a review of departmental mechanisms for review and appeal.
- is a member of the Public Housing Task Force coordinated by South Sydney Council and formed to develop proposals which may address some of the major problems concerning residents in the public housing estates.
- is represented on the Tenants Union's Board of Directors, keeping abreast of issues in law reforms and campaigns, locally and state-wide.

# **Waverley Tenants Service**

This service was set up in 1992 by the Centre on request by Waverley Council. It was planned as a 12 month project for the Centre, after which time the service would be transferred to ECHO Neighbourhood Centre. The project was successfully completed in September 1993.

Redfern Legal Centre continues in an advisory role on Waverley Tenants Service Management Committee. Assitance is given in the areas of rent increaes, rent arrears, evictions bonds and repairs.

# **Notable Tenancy Cases**

### Bay Street Tenants (35 tenants) v Department of Housing

A group of tenants applied to the Residential Tenancies Tribunal for wide-ranging orders in an attempt to stop the Department from breaching the Residential Tenancies Act by not maintaining essential services and for compensation. Unfortunately, the Residential Tenancies Tribunal registry is reluctant to hear class actions and forced the tenants to lodge 35 separate applications and pay 35 lodgement fees.

This became a logistical nightmare but with the help of Redfern Legal Centre staff, volunteers and interpreters the applications were lodged. At the hearing, however, the Tribunal member decided to hear all matters concurrently anyway. The eventual outcome was an overwhelming victory for the tenants who were supplied with new individual hot water services and compensation. This set a precedent for another Department of Housing complex with the same problem and enabled Redfern Legal Centre to effectively achieve the same outcome.

# Gunther & Gillham v South West Inner Housing Scheme

Two tenants applied to the Residential Tenancies Tribunal for an order that the landlord stop permitting interference with their quiet enjoyment of the premises. The breaches of the Residential Tenancies Act were serious and persistent and the success of this case led to the restructuring of this community tenancy scheme's tenant grievance procedure. A useful precedent has been set for other co-operative and community tenancy schemes.

### Swain v Roads and Traffic Authority

The Roads and Traffic Authority sought to evict a long-term, disadvantaged tenant from a property for the purpose of sale. The tenant made a counter claim for compensation and sought an extension of time to vacate. With the assistance of legal aid our client is taking a Supreme Court action against the RTA and the Residential Tenancies Tribunal for denial of natural justice.

### Martin v Department of Housing

The Department of Housing was granted eviction orders against our client in the RTT on the grounds that our client had illegally used the premises. The alleged illegal use was the possession of a very small quantity of marijuana, for which she was fined \$500 in the Local Court. We appealed the eviction order to the Supreme Court. The case was settled on grounds favourable to our client.

Another client's case involving similar facts was also settled on favourable terms.

### **Domestic Violence**

The Centre co-ordinates and resources the Women's Domestic Violence Court Assistance Scheme (WDVCAS).

The WDVCAS is the specialist court support scheme, which has been operating since March 1990. This Scheme is an innovative attempt to provide a range of legal and support services to women seeking Apprehended Violence Orders (AVOs) through Redfern Local Court. The Scheme is considered unique amongst court support schemes in that it provides an integrated legal and non legal service at the court itself. Underpinning the Scheme is the belief that the combination of solicitors and support workers will provide a more effective service than either solicitors or support workers working independently.

The Scheme is built upon an interactive and co-operative relationship between solicitors and support workers from 17 different local community agencies and 3 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 women seeking AVOs who would otherwise appear unrepresented.

The Scheme is now accepted as an ongoing commitment of the Centre and the following action has been taken:

- The Workers Guide has been updated and training sessions for court support workers continue to be run.
- A Domestic Violence Resource manual has been developed with the help of funding from the Office of Status of Women to improve casework management and new organisations have been invited onto the roster.
- The Redfern Magistrate has been successfully lobbied to put pressure on police to improve the representation of women at Redfern Court.
- the WDVCAS pamphlet has been translated into 15 languages to assist the 40% of clients who come from NESB backgrounds.
- A submission was made to the Attorney Generals Department to implement changes to the the DV legislation. As a result women can now be granted telephone interim apprehended violence orders.

### Victims of Crime (sexual assault)

One solicitor's position has continued to focus on providing assistance to victims of sexual assault. In 1993/94 there have been a number of successful appeals from determinations of the Victims Compensation Tribunal to the District Court.

The solicitor has also conducted a number of media interviews about the operations of the Tribunal.

The Centre is assisting a large number of women seeking compensation in relation to domestic violence. These applications have raised a number of questions of law which have yet to be determined.

The Centre has continued its commitment to working with survivors of child sexual assault. This has also involved the preparation of a number of "secondary victim" applications in relation to family members.

The Centre liaises regularly with members of the NSW Sexual Assault Committee. This Committee shared the

Centre's concerns about the processes and decisions of the VCT and made personal and written submissions to the Tribunal.

Two detailed submissions were presented to the Review of the Victims Compensation Act. These submissions involve sexual assault victims not having to get psychology reports as part of their application. This did not get through but the issue will be raised again in the next twelve months. The battle with submissions continues.

#### Wills

A solicitor from the Public Trustees office attends the Centre on the second Wednesday of each month to take instructions and draw up wills for clients.

#### Credit and Debt

The Centre continued its commitment to clients faced with consumer-lending difficulties. The Centre's Credit and Debt Service did so by providing telephone and interview advice, resourcing financial counsellors, acting for clients, and lobbying for an improved consumer lending environment for borrowers. Credit and Debt Service has expanded to also focus on insurance and superannuation law.

