

Legal Advice Clinic

LEGAL ADVICE CLINIC ANNUAL REPORT 2017

unisa.edu.au/legal-advice-clinic



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Dean's Message



I am pleased to write an introduction for the 2017 Annual Report of the University of South Australia School of Law Legal Advice Clinic.

The Clinic has developed a reputation for being an innovative and respected clinical legal education program locally and nationally. The School of Law is proud to have a clinical program that provides an educational environment which helps law students develop into respected members of the legal profession, promote access to justice and foster a pro-bono legal culture.

In 2017, the Clinic became an integral part of the new Honours capstone

program incorporated into the law curriculum. This has enabled a greater number of law students to be involved in the Clinic, and has complemented the introduction of the Professional Placement capstone – a course which has already resulted in the direct employment of our final year students.

In the coming year, the Clinic will commence a pilot health and justice multidisciplinary service in collaboration with the Salvation Army and the School of Health. Innovative projects like the health and justice pilot provide University of South Australia law students with enviable educational opportunities.

Since its inception, the Clinic has gone from strength-to-strength. The Clinic has always been staffed by a highly committed and skilled team and their continued work in building the Clinic's profile, capacity and provision of pro bono legal services in South Australia is to be commended. I would personally like to acknowledge the significant contribution of Ms Rachel Spencer, who resigned from the University to commence an Associate Professorship at Monash University in 2018.

I congratulate the Clinic's staff and students on their achievements and encourage all of you to take the time to read this Report.

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



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 organization'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

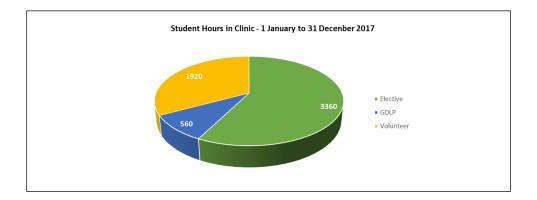


2017 was another busy and successful year for the Legal Advice Clinic. Students, new and experienced, were able to gain invaluable knowledge through their involvement in clinical work, whether it was advising clients, preparing information booklets for the public or conducting seminars. Students were able to develop their practical legal skills, their critical thinking skills and discuss issues they learned including legal ethics, professionalism,

access to justice, the role of the law and lawyers in society.

There were 73 students who took part in the Clinic experience in 2017. Of these, 42 students were enrolled in the Lawyers Ethics and Society (Advanced: Clinical Placement) course with an additional 24 volunteer students and 7 students undertaking their placement for completion of their Graduate Diploma in Legal Practice.

In 2017 the Clinic continued the Arts Law 'Keeping it Legal' Seminar Series. The role of this project is to provide advice and guidance to individuals across the South Australian arts sector in a seminar setting. This Seminar Series further solidifies a growing relationship and collaboration between Match Studio + in the School of Art, Architecture and Design at the University of South Australia. Students taking part in this initiative were able to build and develop skills learned in Law School to speak publicly to a group of artists. In collaboration with Match Studio +, the law students produced an information booklets on issues affecting artists.





Report from the Managing Solicitor



In my seven years at the Legal Advice Clinic, I have witnessed much growth since the service started in 2011. When the Clinic opened its doors to the public on 21 February 2011, three law students under close supervision provided legal assistance to the public at City-West Campus. At this time, the Clinic team comprised of Rachel Spencer, (Director: Professional Programs), Matthew Atkinson, (Managing Solicitor: Legal Advice

Clinic), and Julie Watt, (Administrative Officer: Legal Advice Clinic). Fast forward seven years, and the Clinic has had close to 400 student placements. It runs at City-West Campus, Elizabeth Magistrates Court and Port Adelaide Magistrates Court. It also provides community legal education seminars on a regular basis. Most recently, the "Keeping it Legal" seminars held in collaboration with UniSA Match Studio + from the School of Art, Architecture and Design, provided an opportunity for law students to demonstrate their oral presentation skills and disseminate much needed legal knowledge amongst the Arts community. The Clinic can proudly highlight the fact that it has performed over \$1.7M of pro bono work to over 2,000 South Australians.

