

Annual Report

University of South Australia
Legal Advice Clinic



2015

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Dean's Message

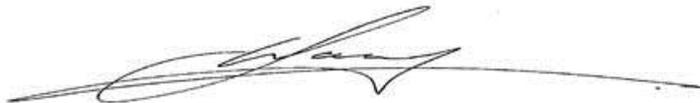


It gives me great pleasure to write this message for the 2015 Annual Report of the University of South Australia Legal Advice Clinic.

The Legal Advice Clinic was established in 2011 and, since that time, has become an integral part of the School of Law. The Clinic is focused on community legal education and provides a free legal service for disadvantaged members of the community who might otherwise not have access to justice. It also provides a unique practical teaching and learning environment for law students, which complements the School's existing experiential learning program by giving students the opportunity to further develop their professional skills in a 'real life' environment. Participating in the Clinic fosters a pro bono culture and a deep appreciation of ethical standards within our law students.

In 2015, the Clinic continued to build momentum at its City West campus, Elizabeth Outreach and Port Adelaide Outreach locations, as well as expanding the services it provides with the introduction of an Arts/Law Clinic offering free legal advice to the arts community. Since its inception, the Clinic has provided over \$1.3M worth of pro-bono advice to over 1,600 clients.

I celebrate the Clinic's staff and student advisors (past and present) on their achievements and encourage you to take the time to read this Report.



Professor Wendy Lacey
Dean and Head of School
SCHOOL OF LAW
UNIVERSITY OF SOUTH AUSTRALIA

Introduction

When I prepared our first Annual Report for the UniSA Legal Advice Clinic in 2012, I was excited about the possibilities for our students and for the opportunity to contribute in a meaningful way to the wellbeing of the community through access to justice. Five years later, I am delighted that our humble beginnings have developed into a solid presence within the Law School community, the University community and the wider community. The Clinic is a well-regarded service provider, not only on campus but as far as Port Adelaide and Elizabeth where our outreach services are in demand. The law students who are educated through our clinical program are awakened not only to a vast depth of understanding about the law and how they can practically apply their legal skills, but also to a deeper understanding of their own interpretations of success and aspirations for their personal and professional futures. Congratulations to all of our Clinic students for the fine work that they do, and a huge thank you to all of our clients who put their trust and confidence in us. It is always an immense satisfaction to have been able to assist a client, and to guide difficult situations towards resolution. I am very proud of the Clinic's achievements and look forward to further augmenting our community engagement through our emerging Arts-Law focus. This is our new area of development which involves community education seminars as well as individual client advice. These new aspirations keep us all very busy. Thank you to my dedicated Clinic team for all their hard work, their attention to detail, their care of both clients and students, and their mutual support which is the foundation of our success.

This Annual Report highlights the achievements of the Legal Advice Clinic in 2015 and demonstrates the adherence of everyone involved to its values:

<i>A belief in and a commitment to access to justice for everyone.</i>
<i>Innovative, interesting and challenging educational opportunities for law students.</i>
<i>An educational environment where all students are encouraged to ask questions and learn from their mistakes.</i>
<i>A commitment to reflective practice.</i>
<i>A pedagogy that encourages the development of practical legal skills.</i>
<i>Ethical legal practice.</i>
<i>A commitment to ongoing research and innovation.</i>

Vision, Mission & Values Statement

Vision

The UniSA Legal Advice Clinic will develop a reputation as the most innovative, most respected, best resourced, most research-active clinical legal education program in Australia. It will be recognised as a national leader in clinical legal education in its teaching, research and community involvement, and an international authority on clinical legal education. The Clinic will be the focus of the UniSA law degree's 'capstone' year, providing all law students with the benefits of clinical legal education and will be recognised nationally and internationally as providing a 'best practice' model.

Mission

The Clinic's Mission is:

- To provide an educational environment which promotes access to justice, fosters a 'pro bono' culture, and encourages law students to be client-centred, ethical practitioners.
- To provide an educational framework which assists law students to develop practical legal skills and adopt ethical practices.
- To provide competent and timely free legal advice to members of the public, particularly to those who might otherwise be denied access to justice because of financial or social disadvantage.
- To provide a referral service to members of the community where the Clinic is unable to assist (for both legal and non-legal services).
- To develop and consolidate relationships and generate synergies with other organisations in a manner which is mutually beneficial for those other organisations, clients, students and the School of Law.
- To strengthen a research culture which promotes the Clinic as an international leader in clinical legal education.

Values

Values drive an organisation's culture and priorities and provide a framework in which decisions are made.

The values of the Clinic are:

- Innovative, interesting and challenging educational opportunities for law students.
- A commitment to ongoing research and innovation.
- A belief in, and a commitment to, access to justice for everyone.
- An educational environment where all students are encouraged to ask questions and learn from their mistakes.
- A commitment to reflective practice.
- A pedagogy that encourages the development of practical legal skills and ethical legal practice.

Who We Are

Staff



Rachel Spencer is the Director of Professional Programs in the School of Law at UniSA. She has many years of experience in the Clinical Legal Education sector, as well as extensive prior experience in legal practice, including private practice, government and in-house roles. She also has extensive experience in Practical Legal Training and is a past Chair of the Australasian Professional Legal Education Council.



Prior to taking up the position of Managing Solicitor of the Legal Advice Clinic, **Matthew Atkinson** was the Principal Solicitor at the Northern Community Legal Service Inc. He has worked in the Community Legal Centre sector for approximately ten years and has significant experience in providing legal assistance at the coal face with some of the most vulnerable people in our community. He has also been actively involved in advancing the Community Legal Centre sector having been the South Australian state representative in the National Association of Community Legal Centres in 2007, 2008, and 2010. He was also involved in planning and implementing a legal education program about the *Family Law Act* and family dispute resolution with the Family Relationship Centres in Salisbury, Elizabeth and Adelaide.



Betty Kontoleon is a Supervising Solicitor in the Legal Advice Clinic. Betty graduated from the University of Adelaide with a Bachelor of Laws (Honours), Bachelor of Arts and Graduate Diploma in Languages (Modern Greek) and has practised as a Solicitor since 2005. Prior to joining the Clinic, Betty worked for Palios, Meegan and Nicholson Lawyers in the field of civil litigation with a specific focus on personal injury claims representing clients from a broad range of social and cultural backgrounds. Since mid-2011 Betty has undertaken casual tutoring and research for various Law Schools. She has always had a keen interest in undertaking pro bono work.