The Centre wishes to meet the broad credit and debt needs of our clients in the financial services environment which has rapidly changed over recent years, prompted in part by the government's deregulation philosophy. The financial services environment is characterised by a large number of players providing services ranging from credit to insurance to superannuation packages. Many of the unjust practices found in the credit provider's industry in the 1980's are now mirrored in the insurance and superannuation industries.

Monday evening and Thursday afternoon continue as specialist advice sessions for credit and debt matters.

The focus of the Centre's Credit and Debt Service lay in its continued involvement in s. 86 Credit Act cases (see below in "Notable Cases"), acting for consumers who have been unfairly or unconscionably treated by banks, finance companies, insurance companies or superannuation funds, working on community education projects and on consumer policy and law reform submissions.

#### **Notable Credit Cases**

#### State Bank section 86 Credit Act

In a s.86 application, a lender effectively begs forgiveness for a breach of the Act in relation to regulated personal loans, and the borrowers present evidence and argument aimed at retaining the maximum penalty, effectively relieving all affected borrowers from liability to pay some or all of the interest.

Initiated by the Centre, this application by the State Bank of NSW dealt with a vast array of breaches of the Credit Act by the Bank. The breaches affected over 300,000 borrowers in NSW and ranged in severity from breaches of the Act caused by the Bank's involvement in timeshare lending schemes to instances of the Bank illegally collecting millions of dollars in revenue from borrowers. The case amounts to the most comprehensive investigation of a major Bank's personal lending practices yet carried out in Australia, and will result in significant changes to consumer banking practices. Already in the light of this case, other credit providers have come forward with admissions that they too have been in breach of provisions of the consumer protection legislation.

RLC and Consumer Credit Legal Centre jointly represented borrowers before the Commercial Tribunal. RLC alone had 20 clients involved in the case, six of whom were victims of high-pressure and unjust sales tactics of timeshare operators. Prior to the hearing of the case, the parties were involved in a nine-week mediation in which Lawrence Street was mediator. In May the case went to hearing for 3 weeks. The Tribunal is yet to hand down its decision.

The Centre's successful involvement in cases such as this has forced many of the major banks to realise the importance of their duties to borrowers and to implement comprehensive staff-training and borrower-information procedures.

#### Garendon Timeshares

2,300 people borrowed money from Garendon to buy timeshare units at a resort. RLC and Kingsford Legal

Centre are representing borrowers. The breaches include providing credit without a licence (for which the penalty is loss of both principal and interest) and a variety of problems relating to high pressure selling methods. Following an unsuccessful Commercial Tribunal matter, RLC represented its clients in their appeal to the Supreme Court of NSW, and have fielded innumerable enquires from other borrowers affected by the practices of Garendon.

Unfortunately for those Garendon borrowers, the Supreme Court refused the appeal. The matter is again being taken to the Court of Appeal where Kingsford Legal Centre is conducting the case.

#### **Custom Credit**

In 1989 the Centre commenced an action against Custom Credit Corporation in relation to breaches of the Credit Act as they affected farmers. The matter was argued before the Commercial Tribunal and a number of preliminary issues were later adjudicated upon in the Supreme Court. Among other things, in <u>Custom Credit Corporation Limited v The Commercial Tribunal Of New South Wales</u>, handed down on 16 /12/93, the Court of Appeal agreed with our view that the Commercial Tribunal could appoint a solicitor to assist the Tribunal. The case returned to the Tribunal during the year, and was settled on favourable terms for our clients.

#### Other Cases

The Centre acted for a large number of clients who had been unjustly treated by banks or finance companies. All of these matters were settled to our clients' satisfaction before they reached the point of judgement by a court or tribunal. They include:

- attempts by Venture/Waltons to collect numerous alleged credit card debts incurred more than 6 years ago outside the Statute of Limitations period. Venture/Waltons dropped their attempts to collect contrary to the law;
- debiting of a Mastercard account by NAB on the strength of an unsigned voucher provided by a car rental company. NAB had argued that it was entitled to debit the account because the car rental company had

previously sent a signed voucher to it. NAB agreed to reverse its debit;

- overpayment of a superannuation benefit to a person who made a number of significant life decisions on the basis of that overpayment. The Centre argued that as a result of the Fund's mistake, he was not required to pay the money to the Fund because he had relied on having the money and resigned from his job and entered University. This case was settled out of court;
- misrepresentations arising from a cashless trading scheme. Clients who had joined a trading scheme after seeing it advertised as "ideal for people unemployed who want to get into the work force again" lost money as a result of the scheme's structure. The scheme provided its founders with a large profit, and yet was materially flawed.

### **Unjust Contracts**

Injustice surrounding consumer lending remained a target for the Credit and Debit Service. Issues which have been taken up on a casework and policy basis include:

- sexually transmitted debt (where one partner in a relationship becomes financially committed to pay the debts of the other even though he or she gets no benefit from the credit);
- timeshare lending by the use of unfair sales tactics;
- unconscionable sale of consumer credit insurance;
- unjust or unconscionable guarantees; and
- financial and insurance packages associated with motor vehicle sales.

In various matters the Credit Act, Credit (Home Finance Contracts) Act, Trade Practices Act, the Fair Trading Act and the Contracts Review Act have been utilised and their bounds tested.