While the Clinic has grown tremendously in a short period of time, its purpose is resolute. The Clinic seeks to highlight the legal profession's service ideal and promote pro bono legal culture. It also aims to develop law students' professional skills, and instill in students an appreciation of the ethical standards and professional responsibility needed to engage in legal practice. These skills and ethical standards provide a critical framework for students to develop into respected members of the legal professional practices. Alumni of the Clinic can now be found everywhere from top-tier commercial law firms, to community legal centres, to courts, to the United Nations Human Rights Council and many other organisations. The Clinic's aim has not changed, and it continues to provide experience for law students to develop into professionals who are committed to ethical action and social responsibility. Most recently, a graduate of the law school kindly wrote to me about the impact the Clinic has had on her professional development. She states, "I feel as though through the ... [Clinic] I really grew as a student, and going forward, a well-rounded lawyer."

At the end of 2017, we are on the cusp of tremendous change at the Clinic – both exciting and sad. The sad bit is our loss of Rachel Spencer and Julie Watt. With the support of the Law School, Rachel was instrumental in securing University STEP 2010 funding to construct the Clinic. We are one of the few law schools in Australia that has a "living" legal practice that runs while students attend class. The nexus between learning legal theory and engaging in legal practice is indeed visible in our Law School! Rachel also created the course in which students enrol to participate in the Clinic, which had a strong reflective component and a community focus. Rachel wanted the Clinic to be a rich teaching and learning environment, where access to justice was a primary focus. Her departure from the University of South Australia will be sorely missed. The other person, who will also be sorely missed is Julie Watt. Put simply, Julie was the admin extraordinaire at the Clinic. The organisational and



administrative support she provided the Clinic while it grew from having three students and operating in one location, to having over 70 students each year and operating in multiple locations, together with engaging in community legal education seminars across metropolitan Adelaide was extraordinary. Julie's reliable, focused support was a very important ingredient in the Clinic's development.

The exciting bit is the Law School changing its law curriculum to make the Clinic part of its Honours program. In 2018, the Clinic will be a capstone course in the Law School curriculum, which will enable more students to be involved in providing a free legal service to the community. In the year ahead, the Clinic will comprise Matthew Atkinson (Lecturer/Managing Solicitor), Betty Kontoleon (Lecturer/Solicitor), Debra Morriss (Academic Services Officer: Legal Advice Clinic), and a team of casual supervising solicitors. We look forward to continuing the Law School's vision that the Clinic be recognised nationally and internationally as providing quality clinical legal education and a much-needed pro bono legal service to South Australia.

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



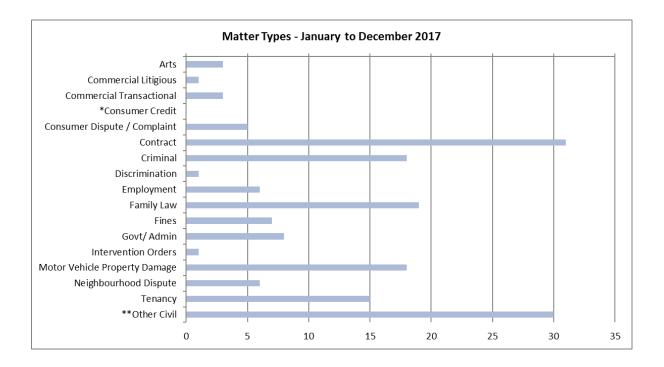
What We Do

Advice and Assistance

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.

Student advisors work under the supervision of qualified legal practitioners gaining experience and knowledge in a wide range of legal matters. During their placement, they gain first-hand experience in interviewing clients, taking relevant notes, maintaining files, conducting research, drafting documents and providing written advice. These skills better equip the students to meet clients' needs once they begin their professional careers.