Julie Watt is the Clinic Administrator for the Legal Advice Clinic. Julie has worked at UniSA in a variety of administrative roles since 2009 and was involved in setting up the administrative functions of the Clinic in 2010 prior to commencement of its operation in February 2011.

Students

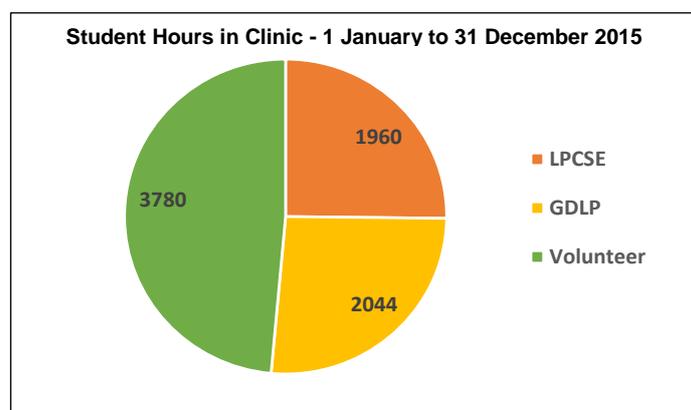


2015 was another successful year for the Clinic in relation to the student experience of providing legal advice and assistance to the community as well as developing the practical skills of law students and their recognition of the ethical requirements of legal practice. A total of 28 student advisors were placed in the Clinic as part of the elective course, 'Lawyers, Ethics and Society (Advanced: Clinical Placement)' as well as 14 volunteer law students (who stayed on following completion of the elective course) and 14 students undertaking their Graduate Diploma in Legal Practice (usually involving full time placement at the Clinic for a number of weeks).

2015 was also the first year of extending the Clinic's legal service to provide advice and guidance to individuals across the South Australia arts sector. The Clinic also presented its first of a series of Intellectual Property Arts Law Seminars, available to the arts sector. These successful presentations were a collaboration with MatchStudio in the School of Art, Architecture and Design.

Students were actively involved in preparing information booklets to be made available to the public to assist with common legal issues that face our community including how to deal with traffic offences, driver's licence issues and debt matters. These booklets are due for printing in 2016.

Students also had the opportunity to develop their practical skills in dealing with legal issues ranging from criminal, family, tenancy and debt matters as well as neighbourhood disputes. Students were able to maximise their experiences in the Clinic by discussing and reflecting on what they were learning in the Clinic as well as developing a greater appreciation and understanding of the role of legal professionals in the legal system and in society, as well as the concepts of access to justice and the provision of pro bono legal services.



Report from the Director: Professional Programs



2015 was a year of consolidation, reflection and planning for the Clinic. Looking back on our strategic plan, I am very pleased to be able to say that we have succeeded in the goals we set for ourselves in 2013. We have established ourselves in the pro bono legal marketplace and we have also developed a reputation within the law school as a desirable venue for a work experience placement. Students not only benefit from the experiences that the clinical legal education program provides but they are instrumental in creating and driving change and innovation. Clinic policies and procedures are organic and constantly evolving. Students often initiate and develop ideas that contribute to the smooth management of the clinic and its co-operative working environment.

I was delighted that our business case for solicitor Betty Kontoleon to be offered an extension to her contract was successful, and also that Julie Watt, who has worked with the Clinic for over five years now has a permanent and continuing role as Clinic Administrator. These two appointments have enabled us to start on a new phase of planning, knowing that we will have the human resources to be able to implement new ideas.

One of the major aspects of our strategic planning process is the establishment and development of an Arts Law branch of our Clinic. This started with a student led 'Keeping it Legal' presentation on legal aspects of the arts industry in November 2015. The seminar was a collaboration between the Legal Advice Clinic and MatchStudio, an interdisciplinary venture that was highly successful and has led to the demand for further similar presentations in 2016. Following the success of this public outreach and education program, the Clinic is now advising a number of clients on arts-law related matters. We hope to develop this area of expertise and look forward to being able to assist those in the arts community, especially emerging arts practitioners who often need legal advice but are unable to pay for private lawyers.

In 2016, the Legal Advice Clinic will be planning a special event for 2017, when the Law School will celebrate its tenth birthday. We will have much to celebrate.

Rachel Spencer
Director: Professional Programs
Legal Advice Clinic
SCHOOL OF LAW
UNIVERSITY OF SOUTH AUSTRALIA

Report from the Managing Solicitor



The fifth year of the Legal Advice Clinic marks continued expansion of new services and a growing maturity in current initiatives. In 2015, we performed \$331,987 worth of pro-bono work and provided placement for 56 students at our City-West campus office or our outreach services at the Port Adelaide and Elizabeth Magistrates Courts. This year a new Arts-Law service commenced operations. The Legal Advice Clinic presented an Arts/Law seminar on 'Law for Creative Arts Industries' in conjunction with UniSA MatchStudio which was well-attended and received. Further to this, our service is providing legal advice and assistance to artists.

The Elizabeth and Port Adelaide Magistrates Court outreach programs continue to provide a valued service in their respective communities. In Elizabeth, law students continue to have the benefit of experiential learning in a multi-disciplinary practice, which involves a financial counsellor from the Northern Community Legal Service Inc. In Port Adelaide, law students work with court staff, duty solicitors, and court stakeholders to provide an invaluable service to the community. Both outreaches are made possible by the kind support of the Law Foundation of South Australia.

The Legal Advice Clinic also continues to provide an environment for positive experiential learning. Feedback from students continues to be overwhelmingly positive. It is indeed humbling and an honour to receive sentiments including, *'Your time and dedication to the Clinic is admirable and it is praiseworthy that so many vulnerable and disadvantaged members of society are provided with free legal assistance. It was a pleasure to have worked for such a worthwhile cause'; 'I want to thank you for all you have taught me throughout my placement at the Clinic. The knowledge and advice you have imparted upon me has been a great learning opportunity'; 'A very big thank you for having me in the Clinic. I have learnt so much. Your advice and knowledge has been tremendously helpful. Thank you again.'*

In addition to the Arts-Law seminar mentioned above, the Legal Advice Clinic continues to publish information brochures which are designed to help the community with common legal problems. Our service has a number of information brochures which help South Australians to resolve their legal problems on the National Association of Community Legal Centres legal education and law reform database. These brochures are also in printed form and have been disseminated in the community. This has again been made possible by the kind support of the Law Foundation of South Australia.