# Consumer Policy and Law Reform

During 1993/94 RLC was involved in a number of credit related and consumer policy issues, including:

- lobbying on a national Uniform Credit Code which is to regulate the provision of all types of credit across the country. After years of lobbying for a Code which properly protects consumers against unacceptable practices by banks and finance companies, a final Code has been prepared and awaits passage through Parliament;
- lobbying for consumer interests in the insurance and superannuation industries, including for Codes of Conduct and effective dispute resolution bodies;
- submissions on proposed amendments to the Bankruptcy legislation;
- RLC has been involved in consultations with other proconsumer organisations in relation to national policy on a range of financial services issues. These consultations have included the Australian Financial Counsellors' and Credit Reform Association, the Australian Federation of Consumer Organisations, the Australian Consumers' Association;
- The Homefund debacle continued through the year, with borrowers seeking the Centre's assistance on a number of issues. The Homefund loans scheme has been the subject of severe consumer concern. The Centre is currently conducting a Homefund test case. A Centre solicitor was significantly involved in the creation of the Office of the Homefund Commissioner, in contributing to the Homefund restructuring legislation, and in monitoring the effects of that legislation on Home fund borrowers.
- A Centre solicitor was a member of the Law Society of NSW Consumer Law Committee.

# Resource Worker - Financial Counselling Services Project

As part of its Credit and Debt Service, the Centre provides resource worker services to Financial Counsellors and other community workers who have direct dealings with clients in financial difficulties.

### The work involved includes:

- answering telephone inquiries from financial counsellors and providing backup to their casework;
- acting for clients referred by financial counsellors;
- providing resources eg. memos on issues that arise re casework, law reform and legal practice;
- drawing issues out from financial counsellors' work (ie policy work).



Admin worker Gina Schien and credit and debt solicitor Simon Cleary

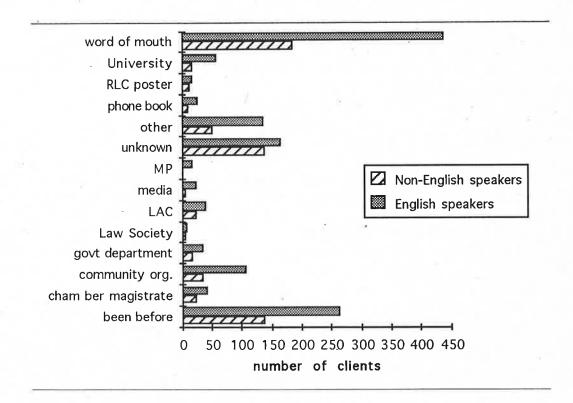
# **Access and Equity**

The Centre continues to be committed to the access and equity policy adopted in 1991, which was formulated to address the legal needs of non-English speaking people who have a high representation in the area. In 1993/4 the Centre:

- finalised an Access and Equity Policy for use in all community legal centres in conjunction with a committee established by the Combined Community Legal Centres Group;
- targeted specific communities in the RLC catchment area. Research has been carried out to identify the communities most in need of legal services. These have been identified as Chinese, Vietnamese, Russian, Indonesian and Spanish. Generally the strategy will involve targeting these communities for community education and liaison;
- spread information about the Centre's services through articles in ethnic media.

New initiatives include running NESB sensitivity workshops and lobbying in relation to interpreters and confidentiality.

Members of the Access and Equity Group are Zarina Braybrooke, Kashinka Nadarajah, Fiona Allison, Kirsti Samuels, Matilda Sbrizzi, Janet Lee, Irene Baghoomians, Jackie Saisithidej, Juanita Zepeda, Katherine Biber, Mehera San Roque, Sarah Crawford.



Source of referral for Centre clients (English-speaking and non-English speaking)

# **Pro Bono Arrangements**

Redfern Legal Centre utilises the services of over 100 volunteer students, solicitors and barristers each week. All of these people give their time for free.

Paul Farrugia, a volunteer solicitor, whom for 15 years has provided advice and assistance on Tuesday afternoons for those who can't attend in the evenings. Paul left this position in March but continues to participate as a member of the Centre's management committee.

Every Thursday afternoon rostered solicitors from Blake Dawson Waldron under the supervision of RLC solicitors provide specialist legal advice in consumer credit, bankruptcy, insolvency and insurance issues.

Clayton Utz, solicitors, agreed in late 1989 to a pro bono scheme under which they acted for up to 50 clients referred by RLC per annum. The scheme has proved to be the only source of legal representation available to some clients. The scheme has now been markedly expanded and Clayton Utz have undertaken to do up to one million dollars worth of work free.

A number of barristers have provided free advice and representation for our clients. These include Andrew Haesler, Janet Manuel, Leonie Flannery, John Basten, Gerard Craddock and John Berwick.



Solicitor Steve Bolt

# **Community Legal Education**

Redfern Legal Centre's community legal education (CLE) program aims to address the needs of individuals within the community as well as community workers, social workers, lawyers, teachers etc.

# CLE for members of the public

It is considered essential to the preventative approach to legal services that members of the public be informed of their rights and obligations so that they can develop self-help skills. Initiatives in this area include:

- providing a community theatre group with legal information so they could mount a production for schools, prisons and community groups. The show dealt with issues, such as police harrassment and access to justice, that are relevant to our local area
- various seminars on credit and debt, tenancy, family law, domestic violence, anti-discrimination law, neighbourhood disputes, motor vehicle accidents and the legal system. These seminars were well attended
- talks at hospitals to sexual assault survivors
- Law for Non Lawyers. Staff have remained involved with the RLC Publishing sponsored course, "Law for Non Lawyers." which is open to members of the public
- a seminar on anti-racism and the law in conjunction with Tranby College for students, community workers and interested public (250 participants)
- Centre workers have appeared on local and national radio, ABC television and in newspapers to take up issues such as sexual assault, credit, access to legal justice, tenancy, victims compensation and domestic violence
- dissemination of legal information. The Centre has distributed information about the range of legal services to community organisations, workers, groups and individuals
- a solicitor has continued to resource a number of the metropolitan sexual assault services in relation to

victims compensation issues and the law regarding sexual assault. This has included continued participation in the Royal North Shore's Sexual Assault Centre court preparation seminar for survivors of sexual assault

# **CLE** for professionals

Given the development of particular case work areas within the Centre, staff have considered it important to impart this specialist knowledge to other professionals. This dissemination of information has improved the skills of other workers dealing with similar client groups.

