

STREET LAW CENTRE WA

ANNUAL REPORT

2021/
2022

Street Law champions for people experiencing or at risk of homelessness, through our legal work for social justice.



Street Law Centre is a specialist community legal centre assisting those who are experiencing or at risk of experiencing homelessness.

Acknowledgement of Country

Street Law Centre respectfully acknowledges the traditional custodians of the land as being the first peoples of this country. We acknowledge the custodians of the land on which we work, the Wadjuk (Perth region) people of the Noongar nation. We embrace the expansive Aboriginal cultural diversity through out Western Australia and pay respect to elders past and present and recognise their continuing connection to country, water and sky. Always was, Always will be.

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Our Values



*We
innovate*



*We
collaborate*



*We are
proactive*



*We are
compassionate*



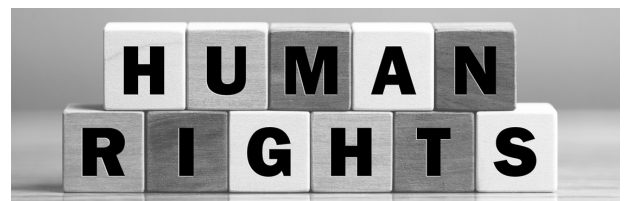
*We have
integrity*

Our Vision

We are inspired by the vision of a compassionate community where everyone has a safe place to call home.

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MESSAGE FROM OUR CHAIRPERSON

The last financial year was an extremely successful one for Street Law. We expanded Street Law from six full and part-time staff during the past financial year ending 30 June 2021 to twelve full and part-time staff by the end of this financial year. Our increased staff expanded Street Law's capacity to serve more clients - and allowed us to better serve our existing clients. With our volunteers and secondees, our growing team remains extremely capable.

Street Law's 2021/2022 expansion was possible through generous funding related to the pandemic, domestic violence, and mental health received from the State Government during the financial year. Although this funding is currently short-term in nature, Street Law trusts that these legal needs will attract ongoing funding. Street Law will continue to serve those clients who, because of these acute issues or for any reason, are forced into homelessness or are at risk of homelessness.

The year started off with a bang, with Street Law's success in obtaining a generous 18-month grant from Lottery West for our Youth Crew program, in partnership with Passages Youth Engagement Hub (a Vinnies WA program) in July 2021. This grant was one of many examples showing how Street Law collaborates with its partners to provide wrap-around services for its clients. The financial year also ended on a very successful note, when our Principal Solicitor, Ann-Margaret Walsh, was awarded the Antoinette Kennedy Career Achievement Award by the Women Lawyers of Western Australia. The award was richly deserved.

Street Law thanks those staff members who left to pursue other opportunities during the financial year: Thomas Lettenmaier, Briannen Morrow, Shounok Chatterjee and Judd Behr.

Street Law thanks the State and Federal Governments, the Public Purposes Trust and Lottery West for financial assistance. Street Law also thanks its pro-bono law firm partners who provide secondee assistance to Street Law: Corrs Chambers Westgarth, King & Wood Mallesons, Ashurst, and Minter Ellison. Street Law also thanks its hosts for outreach legal clinics: Passages, Tranby, St Patrick's Community Support Centre, Ruah Centre, and Karnany Resource Centre. Further, Street Law thanks its patron, the honourable Chief Justice of the Supreme Court, for his valuable support.

I hope you can see through this Annual Report how Street Law is pursuing its mission: championing for people experiencing or at risk of experiencing homelessness, through Street Law's work for social justice. Unfortunately, there remains so much work to be done to achieve Street Law's mission.

DREW BROADFOOT

**CHAIR OF STREET LAW
CENTRE WA**

HIGHLIGHTS

In the 2021-2022 financial year, we are proud to report that we operated six legal outreach clinic locations that we attended on a weekly/fortnightly basis throughout the Perth, Fremantle and Midland areas. All of our outreach legal clinics are co-located at established community support centres that our client group already attends. In addition to our unique outreach legal service delivery model, we expanded our state-wide advice line by having lawyers rostered to respond to the advice line calls. We also co-ordinated and attended additional metropolitan and regional pop-up outreach legal clinics in conjunction with our Community Legal Education program. Through meticulous work, consideration and safety assessment, we continued to deliver outreach legal services throughout the COVID-19 pandemic, either in person, by telephone and/or video link. In addition, our team of staff increased in size and successfully delivered more legal services than we have ever done previously. It was a challenging but rewarding year.