The Legal Advice Clinic's operations have also been used to inform scholarly research. This year Rachel Spencer and I published an article in the *Legal Education Review* titled: *'Towards a pedagogy of the integration of clinical legal education within the law curriculum: using de-identified clinic files within tutorial programs.'* This paper examines the use of de-identified client files in the classroom and how a pro bono culture and a consciousness of access to justice issues at a local level can be developed, not just for students in the clinical program, but for all students in law school.

Our services continue to enjoy a strong reputation among members of the legal profession and other organisations involved in providing access to justice. Recently, the Port Adelaide Magistrates Court has commented that the Legal Advice Clinic provides a high level professional and invaluable service to the community. I would like to thank and acknowledge the efforts of all staff and students for their individual contributions to the Clinic's success. I look forward to being a part of its future endeavours.

Matthew Atkinson
Managing Solicitor
Legal Advice Clinic
SCHOOL OF LAW
UNIVERSITY OF SOUTH AUSTRALIA

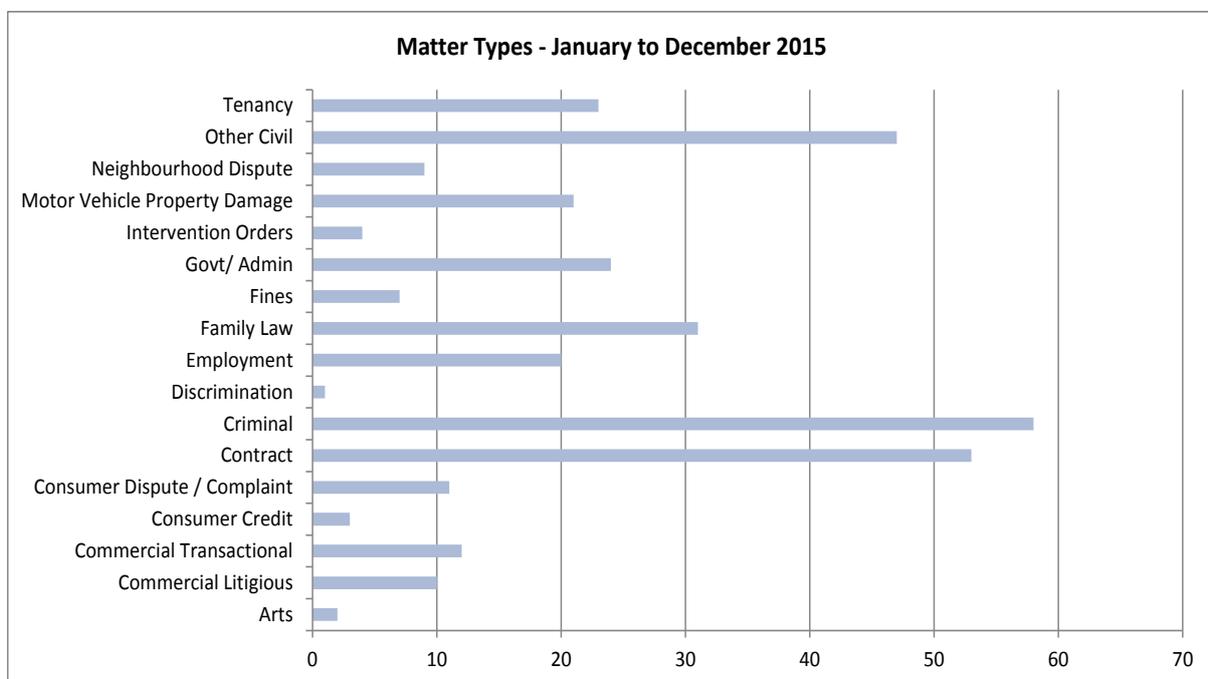
What We Do

Advice and Assistance

It is the Clinic's priority to assist clients who might otherwise be denied access to justice because of financial or social disadvantage. However, should the Clinic be able to assist clients (taking into account the available resources and expertise of the Managing Solicitor or other Supervising Solicitor) who are not financially or socially disadvantaged but are able to provide an educational opportunity for law students to develop practical legal skills, the Clinic will assist such clients. By the end of 2015, the Clinic had provided over \$1.3M worth of pro bono legal advice to clients since commencement of its operations in 2011.