#### Initiatives include:

- Presentation of a paper entitled "Court Support Schemes - Improving Women's Acess to the Legal System." at the Domestic Violence Conference in Brisbane and a conference organised by the Institute of Criminology.
- Presentation of a paper outlining the Redfern Court support model for the State Domestic Violence Committees Conference held in May
- providing training to Grant in Aid workers on domestic violence
- A talk to the Phillipine Association on legal process in New South Wales (20 participants)
- A presentation of a 'Women and Housing Law' seminar for the Women and Law Conference (50 participants)
- Co-presentation of the workshop 'Communicating with people from a non-English speaking background' for RLC volunteers and community workers
- Ongoing training for financial counsellors and legal centre volunteers in areas such as the Credit Act and non regulated contracts.
- Liaison with RLC Publishing in connection with the Editorial Committees of the Lawyers Practice Manual and the Law Handbook. Centre staff and volunteers continue to write and review previous contributions to these and other RLCP publications;

- Inhouse training and regular talks for volunteer staff on various areas of poverty law. RLC receives Law Society accreditation for these talks (MCLE points);
- Provision of comprehensive training workshops for court support workers to effectively assist women applying for Apprehended Domestic Violence Orders. Training sessions have been held in Sydney and outside the metropolitan area;
- Provision of training sessions and workshops for tenancy workers in the metropolitan area;
- Provision of information sessions for community workers about the Victims Compensation Tribunal;
- Provision of training in various administrative areas to other community legal centre workers;
- Provision of training and resources to other community legal centre workers in administrative and management practices.

#### **Publications**

#### Initiatives include:

- Publication of an article on domestic violence for the Thai Women's Association which was published in Thai newspapers.
- Domestic Violence Resource Manual
- Contributions to publications regarding civil liberties particularly in relation to the criminal law. The best known of these include "The Activists Rights Handbook" and "If you are arrested";
- Preparations and contribution to a large number of publications where the objective is to provide the public with information that demystifies the law. The best known of these are "The Law Handbook, and the "Debt Survival Guide" and "The Tenants Rights Manual".

# **Access to Legal Services**

The following initiatives have been pursued:

- the Access and Equity Committee's promotion of the Centre to isolated migrant communities
- a forum conducted in October at the Law Society called "Unfair Deals and Effective Remedies."
- the Centre worked with the Combined Community Legal Centres Group on a proposal for the formation of a "Legal Services Council" to co-ordinate and plan for the provision of legal services;
- the Centre worked with the Australian Council of Social Services Law and Justice Committee on their access to justice policies.



Volunteer Simeon Joyce, solicitor Susan Davitt and community worker Beth Jewell

# University of Sydney SRC Branch

The University of Sydney SRC Branch Office of the Redfern Legal Centre has been operating for more than three years. The Office is funded by the Students Representative Council who have contracted Redfern Legal Centre to provide a solicitor at the SRC office for three days per week.

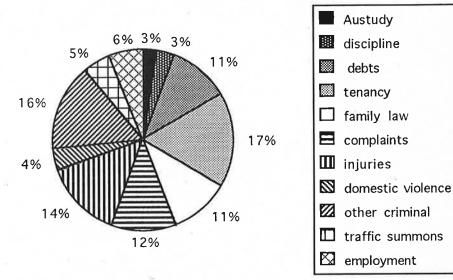
One of the Principal Solicitors at Redfern regularly checks and supervises the legal work carried out by the Branch Office Solicitor. The Principal Solicitor and other Centre workers are available to provide advice and assistance at all times.

The Branch Office is covered by the RLC Professional Indemnity Insurance.

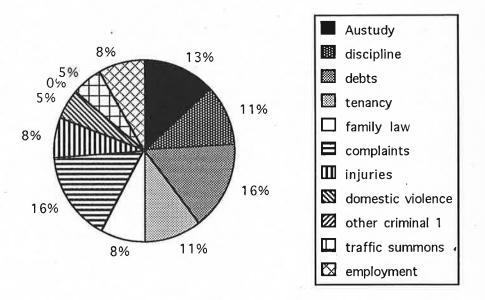
The Branch Office operates in accordance with the agreement between the SRC and the RLC directors. It is open three days a week and is staffed by a solicitor from the RLC. Pat McDonough is the current SRC Branch Office Solicitor. From time to time during periods of leave she is replaced by locum solicitors appointed by RLC.

### **Statistics**

The following statistics show the types of matters students sought advice on in 93/94. Only undergraduate students are eligible for assistance. 347 appointments were made, each of approximately 1 hour



Advice given in 93/94



Files opened in 93/94

# Type of matter Complaints

Nine of the 20 complaints made by students involved poor treatment by the University.

The Arts faculty eliminated the subjects Hindi and Celtic from the courses on offer. Students majoring in these

subjects were too advanced in their course to switch to another course of study without great detriment. As a result of liaison with the SRC President, these subjects were reinstated.