1. Legal Services expanded



We extended our services with a pop up legal clinic with our friends at Street Doctor for Homelessness Week 2021.



We attended two identification document clinics with the Ruah Centre.



We launched our 6th Legal Outreach Clinic located at Bassendean in collaboration with Midlas.



Youth Outreach Legal Project launched in September 2021 - a collaboration with Passages Youth Engagement Hub to assist at-risk street present youth.

HIGHLIGHTS

2. Street Law's first trial in the Magistrates Court



3. We went regional



We went regional with Consumer Credit Legal Service to deliver community legal education and pop up legal clinics in South Hedland.

4. Expanded our Free Advice Line



5. Expanded our team from 6 to 12 staff members



7. Our Principal Solicitor, Ann-Margaret, celebrated 12 years at Street Law

6. Welcome to the Profession



Our principal solicitor moved the admission of Luella and Kanesthorn in November 2021. Kanesthorn started his time with Street Law in May 2021 as a law graduate volunteer and administrative assistant. Luella has been with Street Law since January 2020 as a legal volunteer, administrative assistance and community legal education project support. After their admission ceremonies, both were welcomed to the team as solicitors.



ACKNOWLEDGEMENTS

OUR FUNDERS

PRO BONO SUPPORT



Australian Government
Attorney-General's Department

KING & WOOD
MALLESONS

ashurst

Public Purposes Trust

Minter
Ellison.

CORRS
CHAMBERS
WESTGARTH



MANAGEMENT COMMITTEE

CHAIRPERSON

Drew Broadfoot

DEPUTY CHAIRPERSON

Julien Blais

COMMITTEE

MEMBERS

Conrad Liveris

Leon Magistro

Andrew Ravenscroft

TREASURER

Mackenzie Godson

SECRETARY

Matt Keating



OUR STRATEGIC FOCUS

1

Our team champions for people experiencing or at risk of homelessness

Advocating for our clients, looking for new ways to increase the reach of our service.

2

Our team drives change

Driving change and leading legal initiatives to eliminate and prevent homelessness

3

Our team makes an impact

Making a difference through innovative and collaborative service delivery

4

Our team are supported by an organisation built for purpose

Working to ensure our organisational structure is sustainable and equipped for the work that lies ahead

5

Our team are empowered through our workplace culture

Supporting our people through creating a collaborative and supportive culture

OUR CENTRE

We are a community legal centre delivering generalist services to a specialist clientele; those who are experiencing or at risk of experiencing homelessness. Street Law's mission is simple: creating a compassionate community where every person has a safe place to call home, but achieving this is complex work.

Legal issues do not exist in isolation. Our clients regularly live with other pressing issues that require integrated problem solving and collaboration. Social, welfare and health issues impact upon our client's ability to address their legal problems. Street Law is constantly reassessing ways it can increase its client group's access to the justice system.

Street Law's legal services are delivered exclusively as a co-located and collaborative service delivery model with various community service providers that provide services to our client group. This service delivery model ensures consistency, flexibility, and presence in our clients community.

Street Law is working closely with Community Legal Western Australia and the sector to ensure that we are aligned with the most client centric, contemporary, collaborative service delivery models that work toward integrated, holistic outcomes for our clients.



OUR TEAM

PRINCIPAL SOLICITOR

Ann-Margaret Walsh

SUPERVISING SOLICITOR

Selena McCrickard

CENTRE COORDINATOR

Nina Lafferty

SOLICITORS

Kanesthorn Anamwong

Shounok Chatterjee*

Tom Lettenmaier*

Briannen Morrow*

Annabel Sweetnam-Groom

SOLICITOR & CLE COORDINATOR

Anna Hitomi

SOLICITOR & CLE PROJECT SUPPORT

Luella Botteon

FINANCE OFFICER

Su Chew

ADMINISTRATIVE ASSISTANT

Judd Behr*

*resigned during the financial year



OUR IMPACT

539 clients assisted

410 new clients assisted

739 legal advices delivered

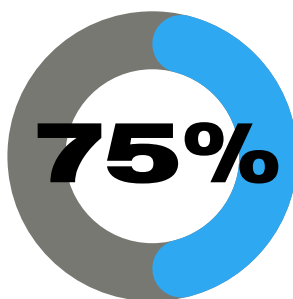
244 legal advices by telephone delivered