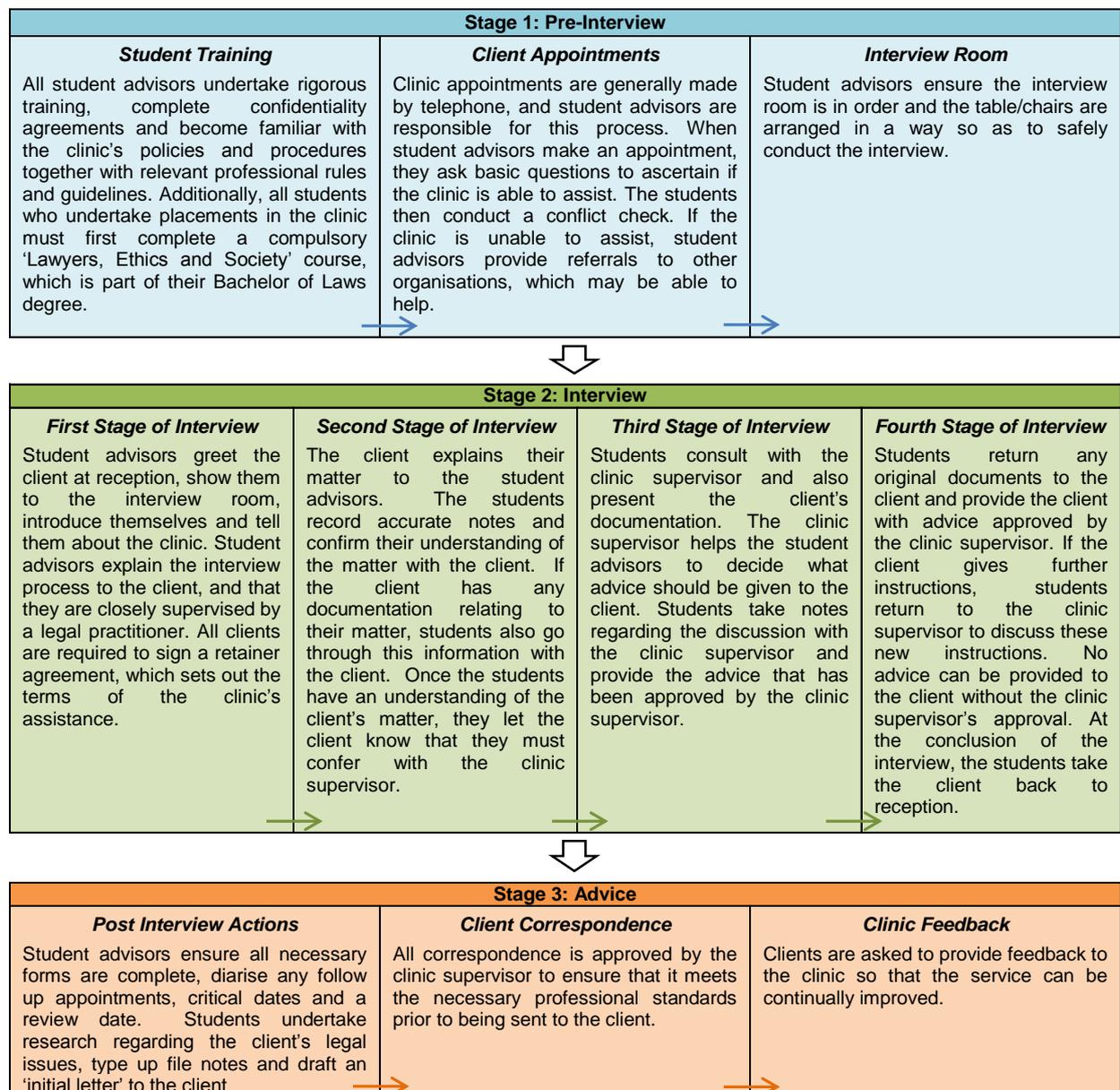
In areas where the Clinic does not have the expertise or the resources to assist a client, the client will be referred to another organisation which will be able to assist. Care is taken to ensure that any referral will result in assistance for the client.

The Clinic provides free legal advice in a variety of areas of law including the arts, commercial litigious, commercial transactional, consumer credit, consumer dispute/complaint, contract, criminal, discrimination, employment, family law, fines, government admin, intervention orders, motor vehicle property damage, neighbourhood dispute, other civil and tenancy issues. In 2015, the Clinic expanded its services to provide free legal assistance to the arts community.



City West Campus

The Legal Advice Clinic commenced its operations in the School of Law, City West campus, University of South Australia in February 2011. The student-run, in-house Clinic equips students with the legal skills and knowledge required for the practice of law. In 2015, a total of 220 clients were interviewed at City West campus on a range of matters such as criminal, family, debt claims, motor vehicle accidents, tenancy, and neighborhood disputes. Below is a table which summarizes the process of student interaction with clients:



Elizabeth Outreach



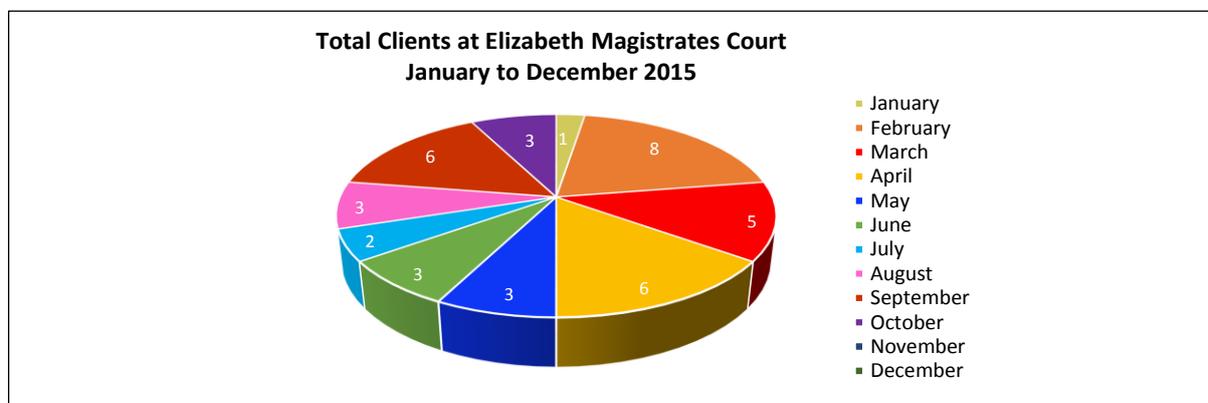
The Elizabeth Outreach operates at the Elizabeth Magistrates Court each Tuesday during the Investigation Summons Hearings and continues to be run in partnership with the Northern Community Legal Service who provide on-site financial counselling which complements the advice provided by the Clinic. Due to the success of the pilot in 2014/2015, the Elizabeth Outreach was officially launched at the Court on 2 June 2015. This interdisciplinary service assisted 40 clients in 2015 with consumer debt related matters.

One student advisor provided the following feedback on her experience at the Elizabeth Outreach.

"I would like to thank you both for all your help and guidance during my time at the Clinic. It was undoubtedly the most valuable experience in my degree so far and I can't speak highly enough of the wonderful opportunity it provides for students. I have learnt so much from being at EMC (Elizabeth Magistrates Court) and the Clinic, and have truly enjoyed working with you both." Delia, Student Advisor

Client snapshot from the Elizabeth Outreach:

- A client came to the legal advice clinic seeking assistance with an insurance matter. He was involved in a car accident in which he was at fault. He did not have third party property insurance and was now in debt to the other driver's insurance company. Our client was in an extremely poor financial position and could not afford to pay the debt. We drafted a letter of negotiation to the insurance company which they accepted. This resulted in our client paying the insurance company an amount that he could afford, which was substantially less than what the insurance company was originally asking for.