As at 31 December 2017, the Clinic had provided in excess of \$1.7M worth of pro bono legal advice to clients since commencement of its operation in 2011, with \$170,676 being in the 12 months from 1 January 2017 to 31 December 2017.





City West Campus

The Legal Advice Clinic commenced its operations in the School of Law, University of South Australia City West campus, in February 2011. The student-run, in-house Clinic equips students with the legal skills and knowledge required for the practice of law.

Below is a table which summarizes the process of student interaction with clients:

		Stage 1: Pr	e-Interview						
Student Training		Client App	oointments	Interview Room					
All student advisors undertake rigor training, complete confidentiality und and become familiar with the clinic's and procedures together with releva professional rules and guidelines. A all students who undertake placeme clinic must first complete a compuls 'Lawyers, Ethics and Society' course part of their Bachelor of Laws degre	dertakings policies int dditionally, ents in the ory e, which is	Clinic appointments are telephone, and student responsible for this prod advisors make an appo questions to ascertain i assist. The students the check. If the clinic is un advisors provide referra organisations, which ma	advisors are cess. When student intment, they ask basic f the clinic is able to en conduct a conflict able to assist, student als to other	Student advisors ensure the interview room is in order and the table/chairs are arranged in a way so as to safely conduct the interview.					
		ر Stars 2:	J Interview						
First Stage of Interview	Second	I Stage of Interview	Third Stage of Inte	erview	Fourth Stage of Interview				
Student advisors greet the client at reception, show them to the interview room, introduce themselves and tell them about the clinic. Student advisors explain the interview process to the client, and that they are closely supervised by a legal practitioner. All clients are required to sign a retainer agreement, which sets out the terms of the clinic's assistance.	the students re and confirm the matter client has a relating to also go thr with the cliu have an un client's ma	explains their matter to t advisors. The ecord accurate notes in their understanding of with the client. If the any documentation their matter, students ough this information ent. Once the students iderstanding of the tter, they let the client hey must confer with upervisor.	Students consult with th supervisor and also pre- client's documentation. supervisor helps the stu advisors to decide what should be given to the of Students take notes reg discussion with the clini supervisor and provide that has been approved clinic supervisor.	sent the The clinic udent advice client. garding the c the advice	Students return any original documents to the client and provide the client with advice approved by the clinic supervisor. f the client gives further nstructions, students return to the clinic supervisor to discuss these new instructions. No advice can be provided to the client without the clinic supervisor's approval. At he conclusion of the interview, the students take the client back to reception.				
		ح ح	۶						
			Management						
Post Interview Actions Student advisors ensure all necessa are complete, diarise any follow up appointments, critical dates and a re Students undertake research regard client's legal issues, type up file note draft an 'Initial letter' to the client (if appropriate).	ary forms eview date. ling the	Client Correspondence is a supervisor to ensure that necessary professional being sent to the client.	at it meets the standards prior to	Clinic Feedback Clients and students are asked to provide feedback to the clinic so that the service can be continually improved and the educational experience is developed and enhanced.					



Elizabeth Outreach

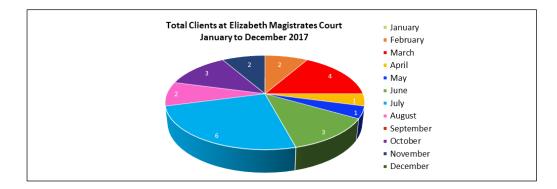


The Elizabeth Outreach operates at the Elizabeth Magistrates Court each Tuesday morning during the Investigation Summons Hearings, and is run in collaboration with the Northern Community Legal Service who provide financial counselling to complement the advice provided by the Clinic. In 2017, this interdisciplinary service assisted 24 new clients with consumer debt related matters.