175 ongoing representation and court/tribunal matters opened



Compared to our data from the 2020-2021 FY:

We assisted **32%** more clients



increase in the number of clients we assisted with court/tribunal & ongoing representation matters

47.5% increase in legal advices delivered

OUR CLIENTS

CLIENT OVERVIEW

At Street Law, we see clients from an array of backgrounds. Our eligibility criteria are those who are experiencing homelessness or at risk of experiencing homelessness across Western Australia. Homelessness is a layered and complex issue. We see clients who don't have any accommodation and are street present or sleeping in improvised dwellings including tents and cars. Some of our clients are staying between temporary places such as refuges, emergency accommodation and 'couch surfing' arrangements. And some are living in boarding houses, caravan parks, and severely overcrowded houses.

Our clients often present with a myriad of complex issues - including legal, social, welfare and health issues. Because of the complexity of those issues it is necessary that they are addressed in a trauma informed way.

This year presented many challenges for our clients - the COVID-19 pandemic, and the housing crisis in Western Australia disproportionately affected those seeking to exit homelessness and those at risk of it.

25%

IDENTIFIED AS
FIRST NATIONS
PEOPLE

35%

WERE STREET
PRESENT

56%

IDENTIFIED AS LIVING
WITH A DISABILITY OR
MENTAL HEALTH
CONDITION

30%

INDICATED FAMILY
VIOLENCE ISSUES

25%

OF OUR CLIENTS
WERE OVER 50
YEARS OLD

18%

WERE UNDER 25
YEARS OLD



CLIENT FEEDBACK

What our clients like about Street Law:

"That you [Street Law] worked on stuff behind the scenes, you were fast, and gave true, accurate, helpful advice - didn't make me feel like a dickhead and you were understanding and not judgemental of me being homeless. You didn't come in here wearing heels and I didn't feel stupid asking you questions. You got shit done, I can't say how much I appreciate you guys and how much you did for me."

"Staff were caring, professional and effective. Two thumbs up."

"I was treated very well and I appreciate all Street Law's help."

"You are a very valuable service and it is a credit to you that you helped me when I needed you. Thank-you for helping people like us. You are a wonderful legal service that has a good heart."

"Tom was extremely patient, understanding, well informed, extremely knowledgeable and extremely helpful."

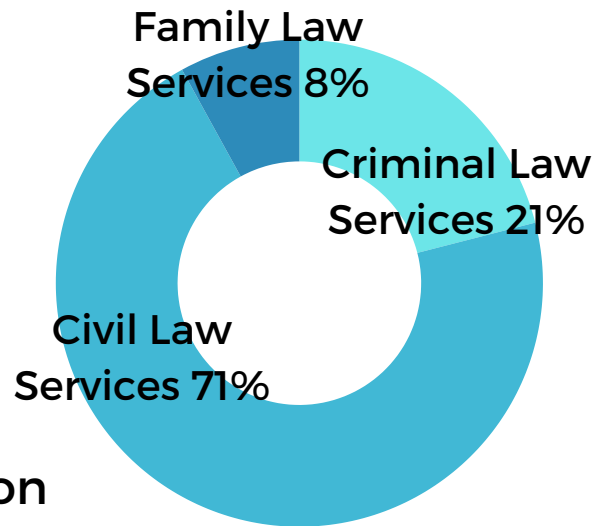
"I feel like a weight of stress has lifted off my shoulders. Thank-you Street Law and Ann-Margaret. I pass on the message that they are a good truthful service. Thank-you for everyone's help, I'm off the street. I'm slowly getting better. Thank-you again, you have saved one soul."

"That I told them my problems and they told me the truth of the outcome. No beating around the bush."

OUR LEGAL SERVICES

TOP 5 LEGAL ISSUES

1. ID Documents
2. Criminal matters
3. Fines & Infringements
4. Criminal Injuries Compensation
5. Violence Restraining Orders



COURT APPEARANCES

Ongoing legal representation and court advocacy services are hard to obtain for our client group. Courts can be intimidating for our client's and where no representation is available it makes the process more confronting and challenging. Street Law is committed to providing end to end representation services including court advocacy where a matter has merit.