Port Adelaide Outreach



In 2015, the Port Adelaide Outreach assisted 67 unrepresented litigants appearing in matters before the Port Adelaide Magistrates Court. The Outreach operates as a drop-in service each Friday, providing a highly valued service to the community and offering advice on a range of matters. As with the Elizabeth Outreach, it is well supported by the magistrates, court registry staff and legal practitioners. Students gain extensive

experience in dealing with members of the community including assisting those who have entered the court driven process, those who wish to initiate the court process and those who seek general legal advice. These clients are particularly vulnerable and many are considerably disadvantaged.

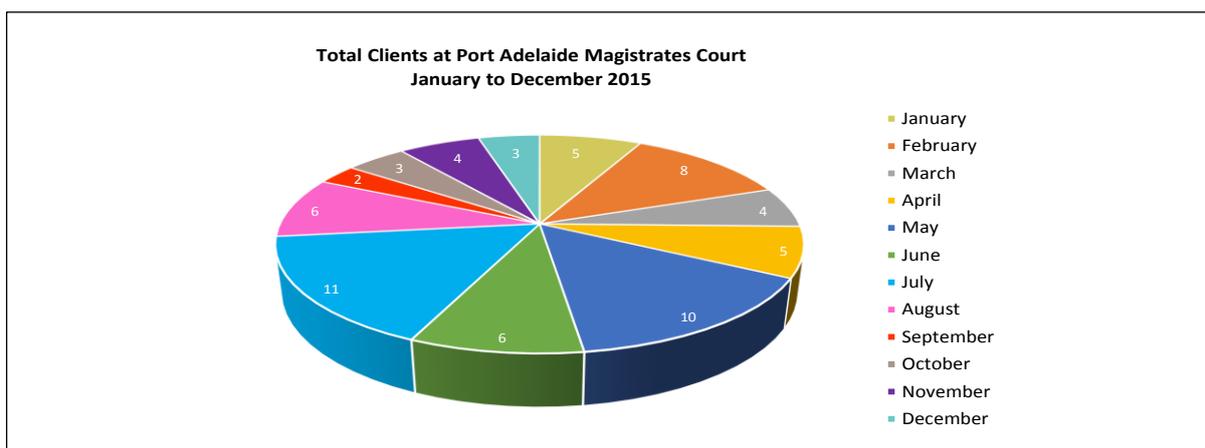
A student's personal account of her experience at the Port Adelaide Outreach is as follows:

"I unquestionably cherish the experience I was able to glean volunteering for the UniSA Legal Advice Clinic at Port Adelaide Magistrates Court. Working from within a court brings with it greater exposure to the legal process, where I was able to meet and witness clients, court staff, magistrates, lawyers and those attending court. When I started working I was shocked by the community's lack of knowledge and access to justice. I encountered a diverse mix of matters, ranging from minor to serious, with clients covering the spectrum of backgrounds and personal challenges. As it is a walk-in service I had to learn to be quick on my feet and adapt to the client. Because of this, I have seen huge growth in myself since I started volunteering at PAMC over a year ago. I would never have thought I would be so comfortable in questioning strangers about intimate details of their lives with the focus of providing them with advantageous solutions to their legal quandaries. Simply knowing that I am able to maintain professionalism during difficult interviews, provides me with comfort going forward in my career. From working at the Clinic, I now understand the practical significance of the proper processes of legal practice and know some of the skills and knowledge required in legal practice. I revere the support of my mentors, Matthew and Betty, and highly value the opportunity to continue to work under them. There is no better education than having to learn in practice. It is my wish that when I begin practising, I donate time to necessary and important organisations such as the UniSA Legal Advice Clinic."

Laura Crase, Student Advisor

Clinic snapshots from the Port Adelaide Outreach include:

- Student Advisors helped a client who had been charged with a public order offence at the Port Adelaide Magistrates Court Outreach Service. Amongst the client’s documentation that he provided were numerous referrals to mental health organisations from other legal services and members of the community. The students involved realised that it is important to empathise with a client and logically work through their problems, some of which may not be legal. The client did not understand the offence that he had been charged with and wanted some assistance and direction to help him resolve the matter. The client came to the Clinic in a moment of crisis and was at times angry, frustrated and annoyed. This was challenging for Student Advisors but a great learning experience. The students involved were able to engage and provide comfort to someone who did not understand why he had been charged with a criminal offence. Through building a rapport with the client, the Student Advisors were able to help the client understand and accept his legal position.
- The Clinic assisted a client who had a problem with the installation of air-conditioning units at her home. The client came from a non-English speaking background. She had paid a contractor to install two air-conditioning units, and the job was not done correctly. The defective installation caused damage to her home, and resulted in the air-conditioning units not fully functioning. After helping the client to attempt mediation, the Clinic helped the client navigate the Magistrates Court. Student Advisors drafted court documents and helped the client prepare for her court hearings. Ultimately, the client won her case and received monetary compensation to fix the air-conditioning units. The client was extremely grateful for the assistance she received from the Clinic.



Arts/Law Clinic



"I am proud to have been involved in the 'Keeping It Legal' project, and for being involved in the partnership between the Clinic and MatchStudio. This project played and will continue to play, an instrumental role in addressing the gap that currently exists in the provision of free legal services to people from creative disciplines. It was a rewarding experience because audience members left with a better knowledge and understanding of their intellectual property rights and obligations. The surveys indicated that this was a highly successful event and I hope that its continual development will reduce the number of artists and musicians who are exploited in their workplaces."

Peta Spyrou, Student

2015 saw the integration of a new initiative in the Legal Advice Clinic in providing free legal advice to the arts community through our Arts/Law Seminar Series. The pilot project was conducted in collaboration with UniSA Match Studio from the School of Arts, Architecture and Design.

The pilot project involved one of our student advisors, Peta Spyrou, dedicating her time in the Clinic to preparing and conducting a presentation in the form of a seminar to a range of different members of the artistic community. Peta worked in conjunction with myself and Rachel Spencer to prepare the presentation and make all the necessary arrangements with MatchStudio. The presentation was an introductory seminar on intellectual property law and contract law and was the first of a series of arts law presentations to be conducted throughout 2016 and 2017.