A student left her bag in the Fisher Library on the shelves as instructed by a library sign. Her bag was subsequently stolen and contained \$60 worth of photocopying, her study notes (it was 3 days before the exams) and personal items. An investigation revealed that approximately 14 bags had been stolen from the same area. The university does not see itself responsible in any way for the thefts.

Another first year student had her student card stolen in the first 3 weeks of term. She reported it immediately only to find that 13 books had been borrowed on her card. She was subsequently informed that if the books were not returned she would have to pay more than \$1300 to replace the books as well as late fees. The matter was satisfactorily resolved.

#### Misconduct

We advised or represented fifteen students who were charged with misconduct by the University. In three matters, the students had made legitimate complaints to their faculty which resulted in formal requests by the lecturers involved to discipline these students. No disciplinary action was taken by the University which in fact was supportive of the students. Disciplinary action was commenced in one case by the school, but did not proceed after intervention by the University Administration.

Extensive submissions were made to the Senate Students Disciplinary Appeals Committee on behalf of one student who was appealing against the severity of a penalty, which in our view was extremely excessive. Our submissions were adopted by the Committee and resulted in a fairer penalty, more appropriate to the circumstances of the case.

#### **Traffic Matters**

We assisted 45 students involved in traffic incidents. It is obvious that students inexperienced in dealing with insurance companies, especially those students who were

injured or where property damage has occurred, have great difficulty in obtaining fair dealings from insurers without legal assistance.

### Austudy

A complaint was made to the Commonwealth Ombudsman because the Austudy office refused to answer our letters regarding an appeal for one student and an amount of money owing to another student. The complaint resulted in a fast reimbursement of monies to both students. Unfortunately, Austudy's conduct in these types of matters remains unchanged. Any substantial delay by Austudy is now reported to the Ombudsman.

A client is the subject of criminal charges as a result of an alleged Austudy fraud. Because of the unusual circumstances of the case, we are also running an administrative appeal at the same time as the criminal charges are being processed by the court. Austudy is naturally having great difficulties with this dual process and have not been very helpful.

As a result of the many and varied problems dealing with the Austudy administration and the lack of assistance for students with problems in this area, we participated with other legal centres and interested community groups in an Austudy Sub-Committee of the Youth Justice Coalition. The Committee is working on a detailed and comprehensive submission for the Youth Homelessness Inquiry.

#### **Debts**

We assisted 20 students in regard to various debts. In particular we are assisting two students who signed an onerous contract with the Department of Education in order to obtain a scholarship. The contract stipulates that if a student is unable to complete the degree because of academic reasons, she/he is still liable to repay all scholarship monies. These contracts are forwarded to eligible students for signing with no reference to independent legal advice in regard to their obligations, should they not complete their degree. This issue is to be raised with the State Government.

# **Community Legal Education**

The Branch Office Solicitor has been responsible for the:

- Preparation and presentation of a session for new international students on the activities of the RLC Branch Office and on legal rights in some areas of the law in Australia.
- Organisation of a presentation by Mark Lynch, of Counsel, to present a session to Honi Soit editors on defamation law.
- Provision of backup to the SRC Education Officer and Welfare Officer in regard to matters such as Austudy and University Misconduct.



SRC solicitor Pat McDonough

# The Intellectual Disability Rights Service

IDRS was established in 1986 as a result of efforts made by volunteers at Redfern Legal Centre who had been active in advocating for the rights of people with an intellectual disability for about five years.

The fundamental objective of IDRS is to advance the rights of people with an intellectual disability in the community, and to ensure that they have the same rights and the same opportunities to exercise their rights as other people in the community.

To achieve this objective IDRS provides legal advice as well as individual and systems advocacy to people with intellectual disabilities, their families and advocates. In addition IDRS conducts education sessions for people with intellectual disabilities, their families, carers, service providers and advocates, as well as producing a number of publications.

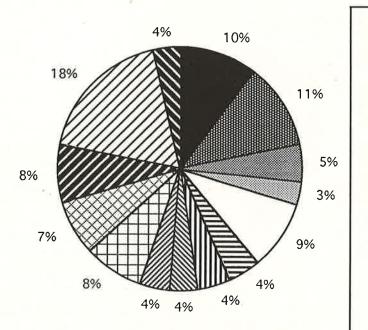
# Rights advice and casework

During the year to June 1994 our lawyers gave advice in response to 618 requests for assistance from all over New South Wales. Requests for advice covered a wide range of issues, as shown in the chart on the next page.

IDRS deliberately limits the amount of casework undertaken 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 an intellectual disability.

### Information requests

In addition to the rights advice and casework provided by IDRS solicitors, staff responded to hundreds of requests for information during 1993/4. The majority of requests came from disability workers (59%) but requests also came from people with a disability (2%), relatives (9%), students (13%) and others (17%).