The amount of clients we assisted with court/tribunal matters increased by **89%** over this past financial year

OUR OUTREACH LEGAL CLINICS

We have long-standing partnerships with 6 community support services at our 6 outreach legal clinics. The figures below show the proportion of priority group clients that attend each out reach point.



KARNANY **TUESDAY 9.00AM - 12.00PM**

ST PAT'S **TUESDAY FORTNIGHT 9.00AM -11.00AM**

RUAH **TUESDAY FORTNIGHT 10.00AM-12.00PM**

- 36% of clients were Street Present
- 40% indicated family or domestic violence
- 45% indicated disability or mental health issues
- 60% identified as Aboriginal or Torres Straight Islander
- 21% were over the age of 55
- 7% were under the age of 25

- 25% of clients were Street Present
- 11% indicated family or domestic violence
- 54% indicated they live with disability or mental health issues
- 22% identified as Aboriginal or Torres Straight Islander
- 37% were over the age of 55
- 5% were under the age of 25

- 51% of clients were Street Present
- 5% indicated family or domestic violence
- 51% indicated disability or mental health issues
- 5% identified as Aboriginal or Torres Straight Islander
- 17% were over the age of 55
- 8% were under the age of 25

PASSAGES **WEDNESDAY 10.00AM-12.00PM**

MOBILE MIDLAS **FRIDAY 10AM - 12.00PM**

TRANBY CLINIC **FRIDAY 8.30AM - 10.30AM**

- 28% of clients were Street Present
- 33% indicated family or domestic violence
- 61% live with disability or mental health issues
- 12% identified as Aboriginal or Torres Straight Islander
- 100% were under the age of 25

- 12% of clients were Street Present
- 35% indicated family or domestic violence
- 60% indicated they live with disability or mental health issues
- 60% identified as Aboriginal or Torres Straight Islander
- 17% were over the age of 55
- 12% were under the age of 25

- 37% of clients were Street Present
- 43% indicated family or domestic violence
- 68% indicated disability or mental health
- 20% identified as Aboriginal or Torres Straight Islander
- 14% were over the age of 55
- 3% were under the age of 25

Billie's Story

We successfully negotiated with the Public Transport Authority to have Billie's infringement debt of \$40,000 withdrawn.

Billie* started experiencing homelessness after she left her family home to escape family violence. While being street present for nearly 8 years, Billie had an extremely limited financial capacity. Billie was largely unemployed while experiencing homelessness as her complex medical conditions were a barrier to her maintaining employment and a stable income. Billie had no family support and was ineligible for financial assistance from Centrelink as she was a New Zealand citizen.

While Billie was street present, she accumulated \$40,000 worth of infringements payable to the Public Transport Authority for using public transport without a valid ticket. This debt was a further barrier that contributed to Billie remaining in a cycle of homelessness and poverty.

Billie informed us that she would use public transport as a safe place while she was street present, especially at night-time. Billie would also use public transport to travel to essential services such as community support services and her regular medical appointments. Billie's use of public transport while experiencing homelessness was a necessity to her. Billie's offending was a direct correlation to the extreme hardship she faced.

When Billie first engaged with Street Law in 2020, her outstanding infringement debt had been transferred to Baycorp, a private debt collector. Baycorp would regularly contact Billie requesting full payment of her debt. As a starting point, we commenced negotiations with Baycorp for them to accept a reasonable and sustainable payment arrangement that was commensurate with Billie's circumstances and financial position. After advocating for Billie for several months, we successfully persuaded Baycorp to accept our proposed fortnightly repayment amount that was commensurate with Billie's financial position. This meant that Billie's outstanding debt would not continue to increase (due to the various enforcement fees that continued to accrue) while we negotiated with the Public Transport Authority to have the infringements withdrawn. We successfully requested that the additional fees that accrued during the period we were negotiating with Baycorp, totaling \$1,000, be withdrawn by the Fines Enforcement Registry.

Billie's Story Continued

Between 2020 to 2022, we made four separate submissions to the Public Transport Authority requesting that Billie's infringements be withdrawn. Our submissions outlined Billie's extenuating personal circumstances, her limited financial position, the circumstances of her offending, her demonstrated ability to make repayments when she had employment, and the positive changes Billie had made since receiving support. We submitted medical evidence, support letters, and financial evidence to demonstrate the genuine hardship Billie was facing. Through our advocacy, the Public Transport Authority agreed to withdraw all of Billie's infringements. Billie's outstanding debt was waived.