The presentation was extremely successful with around 20 members of the arts community in attendance. We were also able to produce an information booklet that was handed out to the attendees on the night and which provided a summary of the introductory seminar. In 2016, Peta will continue her hard work alongside Suzana Jovanovic to deliver the next presentation in the seminar series.

We look forward to a bright future in the provision of ongoing seminars and free legal services for all types of visual arts, performing arts, and architecture, design and music fields.

Betty Kontoleon
Supervising Solicitor, Legal Advice Clinic
SCHOOL OF LAW
UNIVERSITY OF SOUTH AUSTRALIA

Community Legal Education

Community Legal Education and Reform Database (CLEAR)

- The Community Legal Education and Reform Database showcases community legal education and law reform projects undertaken by Australian Community Legal Centres and other non-profit legal services. Both the 'Pleading Guilty – Know Where You Stand' and 'Setting Aside Judgment in the Magistrates Court' self-help booklets are published on the CLEAR database.

Media Articles, Books and Book Chapters

- Spencer, R. and Atkinson M. (2015) '*Towards a Pedagogy of the Integration of Clinical Legal Education Within the Law Curriculum: Using De-Identified Clinic Files Within Tutorial Programs,*' 25(1) Legal Education Review 121-146.
- Spencer, R. (2015) '*The freedom to write these words,*' *InDaily, 'I think, therefore I am Charlie', the Hoopla, 13 January 2015.* Rachel recorded her reflections on being in Paris and witnessing part of the freedom of expression march, in the wake of the Paris terror attacks.
- Spencer, R., Atkinson, Kontoleon, B., M., Lacey, W. (2015) featured in the article '*Resolving money and legal problems*' in *Amicus Curiae*, August 2015, published by the Courts Administrative Authority.
- Spencer, R. '*Law Students Providing Access to Justice,*' *The Law Society Bulletin*, October 2015.
- Spencer, R. (2015) 'Crime', in M De Zwart, B Richards & S Le Mire (eds), *Law and Popular Culture in Australia*, LexisNexis Butterworths.

Presentation: Gambling Help Services

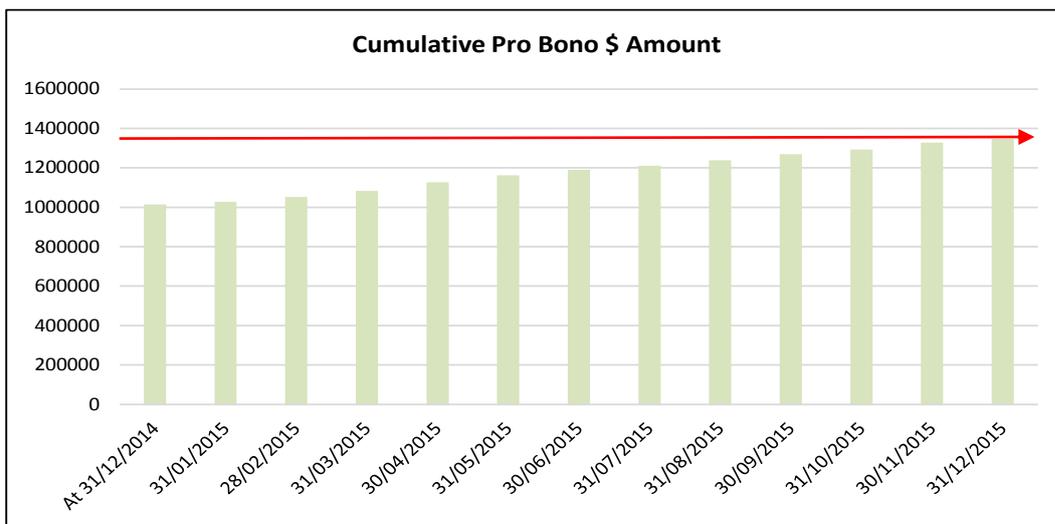
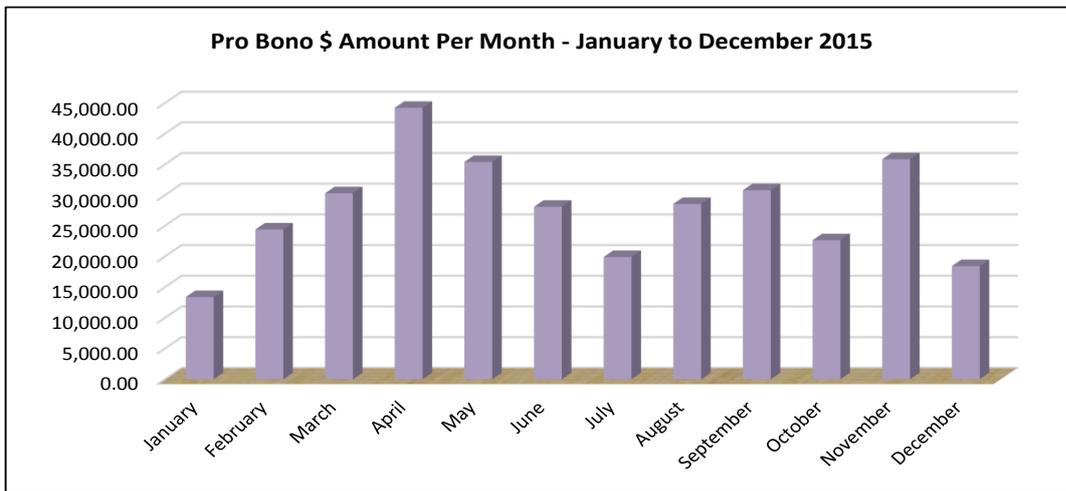
- On 25 March 2015, three student advisors gave a presentation at the Gambling Help Services practical day at Relationship Australia's office at Hindmarsh. The students provided information about the services that the Clinic can provide and addressed legal issues such as criminal, family and debt which are often associated with gambling addiction.

Publications – Self Help Booklets

- Over the past year, the Legal Advice Clinic has continued to distribute the two self-help booklets, 'Pleading Guilty – Know Where You Stand' and 'Setting Aside Judgment in the Magistrates Court' to Magistrates Courts and Community Legal Centres within the Adelaide metropolitan area, and local members of Parliament. Two further self-help booklets will be published and distributed in 2016.