A student advisor provided the following feedback on her experience at the Elizabeth Outreach:

"Completing placement at the Legal Advice Clinic was the most rewarding experience I have had at law school. This experience should be shared by all law students because it allows you to gain firsthand knowledge on why providing pro bono legal work is so important. This was the first time I learnt how to use my knowledge and skills to assist real clients with real legal problems and it is an experience I could not imagine leaving law school without. Not only was I able to learn new skills but I was able to do so in the most supportive environment created by Matthew and Betty. I found the Clinic so invaluable that I continued on as a volunteer at the Elizabeth Magistrates Court where I assisted clients by drafting court documents that they would not be able to complete without legal advice."

Samantha, Student Advisor





Port Adelaide Outreach

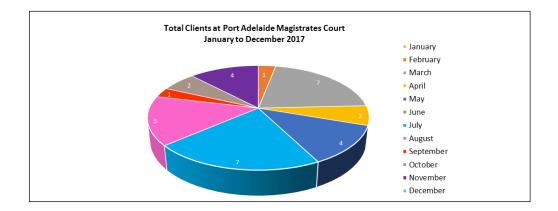


In 2017, the Port Adelaide Outreach assisted 33 unrepresented persons appearing in matters before the Port Adelaide Magistrates Court. The outreach operates as a drop-in service each Wednesdays, offering advice on a range of matters. Students gain extensive experience with helping members of the community navigate court processes and understand their legal rights and obligations.

A student advisor provided the following feedback on her experience at the Port Adelaide Outreach:

"The most fulfilling part of my placement day was listening to Magistrate Grasso and Magistrate McGrath speak to people coming before the court. They showed so much care and compassion and I was nearly brought to tears when Magistrate McGrath had a 'motherly' chat to a young mother whose life had taken an alarming turn. I am proud that our judiciary treats young people with so much respect and genuinely tries to counsel them in life matters as well as dispensing justice. I would add to this that the court staff also appeared to be extremely calm and respectful to all those attending court."

Hayley, Student Advisor





Arts/Law Clinic



In 2017, the Clinic continued to assist the arts community through its Arts/Law Clinic by providing a seminar as part of the Legal Advice Clinic's Arts/Law Seminar Series. The "Keeping it Legal" seminars are part of the Clinic's community education program and are held in collaboration with UniSA Match Studio + from the School of Art, Architecture and Design.

The seminar series covers such topics as designs, trademarks and copyright. These seminars are a great way of providing community education about the law and access to justice, and they also provide an unparalleled opportunity for students to demonstrate their oral presentation skills and engage in valuable informal networking.

On 4 May 2017, law students Rebecca Copeland and Adriana Roussos delivered a presentation entitled *The Why and How of Protecting your Designs* to members of the arts community as part of the "Keeping it Legal" series for Match Studio +.



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. The 'Pleading Guilty – Know Where You Stand', 'Setting Aside Judgment in the Magistrates Court' and 'Licences and Traffic Offences' self-help booklets are all published on the CLEAR database.

Media Articles, Books and Book Chapters

- Spencer, Rachel, 'The Australian High Court: Speaking for itself but not tweeting' in Richard Davis and David Taras (eds), Justice and Journalists (Cambridge University Press, 2017).
- Spencer, Rachel 'Dignifying the poisoned chalice: the ethical challenges of using archived material in a narrative about death and arsenic' (2017) 45 TEXT Journal.