During the time we were assisting Billie, she was able to progress her life by securing accommodation and gaining stability in her life. This occurred after Billie received support to manage her medical conditions and gaining part time employment. Without Street Law's assistance, Billie would have been repaying her debt for approximately 14 years. Billie's life was back on track without the significant debt weighing her down.

When completing our service evaluation form, Billie said the following when answering the question what did you like about Street Law's service? "It's immaculate, they provide you with so much assistance and guarantee that it changes your life, they changed mine definitely!"

The value and impact of our service to Billie cannot be overstated. The impact to her personally allowed her to move on with her life and maintain the stability she was slowly gaining. The outcome was secured through the investment of 100 hours of legal services.

*Name changed for privacy reasons

OUR ADVICE LINE

Street Law has been able to expand its advice line after receiving additional funding from the Department of Justice. This has allowed us to recruit more solicitors so that we can respond to a larger number of calls from our clients and their support workers.

Our advice line provides accessible legal advice to our clients. Our free advice line is run by our lawyers and allows clients across Western Australia to access legal assistance over the phone from Tuesday to Friday between 10am to 2pm.

Our advice line enables our client group, no matter where they are in Western Australia, to connect with lawyers and obtain legal advice and legal assistance.

80

CLIENTS ASSISTED
THROUGH THE
ADVICE LINE

203

LEGAL ADVICES
DELIVERED

139

INFORMATION AND
REFERRALS DELIVERED

13

CLIENTS WERE PROVIDED
COURT/TRIBUNAL
ASSISTANCE

31

CLIENTS WERE
PROVIDED ONGOING
REPRESENTATION



Clients who called the advice line:

60%

WERE STREET
PRESENT

20%

IDENTIFIED FAMILY
AND DOMESTIC
VIOLENCE ISSUES

54%

IDENTIFIED AS LIVING
WITH A DISABILITY OR
MENTAL HEALTH
CONDITION

IDENTITY DOCUMENTS

Over the last financial year, 37.5% of our clients required assistance with obtaining their identity documents, these included international and national birth certificates, photo identification, and replacement citizenship certificates. A single birth certificate costs \$53, a photo card application costs \$46.80, and a replacement citizenship certificate costs \$240. Through donations Street Law is able to pay for these essential documents for our clients. Without these documents, our clients cannot access essential services, such as Centrelink, accommodation services, open a bank account or activate a mobile phone.

Applying for identification documents on behalf of our client group is a complex process. This is because our lawyers need to gather evidence to establish the client's identity within the community. Our clients have no (or very limited) documents to prove their identity. Without our legal assistance, our clients find it virtually impossible to assimilate the necessary information to prove their identity and navigate complex government policies and procedures.

50%

INCREASE IN IDENTITY
DOCUMENT ASSISTANCE
FROM THE 2020-2021 FY

700%

INCREASE OF ONGOING
REPRESENTATION
MATTERS INVOLVING
APPLICATIONS FOR ID
SINCE 2018



ID Case Study

Russell* was located in regional Western Australia when cyclone Seroja struck. Due to the impact of the cyclone, Russell started experiencing homelessness and became a boarder at a local pub. Russell was in urgent need of Western Australian photo identification. Russell had been refused numerous employment opportunities because he did not hold Western Australian photo identification. Without employment, Russell was unable to gain stable and secure accommodation.

When Russell contacted Street Law, he had many forms of identification in his possession including his current Northern Territory driver's licence, his maritime skipper's licence, Medicare card, healthcare card, multiple work zone traffic management photo identification and taxation documents. However, the Department of Transport required Russell to provide an original document that showed his arrival and residency status in Australia before they would issue him with a Western Australian photo identification.

Russell was born in the United Kingdom and migrated to Australia when he was a child. He arrived on his parent's passport in the 1980's and was granted permanent residency on arrival. Russell and his family arrived in Australia before the Visa Online Entitlement System (VEVO) was in operation and Russell no longer held any documents relating to his arrival or residency status. Due to these circumstances, it was challenging for Russell to obtain proof of his arrival and residency status in Australia.