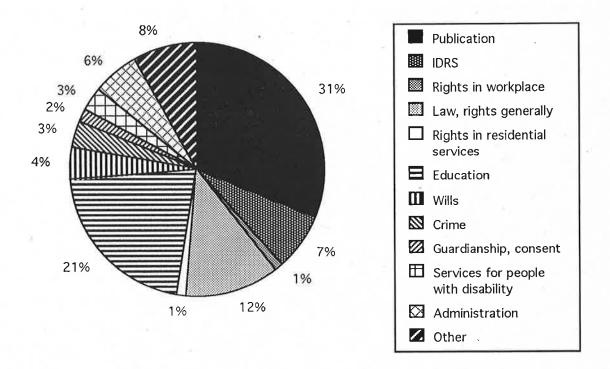


- Self determination/guardianship
- Financial management/exploita
- Wills
- Estates
- ☐ Crime (accused)
- Housing
- **III** Employment
- Negligence
- Family law
- ☐ Sexual harassment/assault
- Other assault/harassment
- Z Carer rights/duties
- Other
- Medical consent

### Advice given in 1993/94



IDRS staff Penny Harrington, Shaun Keays-Byrne, Lynette Byrnes



Subjects of inquiries in 1993/94

### Education

# Promoting an awareness of rights

Rights are of little value unless people are aware of their own and others' rights, are willing to respect rights, know what to do if rights are infringed, and have the confidence to pursue their rights. To this end, IDRS provides education programs and develops resources for people with an intellectual disability, their families and advocates, disability workers and lawyers. In 1993/94 IDRS provided 57 education sessions attended by a total of 1811 people, lasting a total of 435 hours.

Of particular note is a one day *Refining Rights* seminar organised by IDRS in September 1993 to inform disability advocacy organisation about changes to laws which directly impact on people with disabilities. In the last three years these changes include the Commonwealth Disability Discrimination Act, the NSW Disability Services Act and the Community Services (Complaints and Appeals Monitoring) Act and changes to Guardianship legislation in NSW.

#### Resources

During the year, the fourth issue of *Rights for All* - a magazine for people with an intellectual disability - was produced. This issue concentrating on the Disability Service Standards. Work was also well under way for the production of the fifth issue.

### Reform activities

### **Boarding houses**

Last year we reported that following the publication of the 'Hostel of Horrors' story in the *Sydney Morning Herald* in March 1993, the Minister for Community Services convened a Task Force to look into issues concerning the regulation of private boarding houses. IDRS, in coalition with other organisations, sought to enhance community input to the Task Force and to enhance the public understanding of what life in a boarding house is really like. This coalition has met regularly since March 1993, seeking:

- an enforceable regulatory scheme for boarding houses which provide accommodation for people with disabilities
- appropriate housing alternatives and the support necessary for people with disabilities to move from boarding houses to homes in the community
- the provision of community services to people with disabilities living in boarding houses and the recognition and inclusion of the support needs of these people in the planning and allocation of community services

The Task Force established by the Minister for Community Services completed a two volume report which was submitted to the Minister for Community Services in December 1993. The Report was made public and its recommendations supported by many community organisations.

IDRS - in conjunction with the coalition of community organisations - has sought to maintain pressure on the

State and Commonwealth Governments to act to rectify the appalling conditions experienced by people with disabilities living in private boarding houses and, in particular, for the State Government to implement the recommendations of the Task Force.

In the latter part of 1993 IDRS commissioned Walkley award winning journalist Sharon Davies, to produce an audiotape on conditions experienced by people with disabilities in boarding houses. The tape, on which several people with disabilities describe the conditions they experienced in boarding houses, was aired on an ABC Radio National's *Life Matters* program in December 1993.

### **Criminal Justice**

As reported last year, the NSW Law Reform Commission is conducting an Inquiry into People with an Intellectual Disability and the Criminal Justice System. Our experience in providing advice to people who become involved in the criminal justice system (as either victims or offenders) has enabled us to support the work of the Commission in a number of ways including preparing a detailed submission in response to the Commission's report on People with an Intellectual Disability and the Criminal Justice System: Policing Issues [in January 1994].

### Closure of Riverglade

In July 1990 the NSW State Government announced that the Riverglade Centre would be closed. IDRS, in conjunction with other community groups including the NSW CID, Action for Citizens with Disabilities, Citizen Advocacy and Family Advocacy, began a process which was to continue for many years, of monitoring the closure of the Riverglade Centre.

Early on, it became clear that the decision to close the Centre did not stem from any commitment by the Government to assist people with disabilities as part of their community. Rather, it stemmed from a policy of asset realisation. The community groups involved in monitoring the closure of the Riverglade Centre received assurances that the closure was not a cost-cutting exercise and that every person would be given the supports and resources they needed to ensure the success of their future placement in the community. Representatives of the

community groups worked with the Department to create guidelines for the placement decisions for Riverglade residents.

At the end of 1993, Riverglade was finally closed and many of the former residents of Riverglade moved into homes in the community. For many of these people the move signalled a significant improvement in the quality of their lives.

There were some people though who the Department planned to move to other institutional settings rather than into the community. IDRS, in conjunction with the NSW Council for Intellectual Disability, worked closely to ensure that these people would be referred to the Guardianship Board when there was no guardian to consent to such a placement. This affected 21 residents of Riverglade.

We argued that it was inappropriate for the Department to make such decisions (where the outcome was a continuation of a restrictive environment, and where such decisions had implications for the Department which necessarily placed it in conflict with the interest of the individuals). After some detailed discussions, the Department agreed to make applications to the Guardianship Board for the 21 people involved.

We were then able to arrange for advocates to represent the interests of each person at the Guardianship Board hearings. In a number of cases, family members were appointed as guardian, and in other instances the Public Guardian was appointed. In almost every case, the Board recommended that more detailed and independent assessments should be obtained before any decision could be made about the appropriate placement.

As these assessments were completed, the Guardianship Board began the process of conducting review hearings for those people for whom a guardian had been appointed. Throughout the review process, we heard many stories describing how the lives of former Riverglade residents had improved dramatically since they moved from Riverglade. In addition, families who had once expressed strong opposition to their sons or daughters moving into the community, express a more positive view about a community placement for their family member.

The future for many of the people for whom guardians were appointed is still to be finally determined. It is hoped that by the end of 1994 all of the Riverglade residents who were moved to other institutions will have been given the opportunity to live in the community.