Presentations

- Rachel Spencer presented the paper '*Deferring to the Unlearned Friend: Professional Ethics and the Unrepresented Litigant*' at the Law Society of South Australia Professional Development Forum, Adelaide Convention Centre, Adelaide, 17 February 2017.
- Matthew Atkinson discusses the parole system, '*Is the parole system working*?' with ABC Online and ABC Radio Sydney, 22 June 2017.
- Betty Kontoleon together with Associate Professor Sophie Karanicolas delivered a presentation on *'Cognitive Load Theory & Flipping the Law*' at the A Symposium on Teaching Law in a Global Society, Athens Institute for Education and Research, Greece, 12 July 2017.
- Betty Kontoleon delivered a presentation entitled 'Patentability of Human Genetic Material: Australia versus Europe' at the North South Legal & Medical Conference, Amsterdam, Netherlands, 25 July 2017.
- Betty Kontoleon together with Associate Professor Sophie Karanicolas (Adelaide University) delivered a Flipped Learning Seminar in the Law School on 22 September 2017.
- Rachel Spencer delivered a conference presentation with Marina Morgan from Tafe SA entitled *Working with Interpreters*' at the Both Sides of the Fence Workers Compensation Conference, Adelaide Oval, Friday 13 October 2017.
- Betty Kontoleon and Dr Beth Lovey (School of Agriculture, Food and Wine, University of Adelaide) presented at FlipCon 2017 on '*Creating a Flipped Classroom in Science and Law using the Design Template*', Inaburra School, Sydney, 21 October 2017.
- Betty Kontoleon and Associate Professor Sophie Karanicolas (Adelaide Dental School, University of Adelaide) conducted a workshop on '*Flipping with a Framework: Designing Flipped Classrooms to Engage with the Smartphone Generation*', at Monash University for the HeartBeat Symposium, 24 October 2017.
- Rachel Spencer presented a paper for the Law Society of SA with Jonathan Wells QC entitled 'Ethics in *Pro Bono Practice*', at the Law Society of SA Continuing Professional Development Program, Law Society, Adelaide, 9 November 2017.



• Rachel Spencer delivered a presentation on '*Professional ethics and unrepresented litigants*' at the Continuing Professional Development seminar for the Legal Services Commission, 14 November 2017.

Publications – Self Help Booklets

• The Clinic published its fourth self-help booklet entitled 'Judgment Debts and Investigation Summons Hearings', August 2017.

Events

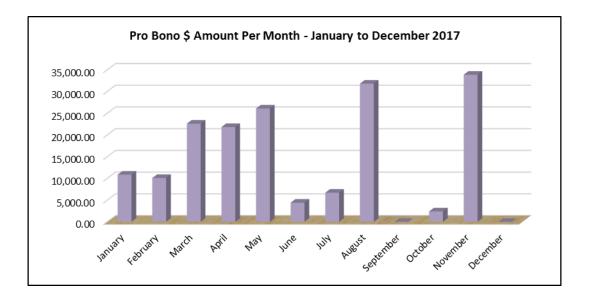
O-Week 2017 (City West Campus)

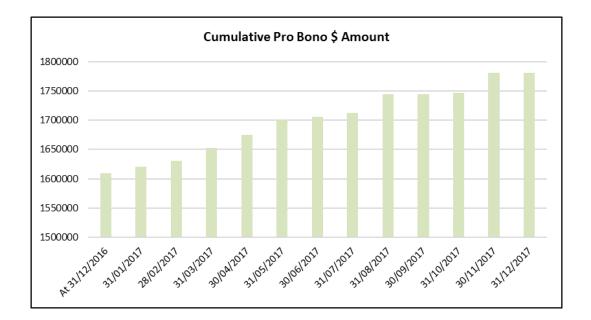
- The Legal Advice Clinic hosted a stand at O-Week International Students Day on Monday 20 February 2017. Staff and students handed out information and promotional marketing materials relating to the Clinic to new International students. Additionally, the Clinic hosted a stand at O-Week Campus Day on Thursday 23 February 2017.
- The Clinic hosted stands at the mid-year O-Week International Student Days on both 17 July 2017 and 1 August 2017.
- The Legal Advice Clinic participated in the University of South Australia Open Day on 20 August 2017.