We obtained Russell's UK birth certificate and his family's incoming passenger card from National Archives which established Russell's

arrival to Australia. Russell found potential employment and was able to come to an agreement that the company would accept his birth certificate as an interim document until he could obtain photo identification. Our application for a VEVO record was unsuccessful as Russell did not have a passport. We then applied for an Immicard with the Department of Home Affairs. An Immicard would confirm Russell's status in Australia but generally won't be issued where a person was born in a country where it is possible to obtain a passport, such as the United Kingdom. However, as there were no other options available to Russell, we provided a detailed submission outlining Russell's extenuating circumstances with the Immicard application. The application resulted in the Department of Home Affairs creating an electronic visa record for Russell. Russell received a letter from the Department of Home Affairs confirming his permanent residency status and his VEVO record, both of which were necessary for Russell to obtain a driver's licence/photo identification with the Department of Transport.

With the driver's licence Russell's employment was confirmed, and he was one step closer to being able to obtain secure accommodation and find stability in his life. We spent 50 hours assisting Russell with his identification matter. The impact is clear as without this legal service the Department of Transport would not have issued Russell with his Western Australia identification. This identification was critical in Russell being able to maintain the employment he had been able to secure during the time Street Law had been assisting him.

*Name changed for privacy reasons

MIDLAND PROJECT

Street Law's Midland Legal Outreach Project stage 2 commenced on the 1st of July 2021 which included a collaboration with Mobile Midlas to add an additional outreach location to our service. Street Law now has two outreach legal clinics in the Midland area we attend on a weekly basis, one at Indigo Junction's Karnany Resource Centre every Tuesday, and the other at Bassendean football oval alongside mobile Midlas each Friday. The Midland project is funded by the Public Purposes Trust Fund.



Our solicitors, Tom Lettenmaier and Kanesthorn Anamwong, are our dedicated Midland Project lawyers. Here, both Tom and Kanesthorn, are at the weekly Friday outreach legal clinic, with Mandy from Midlas.

59
LEGAL
ADVICES
DELIVERED

61
CLIENTS
ASSISTED

23
ONGOING
REPRESENTATION
MATTERS

48%

increase in clients in the Midland area accessing Street Law's services through Karnany and Mobile Midlas

52%

of clients seen at Mobile Midlas and Karnany identified as female, compared to 36% service wide

38%

indicated family and domestic violence, compared to 29% service wide

The comparison to the 2020-2021 financial year demonstrates the ongoing and increasing critical need for legal services for our priority groups and people who are experiencing homelessness or at risk of homelessness in the Midland area.

Dylan's Story

Street Law's first trial at the Midland Magistrates Court

Street Law represented Dylan* in a trial at the Midland Magistrates Court.

Dylan engaged with Street Law at our Karnany outreach legal clinic. Dylan started experiencing homelessness due to a family violence restraining order. Dylan was only allowed to contact his ex-partner to communicate about their child. Dylan was charged with breaching the restraining order after a text was sent that was unrelated to their child. Dylan had a complicated relationship with his ex-partner and maintained that his device was hacked.

Dylan disputed the breach and held that he wouldn't risk his relationship with his child. Dylan needed Street Law's help to ensure he wouldn't be convicted of an offence he maintained he did not commit and to secure his ability to maintain a relationship with his child.

We provided end to end legal services by taking initial instructions, obtaining Police disclosure, reviewing the evidence and undertaking a merits assessment and representing Dylan at his trial. Due to Street Law's advocacy Dylan was acquitted.

A guilty finding would have resulted in a summary conviction which would have had a significant impact on Dylan's life and would have jeopardized his ability to see his child.

Our first trial was a success for Dylan. Dylan was very happy with the outcome and shared the following with us "[I liked] the dedication, professionalism and understanding given. Street Law was awesome thank you."

*Name changed for privacy reasons

Street Law managed 15 criminal court/tribunal cases for Karnany and Mobile MIDLAS clients, making up 47% of total criminal court/tribunal matters for 2021-2022.

YOUTH OUTREACH LEGAL PROJECT

Street Law collaborated with Passages Youth Engagement Hub to launch the Youth Outreach Legal Project on the 10th of September 2021. Based on our long partnership with Passages, which began in 2012 with the co location of our outreach legal clinic, we identified the need for extended holistic services to be delivered to street present young people. The project assists street present youth to address their socio-economic, health, welfare and legal issues. With children and young people accounting for 21% of all West Australians experiencing homelessness, the goal of the project is to reduce the barriers young people face in exiting homelessness.