IDRS shares the views of the NSW Council for Intellectual Disability that "the closure process was not and should not be used as an example of a 'deinstitutionalisation' process. It was rather the closure of a large residential centre. It was not a program motivated and designed to assist and support people move into and become part of their community."

We hope that future closures of institutions in NSW will be designed to maximise the potential for each individual to have an integrated and fulfilling life in the community.

## 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. We continue to find the task of recruiting volunteers for Friday nights to be a challenging one despite the fun that is often to be had on Friday night. We are grateful to our small group of dedicated Friday night volunteers.

Thank you to our volunteers Philippa Gaffney, Jane Weber, Matthew Duffy, Sam Hudson, Victoria Fisher, Victoria Hiley, Katarzyna Borek, Susie Sarlas, Simon Palmer, Jackie Saisithidej.

# **Combined Community Legal Centres**

Redfern Legal Centre workers are members of the following committees of the CCLCG

- Combined Community Legal Centres Group (NSW)
- Domestic Violence Committee
- Legal Aid Committee
- National Legal Aid Working Party
- Combined CLC Access & Equity Committee
- Practice Issues Committee
- Tenancy Legal Working Party
- Professional Indemnity Insurance Committee
- Management Needs Working Party
- Community Legal Education Workers Group
- Funding Resource Committee, (work on this committee led to negotiations with OLAFS concerning the strategic planning for CLC funding at a national level.)
- Editorial Committee of "On the Record"
- Credit and Debt Committee
- NSW Administrators Group.

Redfern Legal Centre appreciates the invaluable assistance that is provided by the workers at the NSW Community Legal Centres Secretariat. Centre staff contribute to numerous community and other organisations and are on the following committees and working parties:

- ACOSS Law and Justice Committee
- National Association of CLC's
- Australian Consumers Association
- Australian Financial Counsellors and Credit Reform Association (Vice President)

- Financial Councillors Association of NSW (Vice President)
- Tenants' Union Board
- Homefund Action Group
- Residential Tenancies Act Review Consultative
- Committee and Public Housing sub-committee
- Legal Aid Commission Alternate
- Legal Aid Commission Prisoners Legal Service Advisory Sub Committee
- South Sydney Council Public Housing Task Force
- Inner Sydney Migrant Inter-Agency
- South Sydney Domestic Violence Committee
- South Sydney Family and Children's Services Inter-Agency
- South Sydney Community Aid Co-operative
- "The Shop" management committee (Waterloo/Redfern Family and Children's service)
- Law Society of NSW:
  Council, Consumer Law Committee (Chair), Domestic
  Violence Committee, Pro Bono Committee, Public
  Affairs Committee, Aboriginal Justice Committee,
  Human Rights Committee, Professional Development
  and Practice Management Committee, Professional
  Conduct Committee, Equal Opportunities Committee,
  Specialist Accreditiation Board.
- NSW Sexual Assault Committee

# The Centre's Management Structure

Redfern Legal Centre is a company limited by guarantee and has six elected directors who have delegated responsibility to the Centre Management Committee. This Committee is made up of 5 staff members, 6 volunteers (at least 2 practitioners and 2 legal assistants) and 4 others, at least one of whom is from a local community organisation and one who is not a lawyer. At least one of the members of the Management Committee must also be a Director of the company. The management committee meets on the second Monday of each month.

#### **Directors**

Member	Occupation	
Stamatia Stamatellis (secretary)	Community Worker	
Virginia Bell	Barrister	
Nigel Vertigan (chair)	Solicitor	
Peter Stapleton	Solicitor	
Clare Petre	Social worker	
Gerard Craddock	Barrister	

# **Management Committee**

Name	Occupation	Basis of Appointment
Irene Baghoomians	student	volunteer
Katherine Biber	student	volunteer
Mehera san Roque	student	volunteer
Paul Farrugia	solicitor	volunteer
Bridget Godwin	solicitor	volunteer
Toni Brown	resident/community	community & other
	worker	
Robert Curtis	student	volunteer
Juanita Venegas	community worker	community & other
Clare Petre	policy officer	community & other
Mary Perkins	co-ordinator	RLC staff
Frances Gibson	principal solicitor	RLC staff
Harriet Grahame	solicitor	RLC staff
Pam Anderson	administrator	RLC staff
Paula Rix	IDRS co-ordinator	RLC IDRS staff

## Staff

Pam Anderson Louise Blazejowska

Steve Bolt Simon Cleary Tim Cumberland Frances Gibson Harriet Grahame Sisko Heikonen

Robyn Holden Beth Jewell Pat McDonough Mary Perkins Gina Schien Ben Slade

Paula Rix Margo Maneschi Carol Pein Penny Harrington Lynette Byrnes Ted Smeaton Megan Scannell Jenny Klause administrator solicitor (general casework and domestic violence) solicitor (general casework) solicitor (credit) solicitor (credit) - left in June principal solicitor - left in June solicitor (victims compensation) administrative officer (March -June) secretary community worker solicitor (SRC Branch Office) co-ordinator administrative officer principal solicitor - left in December co-ordinator IDRS solicitor IDRS educator IDRS administrator IDRS solicitor IDRS

educator IDRS

solicitor IDRS

educator IDRS



new Credit solicitor Penny Quarry and admin worker Sisko Heikonen

## Volunteers

# Volunteers report

- Kylie Kilgour and Sarah Nielsen.