Statistics

	UniSA Legal Advice Clinic - December 2017 Clinic Report																							
	Matter Types - 2017																							
Month	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	Tenancy	**Other Civil	No. of Clients	No. of Files Opened	No. of Files Closed	Total No. of Active Files	YTD No. of Clients		Total Cumulative No. of Files Dealt With Since Start of Clinic
Jan	0	0	0	0	0	4	0	0	0	1	0	0	0	0	0	0	1	6	6	10	9	6	6	1900
Feb	0	0	1	0	0	1	2	0	3	3	1	0	0	3	0	2	4	20	20	10	19	26	26	1920
Mar	0	0	1	0	1	4	5	0	2	5	4	2	0	1	1	5	2	32	33	30	22	58	59	1953
Apr	0	0	0	0	0	3	0	0	1	4	1	2	0	1	1	0	6	19	19	31	10	77	78	1972
May	1	0	0	0	0	3	4	0	0	1	1	0	0	0	1	0	3	13	14	13	11	90	92	1986
Jun	1	0	0	0	1	3	2	1	0	1	0	2	0	2	0	0	0	12	13	7	17	102	105	1999
Jul	1	0	0	0	0	7	2	0	0	3	0	0	1	2	0	1	2	19	19	12	24	121	124	2018
Aug	0	1	1	0	1	2	2	0	0	1	0	1	0	0	0	2	3	14	14	38	0	135	138	2032
Sep	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	1	4	4	0	4	139	142	2036
Oct	0	0	0	0	1	1	1	0	0	0	0	0	0	4	0	3	4	14	14	5	15	153	156	2050
Nov	0	0	0	0	1	2	0	0	0	0	0	1	0	4	3	1	4	15	16	31	0	168	172	2066
Dec	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	168	172	2066
Total	3	1	3	0	5	31	18	1	6	19	7	8	1	18	6	15	30	168	172	187				

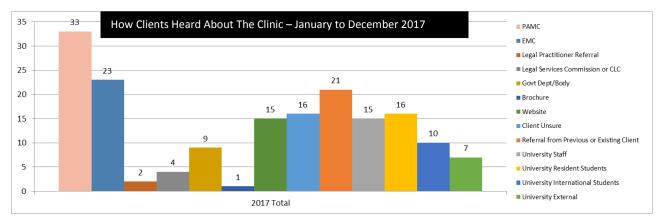






Case Studies of Client Assistance

Clients heard about the Clinic from a variety of sources. During 2017, 21 clients were recommended by previous or existing clients, and 26 by university students. Records show that 56 clients gained knowledge of the Clinic via its outreach services. The Clinic's internal and external marketing continues to increase awareness within the community, as does the Clinic's Facebook page, which now has over 830 followers.



A snapshot of case studies include:

- Student advisors helped a client achieve a successful outcome with a tenancy agreement. As a
 result of the advice given by the Clinic, the client was able to resolve the matter by means of
 alternative dispute resolution methods. In this way, the client achieved a positive outcome, while
 avoiding the need for Tribunal proceedings.
- A client informed the Clinic of a favourable settlement of a dispute with a former employer over the underpayment of wages. The client claimed thousands of dollars in wages from their previous employment. Student advisors assisted the client by formulating the correct amount of the claim and outlining the Fair Work Ombudsman's complaints process. Following mediation with the Fair Work Ombudsman, the client's former employer has agreed to pay a significant sum in compensation for the underpayment of wages.
- Student advisors assisted with a review of parking fines and driving infringements, which a client claimed were incorrectly issued by the authorities. The Clinic advised the client of the process involved in applying for an internal review. The client has since notified the Clinic that the application for review was successful.
- Student advisors assisted a client who sought advice as to whether they could receive a refund or
 compensation from a contractor, due to the inadequate nature of the work completed. The Clinic
 advised the client of what would need to be proven to recover damages under the contract, as well
 as the relevant time constraints and the likelihood of success. The Clinic also assisted the client by
 drafting an offer of settlement letter to send to the contractor.