We started service delivery in October 2021.

This project is made possible due to Lottery West's support and funding.

16

CLIENTS
ASSISTED

26

LEGAL ADVICES
DELIVERED

17

COURT/TRIBUNAL
MATTERS OPENED

7

ONGOING
REPRESENTATION
MATTERS OPENED

Street Law lawyers made 24 court appearances for youth outreach project matters



Ben's Story

Ben* is a young person who suffered from significant anxiety and alcohol dependency issues. When Ben first provided instructions, he was street present and feeling overwhelmed. Ben had been charged with disorderly conduct in a public place, possession of a prohibited weapon in relation to an alcohol-fueled altercation in a public place, and also a breach of police order and a threat to injure in relation to a family violence incident with his estranged father. The root cause of the behaviour leading to these charges related to Ben's alcohol dependence issues, which resulted from his ongoing anxiety, and the resulting deterioration of his family support.

Ben was dealing with a number of complex issues and became a client of the Youth Outreach Legal Project. Through this project he received wrap around support by Street Law and Passages to address his legal, social, health and welfare issues.

The Passages youth worker, successfully arranged for Ben to undergo residential treatment for his alcohol dependency issues. Ben completed six weeks of residential rehabilitation treatment while Street Law continued negotiating his criminal matters. Our Youth Outreach Legal Project solicitor successfully negotiated a downgrade of Ben's possession of a prohibited weapon to possession of a controlled weapon and obtained a lenient outcome by way of a court fine. As we continued to work with Ben, his consistent instructions in relation to the breach of police order and threat to injury charges led us to raise several issues concerning the Police's case against him. As a result of Street Law's submission to the Police, these two charges were discontinued.

After resolving Ben's criminal matters, he obtained accommodation with a friend. Ben also continued to engage positively with alcohol treatment services.

*Name changed for privacy reasons



FEEDBACK

"Uniting WA's Tranby Homelessness engagement Hub is very fortunate and grateful for the long term legal support that Street Law has provided our clients that are homeless or at risk of homelessness. The Street Law team always work in a person centred and trauma informed way to go above and beyond to support our vulnerable service users. The many supports that Street Law assists with such as legal issues, debt, birth certificates, police complaints, etc allows and empowers our clients to take big steps back towards independent sustainable living."

Uniting

"Through our Community Outreach partnership with Street Law, homeless clients are now able to seamlessly access free legal support. This innovative collaboration, alongside the proactive, non-judgemental, caring, and compassionate support provided by the Lawyers at Street Law, ensures clients are provided with holistic, highly professional legal services, and always treated with compassion, dignity, and respect."



"Street Law Centre WA has provided outreach service to Ruah Centre Housing and Homelessness in Northbridge for a number of years till date with additional help of volunteer lawyers. This has been well received by Ruah Centre clients in support of various matters but not limited to responses and responsibilities of considerable assistance. Street Law can address and support any immediate legal affairs that can prevent an individual who is experiencing homelessness or risk of homelessness from further discrimination, social inclusion and trauma. The invaluable assistance Street Law contributed to the Ruah Centre are; minor criminal matters, complex criminal matters, FDV, lack of identification, provision of legal services, frequent encounters with Fines Enforcement Registry – Department of Justice, Absence of justice. Street Law's active participation has contributed immensely to our Housing and Homelessness service and the people Ruah support. Ruah would like to acknowledge the tireless efforts of Street Law Service and their dedication and commitment that makes a real difference each day in the lives of people who have lost their way."



PRO BONO SUPPORT

This year Street Law Centre continued to receive pro bono and volunteer legal and non-legal support to expand the much needed services to our clients.

Secoundee Support

Ashurst, Corrs Chambers Westgarth,
Minter Ellison, and King and Wood

Mallesons provided **1162**
hours of pro bono support

Volunteers

79

hours of
support with grant writing,
policy writing and
administration

Volunteer Law Graduates

521

hours of
legal support



The total of 1,762 pro bono hours of legal and non legal support has been valued conservatively at \$250 per hour. This results in a pro bono contribution of \$440,500!

