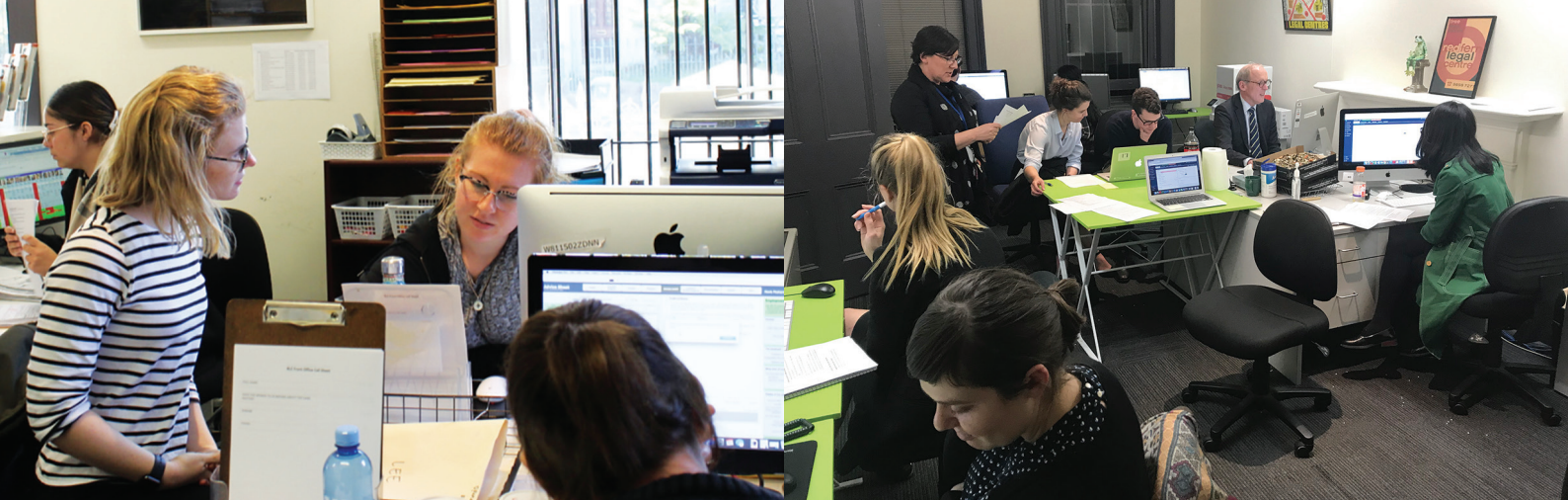




**Redfern**  
Legal Centre

**Our Impact**  
**2018–2019**



**Pictured:** Volunteer Legal Assistants on RLC’s Front Desk (left), and volunteer solicitors preparing for evening advice (right).

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

Our vision is that RLC will respond to the needs of the community through its development of core specialist skills in the following areas:

- Credit, debt and consumer complaints
- Financial abuse
- Health justice partnerships
- International students
- Tenancy and housing
- Police and government accountability
- Employment, and
- Discrimination and human rights.

Our vision is that RLC will also provide generalist advice to clients on low incomes who experience disadvantages such as:

- Aboriginal and Torres Strait Islander people
- People with disability
- People that are, or are at risk of being, homeless
- People experiencing financial abuse and domestic violence
- People of culturally and linguistically diverse backgrounds
- Single parents
- Young persons (under 21)
- Older persons
- Other vulnerable people, and
- Persons recently released from prison or a psychiatric institution.

As a result, RLC will be a Centre of Excellence, providing thought leadership and cutting-edge law reform in these areas for the benefit of our community.

“Thank you so much for listening to me and providing me with non-judgmental support. I am more grateful than you could know.”

“... excellent lawyers and staff are helping me in coping with injustice and unfairness.”

“Thank you so much for your support and belief. You cannot fathom how much it truly means to be heard.”

## Our Impact

Over the last financial year, Redfern Legal Centre has assisted 2,474 people with 5,915 occasions of advice, assistance and representation. In addition, our student volunteers provided 1,073 instances of information and referrals.

### Feedback from our client survey, May–June 2019

- **95%** agreed or strongly agreed it was easy to contact our service when they first needed help.
- **98%** agreed or strongly agreed we listened to them and they felt respected.
- **96%** agreed or strongly agreed we helped them understand their legal problem.
- **70%** said they needed support to use our service for personal or cultural reasons, and 89% agreed we helped them with those needs.
- **90%** said they would recommend our service to family and friends
- **89%** agreed they had one or more of the following outcomes:
  - > **54%** reported reduced stress
  - > **32%** an improved financial situation
  - > **16%** more secure housing
  - > **24%** increased safety.

## WHO WE HELPED

**18%**

people with  
a disability

**18%**

Aboriginal and Torres  
Strait Islander people

**76%**

people experiencing  
financial disadvantage

**33%**

spoke a main language  
at home other than  
English

**20%**

were experiencing or  
at risk of family  
violence

## Our Volunteers

279 volunteers worked with RLC over the 2018–19 financial year:

- **119** front desk volunteers
- **81** volunteer solicitors
- **79** Practical Legal Trainees and other specialist volunteers.



## OUR VOLUNTEERS

Speak

**37**

different languages

Contributed over

**15,000 hours**

of volunteer time

Our volunteer legal assistants, solicitors and pro bono partnerships provide a commercial value of over

**\$2 million**

## Our impact 2018–19



Download Redfern Legal Centre's Annual Report 2018–2019 at  
[bit.ly/rlc-2019](https://bit.ly/rlc-2019)



**Redfern**  
Legal Centre

73 Pitt Street, Redfern NSW 2016

Phone: (02) 9698 7277 Legal enquiries: (02) 9698 7277  
[info@rlc.org.au](mailto:info@rlc.org.au) [www.rlc.org.au](http://www.rlc.org.au)