Student Feedback

Former student advisors are forthcoming in providing feedback on their experience in the Clinic at the conclusion of their placements. A few examples are listed below:

"When I first enquired at the University regarding whether UniSA may be the right place for me to study, it was the option to be placed in the Clinic that ultimately won me over. I had studied before and knew that this time around I wanted a real integration of practical skills as part of my degree. Now, 3 years later and having completed my time in the Clinic, I can only wish that the option to study in the Clinic was longer than 10 weeks. In the Clinic, I was able to meet face-to-face with clients whose real-life crises were directly affecting their lives and wellbeing. I was able to write letters that were sent to clients, understand the necessary skill of file management and research legal problems where there was no true answer. I sat in Court and saw the reality of the Magistrates Court churn. The mix of academia and real-life application is something that makes you understand why you began studying in the first place. For me, the Clinic experience was invaluable for my technical advancement and just as much for my personal development.

Antony, Student Advisor

"I have been able to learn so much from my placement in the Clinic. Most of the things I did not anticipate, such as interacting with real issues from real clients, rather than hypothetical circumstances. I have been able to comprehend so much about the real world practice as a Student Advisor. This course not only allowed me to develop my practical skills, necessary for every student, but it has also strengthened my resolve to practise law as solicitor in the near future."

Murtaza, Student Advisor

"My experience at the Legal Advice Clinic was one of the most enjoyable and beneficial experiences of my degree. Even though I was initially reluctant about undertaking this course, choosing it was one of the best decisions that I have made! I thoroughly enjoyed having the opportunity to interact and assist clients in a practical legal setting. This has allowed me to build upon my communication skills and my confidence, which is invaluable in preparing myself for my future career. The supervisors were also great at facilitating my development throughout my time at the Clinic, as they were friendly and highly knowledgeable."

Thomas, Student Advisor



Client Feedback

The Legal Advice Clinic often receives feedback from clients who wish to thank the Clinic for the advice and assistance it has provided. The following quotes are excerpts from clients who personally emailed the Clinic to provide unsolicited feedback on their experience with the Clinic and students:

"... Her insurance determined that she was entirely at fault and they would cover for my car repair. I have sent my car to a crash repairer yesterday. Thanks for the legal advice and assistance."

"... I just wanted to pass on positive feedback for the 2 gentleman who interviewed me today. They both worked very well together and individually displayed the same qualities of being presentable, calm, clear, confident and approachable which made the interview comfortable. I thought they both had a great attitude which made the interview a seamless process."

"Thank you for your help in providing information on our rights in the dispute over the house that was built on the site next to us...We have remained on good terms with the neighbour...The outcome is a satisfactory one for us and we are glad to have all the work finished. Thank you once again for all the research that you did. It was really helpful."



Acknowledgements

Law Foundation of South Australia Incorporated

Funding provided by the Law Foundation of South Australia Incorporated for the period 2016 - 2018 (3 years) has enabled the Clinic to continue to provide a unique learning environment where law students can further develop their professional skills and their recognition of the ethical framework of legal practice in a 'real life' scenario. This experience allows students to better equip themselves to meet clients' needs once they begin their professional careers. In addition, the funding assists the Clinic in providing a much needed service to the community, particularly to those people who would not otherwise have access to justice.

Notably, the grant has assisted the Clinic in maintaining its current staff resources which are vital to the support of the Clinic at its City West location and the Elizabeth Magistrates Court and the Port Adelaide Magistrates Court. This has also enabled larger numbers of students to undertake a Clinic placement. The Foundation's support of the outreach services provides law students with the opportunity to work with court staff, court stakeholders and in the case of Elizabeth outreach, to work in a multi-disciplinary environment.

The funding has also allowed the Clinic to renew its 2017/2018 subscriptions of The Family Law Book, Magistrates Court SA and Motor Vehicle SA publications, which form an essential part of the Clinic's library and provide a valuable resource to student advisors. Undoubtedly, the Law Foundation's kind support has been integral to the Legal Advice Clinic's operations.





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

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www.unisa.edu.au/legal-advice-clinic

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