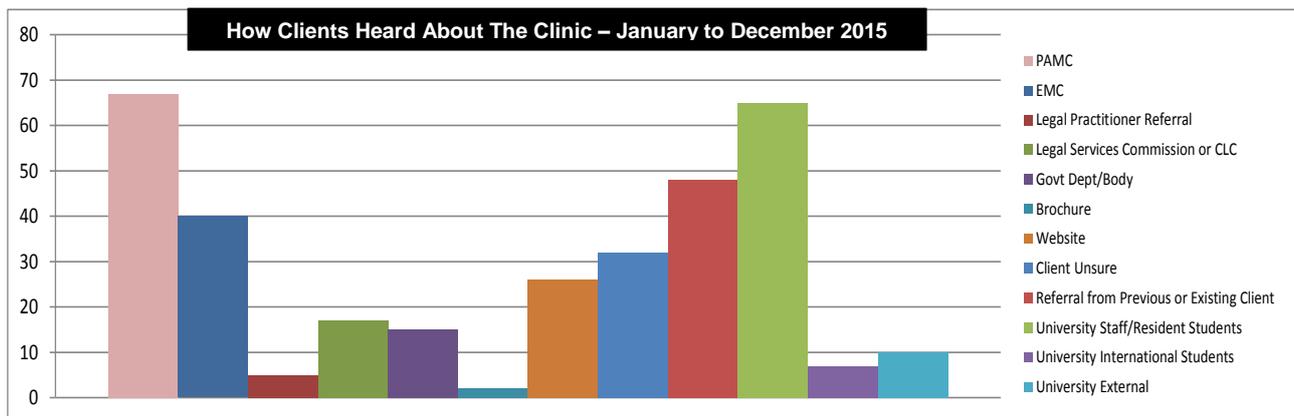
Statistics

Clinic Report - January to December 2015																								
Month	Matter Types - 2015																	No. of Clients	No. of Files Opened	No. of Files Closed	Total No. of Active Files	YTD No. of Clients	YTD No. Files Opened	Total Cumulative No. of Files Dealt With Since Start of Clinic
	Arts	Commercial Litigious	Commercial Transactional	Consumer Credit	Consumer Dispute / Complaint	Contract	Criminal	Discrimination	Employment	Family Law	Fines	Govt/ Admin	Intervention Orders	Motor Vehicle Property Damage	Neighbourhood Dispute	Other Civil	Tenancy							
Jan	0	0	0	1	1	5	0	1	0	0	3	0	0	0	4	1	16	16	10	42	16	16	1279	
Feb	3	0	0	1	5	8	0	2	2	1	1	0	4	3	3	1	33	34	22	54	49	50	1313	
Mar	2	0	1	2	7	6	0	2	7	0	2	0	2	0	2	1	34	34	27	61	83	84	1347	
Apr	0	2	1	1	8	1	0	1	3	0	3	0	1	2	4	1	25	28	43	46	108	112	1375	
May	1	0	0	3	8	9	0	2	1	0	1	1	3	0	2	0	29	31	31	46	137	143	1406	
Jun	0	0	1	0	2	2	1	1	1	1	2	2	0	0	5	7	24	25	31	40	161	168	1431	
Jul	0	3	4	0	2	2	8	0	1	5	1	2	0	2	3	6	45	45	34	51	206	213	1476	
Aug	0	0	1	1	1	9	0	5	3	0	1	0	2	0	7	1	31	32	29	54	237	245	1508	
Sep	0	1	3	0	0	8	4	0	2	2	4	1	1	4	0	8	1	39	39	44	49	276	284	1547
Oct	0	0	0	0	0	8	3	0	1	2	0	0	1	1	3	2	21	21	27	43	297	305	1568	
Nov	1	0	1	0	0	2	2	0	2	3	0	6	0	1	0	2	22	22	41	24	319	327	1590	
Dec	1	0	0	0	0	1	1	0	0	2	0	2	0	1	0	1	8	9	20	13	327	336	1599	
Total	2	10	12	3	11	53	58	1	20	31	7	24	4	21	9	47	327	336	359					



Case Studies of Client Assistance

In 2015, 67 clients sought assistance from the Clinic via the Port Adelaide Outreach. 65 clients were staff and students of the University who became aware of the Clinic by word of mouth or internal marketing. In addition, many clients were referred to the Clinic by previous or existing clients. The Clinic's website and internal and external marketing increases awareness within the community as does the Clinic's Facebook page which has over 600 followers.



A snapshot of case studies include:

- A highlight of working in the Clinic was assisting a young couple who lent \$2000 to another couple who did not repay the money borrowed. The couple were upset by the incident because they borrowed funds from their family to support their friends. The Clinic supported the client by drafting letters and claim forms which will hopefully assist in the recovery of the debt. The couple were extremely appreciative. One of the benefits of the service is assisting individuals who are seeking to recover small claims. The free service which the Clinic provides makes it worthwhile for people to pursue these debts.
- Our client, a recent immigrant, had been involved in a motor vehicle accident. He received a text from police asking him to attend court and was unsure of whether it was legitimate. He was extremely nervous at the prospect of attending court as he had never been in trouble with the law before. Our client was a student who had limited financial means. We were able to provide him with advice and refer him to a community legal service that was able to offer court representation. He was very thankful for our help as he was unfamiliar with Australian law and court processes.