Volunteers are an integral part of the structure of Redfern Legal Centre. Staff and volunteers work together to provide the invaluable contribution made by RLC to the community. There are approximately 100 volunteers at the Centre - students, solicitors and anyone else who can master the peculiarities of a possessed telephone system. The high turnover in volunteers is an indication of the kind of stamina demanded by RLC's activitie such as deciphering file notes, answering the telephone, reception, "doing the DX" (ergh!), making cups of tea, eating chocolate biscuits, liaising with police officers, extracting information from government departments and keeping the staff under control.

As well as this drudgery, volunteers this year have been involved by staff in Redfern's Access and Equity group, the Drug Law reform project and other more short term policy-based projects.

As if this isn't enough, some vols are also silly enough to commit themselves to participating as members of the Centre's management committee.

And what's our reward for all this hard work? Thankfully, volunteers are always involved in the many social occasions that are the core of the Centre's being. On behalf of the volunteers, a huge thank you to Gina, Pat and Sisko for organising 'vollies' in 1993/94.

#### Volunteers in 1993/4

Roxanne Adler, Kirsten Anker, Grant Arbuthnot, Warren Armstrong, Irene Baghoomians, Robert Balzola, Cynthia Banham, Fiona Barker, Elissa Baxter, Dominic Beckett, Katherine Biber, Nicole Blundell, Katarzyna Borek, Joy Boulos, Zarina Braybrooke, Sean Brennan, Susie Breuer, David Brownie, Charles Carroll, Mark Castle, Lilian Chai, Myra Cheng, Simon Clarke, Claire Corney, Gary Cowan, Sarah Crawford, Roslyn Cruse, Robert Curtis, Helen Dakin, Angela Daw, Anne Sophie Deleslie, Henregh Delir, Jooliet Dimond, Bridget Docherty, Amity Durham, Paul

Farrugia, Phillipa Gaffney, Vicki Gallagher, Katherine Gardner, Michael Gibson, Bridget Godwin, Conrad Gray, Kate Gardner, Alison Haines, Richard Hardy, Malcolm Galwey, Alison Haines, Gillian Halstead, Loris Hendy, Sam Hickson, Sam Hudson, Mark Hunter, Antonio Ibanez, Elizabeth Jardine, Kirrilee Kennedy, Chris Kimber, Ping Ming Koh, David Knaap, Susanna Khouri, Kylie Kilgour, Susan Lyons, Diana Lazarus, Donna Lawlor, Kylie Molnar, Roger Mattar, Linda Meyns, Daniela Marks, Julie Mahoney, Penny Musgrave, Barry McCallum, Rachel McCallum, Louise McDermott, John McIntosh, Sheila McMahon, Paula Nassif, Sarah Nielsen, Martin O'Reilly, Simon Palmer Mario Quinteliani, Tom Reeve, Pam Richards, Anita Sharma, Matilda Sbrizzi, Peter Stern, Jorge Segovia, Gajen Sivagurunathan, Jackie Salsithidej, Peter Savvas, Kirsti Samuels, Mehera San Roque, Suzanna Sarlas, Andrew Silk, Tanya Smart, Justin Smith, John Valarezo, Elizabeth Van, Nigel Vertigan, Jane Weber, Danielle Woolley, Tim Wallace, Julie Walsh, Jeff Ward, Mary Whitehead, Sandy Wright, Michael Windsor, Ruth Wylie, Joanne Wing, Sonia Yip.



IDRS administrator Penny Harrington and volunteer Sadie Hamer

# **Finances**

# **Funding**

Redfern Legal Centre receives funding from various Federal, State and Local Government offices. These include South Sydney Council, the Legal Aid Commission, the Department of Health, Housing and Community Services (Cwth), the Department of Community Services (NSW), Waverley Council, The Federal Legal Aid and Family Services, Department of Consumer Affairs and the Office of Status of Women. We thank these organisations for their continued support.

### **Donations**

The Centre also receives income from donations and costs in successful cases. Donations were received from Jendar Pty Ltd, B. Jewell, Marsden Office Account, Mrs Anson, D Woodhouse, J Laverick and A Singh.

# Redfern Legal Centre Limited Profit and Loss Account 93/94

ended 30 June 1994

INCOME	\$ 1994	\$ 1993
Gross Profit from trading	2,294	4,422
Consulting Fees	4,071	1,581
Interest	18,441	18,012
Recoveries	14,230	21,324
Other Revenue	22,502	17,542
Grants	812,850	824,427
Donations	1,480	1,567
TOTAL	875,868	888,875
EXPENSES		
Accountancy	2,372	2,723
Activities	4,545	2,564
Auditors remuneration	6,827	5,353
Bank Charges	1,324	1,040
Consultancy Fees	19,813	7,278

Depreciation	8,682	12,587
Disbursements	743	779
Fitout	0	0
Furniture	0	100
Grant Expenditure	0	2,000
Insurance	4,419	- 3,352
Loss on Theft	0	49
Office Supplies	9,002	9,394
Office Equipment	15,405	846
Printing, post & stationery	57,262	91,760
Purchase for resale	240	959
Repair's & Maintenance	2,911	3,614
Reprinting	2,294	4,422
Salaries & Wages	641,536	630,462
Staffing Expenses	20,106	20,623
Subscriptions	12,017	9,922
Sundry Expenses	2,644	4,507
Superannuation	20,559	19,223
contributions		
Telephone	16,419	14,752
Travelling Expenses	11,402	13,644
Rent	7,000	0
Total Expenses	867,477	861,953
Net Profit for the year	8,391	26,922
	<del></del>	*

# Administrator Pam Anderson (right) training Denele Crozier