- Our client, a student on a temporary visa, had been pulled over by police on over twenty occasions due to his records showing that his licence was expired. He had received two Expiation Notices in quick succession for driving a vehicle with an expired South Australian driver's licence. He felt harassed and racially profiled by one particular officer on a number of occasions. The client had a time restriction as he was permanently returning to Hong Kong and wanted to settle this outstanding issue. We were able to confirm that the original advice relied upon by our client from the Department of Planning, Transport and Infrastructure, was consistent with the *Motor Vehicles Act 1959 (SA)* and that he can drive with a valid Hong Kong licence whilst in South Australia. The Expiation Notice Branch's review resulted in the withdrawal of the Expiation Notices. We showed the client that formal review processes can provide positive outcomes and changed his presumption that officers target people due to their ethnicity. The client has also made a complaint to the Police Ombudsman. The client was relieved that we could confirm that the steps he had taken were correct and that we were able to provide this legal advice within a quick timeframe.
- A client came to the Clinic seeking to understand his rights as he was wanting to spend more time with his children. The client had an informal arrangement with his ex-wife that was not working and was only able to see his children one day per fortnight. The Clinic was able to explain the client's rights to him and help him begin the process of documenting a parenting plan in order to reach a new agreement with his former spouse.
- A client was in a car accident involving multiple vehicles. He had entered into payment plans with two parties, including one in which the vehicle was a write-off. One of the parties had not been receiving their payments and lodged a claim against the client. The client was distraught about the prospect of going to court and wanted to resolve the issue. We were able to help explain the court processes to the client, and make him feel more at ease about the situation. We also pointed out that he may not be wholly liable for the incident, and offered to draft his defence for him, with the intention of mitigating some of his costs. This case illustrates the need for access to justice initiatives like the Clinic. The client is of low-socio economic background and is intellectually disabled. It appears as though he has been taken advantage of and it is unfortunate that he did not seek legal advice earlier. While this case is not yet resolved it shows the important role the Clinic plays within the community.
- A client came into the Clinic in a distressed manner after she had made several calls to a range of services and felt that she was unable to obtain the support she needed. Working as a team, we were able to conduct research on her consumer rights. We were then informed that she was able to obtain assistance from Consumer and Business Services. This shows that services such as the Legal Advice Clinic are important and effective in providing access to justice, and advice to members of the community that would otherwise not be able to pursue their legal rights.

Client Feedback

The Legal Advice Clinic often receives positive feedback from clients who wish to thank the Clinic for the advice and assistance it has provided. Client feedback forms are provided to clients who wish to provide feedback in a confidential manner. The following quotes are from clients who personally emailed the Clinic to provide feedback on their experience with the Clinic and students in 2015:

“Thank you for providing me with a detailed written response to my concerns raised at our meeting. I appreciate your thorough analysis of my situation and your research into the legal issues and rights and responsibilities involved in the agreement with the other parties. I am very grateful for your referrals for further legal advice. The issues you raised in your letter of advice is of immense benefit to me when speaking to a legal practitioner. I could not articulate the issues and arguments you have so clearly outlined in your analysis. I would like to thank you and UniSA for providing an informative and caring service to help people like me understand the law and deal with legal problems or find solutions. Having someone to talk to, who listens and helps in a very stressful time in your life is such a godsend for your wellbeing and very much appreciated.”

“Thank you so much for your time and effort. I feel really blessed that we have helpful services available at Uni.”

“Thanks for the research and time you put into compiling the letter. It’s certainly very comprehensive and informative and will assist me in the next steps.”

“I would like to thank the Legal Advice Clinic members who have helped and supported me through this unfortunate event. Your help is much appreciated. Hope my case has helped the Law students in their professional development.”

“Thank you very much for your email and keen interest in my particular case. The students at this service are doing an excellent job and should be praised for their polished professionalism. Thank you again for keeping in touch and providing such a wonderful service.”

“Thank you very much for all the advice that you had given to me, your expertise and professionalism are excellent. It really helped me to make the right decision.”

Funding

Law Foundation of South Australia Incorporated

The final year of funding provided by the Law Foundation of South Australia Incorporated in 2013 for the years 2013-2015 inclusive has assisted the Clinic in meeting its targets and in continuing to provide a valuable service to the community. The funding has not only contributed to the Clinic's ongoing success but has also enabled the Legal Advice Clinic to expand its services in the past year.

The Foundation's grant enabled the Clinic to maintain its current staff resources which are vital to the support of the Clinic at its City West location and the outreach services at the Elizabeth Magistrates Court and Port Adelaide Magistrates Court.

In addition, the funding has also allowed the Clinic to renew its library publications, *The Family Law Book*, *Magistrates Court SA* and *Motor Vehicle SA* loose-leaf publications which form an essential part of the Clinic's library and provide an invaluable resource to student advisors.

We are pleased to report that in November 2015, the Law Foundation of South Australia Incorporated confirmed approval of a joint application by the University of South Australia, University of Adelaide and Flinders University for a Law Foundation grant for further funding for the period 2016-2018 (3 years), to be shared equally between the three University Law Schools' Legal Clinics in South Australia. This funding will greatly assist the Clinic in achieving its targets in the 2015-2018 Strategic Plan.

Activities and Events

Launch: Elizabeth Outreach



The Elizabeth Outreach was officially launched on Tuesday, 2 June 2015 by Magistrate David McLeod. The event was attended by key representatives from the Legal Advice Clinic and Northern Community Legal Service and major stakeholders, Magistrates and judicial members, the Law Society of South Australia President, legal practitioners, councillors from the City of Salisbury, the City of Playford and the Town of Gawler, and several members of Parliament.

Walk for Justice

Representatives from the Legal Advice Clinic and School of Law participated in the 2015 Walk for Justice which took place on Tuesday 12 May. Over 500 registered walkers raised in excess of \$53,000. The funds raised will help JusticeNet SA to provide free legal assistance to vulnerable and disadvantaged South Australians including those experiencing disability, poverty or risk of homelessness, asylum seekers and people who represent themselves within the justice system.

SA Shelter Homeless Connect Expo

The Legal Advice Clinic participated in the Shelter SA Homelessness, Health and Housing Expo held on Thursday, 15 October 2015 at Whitmore Square, Adelaide. The annual Expo is funded by the Adelaide City Council and Housing SA and brings together services from across the homelessness, health and housing sectors with the aim of improving health and well-being in some of SA's most marginalized and disadvantaged citizens and assisting them to overcome housing and health problems. Clinic staff and students handed out brochures, liaised with the community and worked alongside students from other UniSA Clinics.



UniSA Business School Awards Gala

On 15 December 2015, the Legal Advice Clinic was awarded the 'Achievement in Industry Collaboration Teaching and Learning Award' in the category of 'Community Engagement' at the UniSA Business School Awards Ceremony held in the Allan Scott Auditorium.

If you would like legal advice or wish to discuss other matters, please contact us:

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