Although the pro bono contribution is reduced in comparison to the previous financial year, this was due to the impact of Covid 19 pandemic. We look forward to recruiting more legal volunteers in the following financially year.

Thank you to all of our volunteers and pro bono partners for your consistent work, effort and support.

SECONDEE & VOLUNTEER FEEDBACK

"I could not have asked for better supervision. The wealth of experience at Street Law and the ability to assist on all matters was greatly appreciated. I truly loved my time at Street Law and am very sad to go. I will only say good words about my time here."

"I admired the way that clients were treated with understanding, and hope to embody that as a lawyer when I get further in my career. I am so grateful to have worked with everyone at Street Law. The team is passionate about every matter they take on, and treats every client and colleague with respect."

"The work that Street Law does is incredible. It is clear to see the passion that the team has for what they do. I really enjoyed being able to participate in the Tranby legal clinic and listen to client's stories. It was very rewarding to be able to go away and do the work which had a direct impact on those clients lives and to be able to see that firsthand. It has been amazing to see the very real impact that Street Law's work has on the lives of its clients."

"Street Law Centre is an incredible organisation. I was taken aback by their unwavering commitment to provide a holistic approach that not only focused on the legal issues."

"I've had a fantastic experience here and have really enjoyed the atmosphere/culture of the team. I've learned a great deal about aspects of the law and areas which I had not previously encountered. Seeing how the team interacts with clients will undoubtedly also shape how I interact with clients in the future. Overall, I'm very grateful for the opportunity to assist the team."

"[Street Law] does good work and has good people. I enjoyed being able to conclude matters and help clients. I will miss working with you all."

ACKNOWLEDGEMENTS

VOLUNTEER LAW GRADUATES

Kanesthorn Anamwong

Jenee Peters

Lily Philp

COMMUNITY VOLUNTEERS

Meredith Blais

Francis Tomasi

SECONDEES

ASHURST

Brian Roduner

Calvin Best

Katherine Swann

Benjamin Paganin

CORRS CHAMBER

WESTGARTH

Liam Anderson

Robyn Stuart

Nancy Zhao

KING & WOOD

MALLESONS

Grace Bettridge

Andrew McLeod

Sam Landro

Joanne Li

Maddison Hogan

MINTER ELLISON

Alex Hackett



COMMUNITY LEGAL EDUCATION

Our comprehensive community legal education program, funded by the Public Purposes Trust Fund, focused on providing legal education to our client group, community service workers, and extensive training to our own staff and volunteers.

Client Direct Training

Our client direct community legal education program is focused on providing accessible content, that is developed and designed specifically for our client group. The sessions prepare our client group for interactions they may have with the justice system, by giving them an overview of different areas of law, options on how to manage their legal issues independently and when to go to a community legal centre for assistance. Street Law delivers the following modules to clients:

- How to manage fines and infringements;
- What to do if you find out you have to attend court;
- Applying for and responding to family violence restraining orders; and
- What are your rights and responsibilities when interacting with the police.

Client's Feedback

"They go above and beyond with their knowledge and support."

"[I liked] knowing what your rights are and finding where people can help you."

"Extremely useful."

"It's all new to me and informing, very clearly presented."

"Very helpful."



WE
PROVIDED
TRAINING TO
75
CLIENTS

WE CREATED
78
LEGAL
EDUCATION
RESOURCES

COMMUNITY LEGAL EDUCATION

Community Service Worker Training

Our client group commonly have multiple and complex legal issues which are intertwined with social, welfare and health issues. We work closely with community service workers to provide our clients with holistic support to resolve all of their issues. Our community service worker legal education program focuses on how legal services can work collaboratively and proactively with community service workers. The program includes the legal health check training. The legal health check training provides community service workers with an overview of our services and the legal issues we assist with, how community service workers can assist clients to identify their legal issues, and the referral process for the client to obtain legal assistance.



Our Community Legal Education Coordinator, Anna, presenting at WA Tenancy Conference 2021. At the conference, Anna, discussed the barriers our client group faces when trying to exit homelessness and obtain permanent accommodation.

WE
PROVIDED
TRAINING TO
154
COMMUNITY
WORKERS

FDV LEGAL HEALTH CHECK PROJECT

Street Law received funding through Community Legal Western Australia from the Department of Communities to deliver training to community services on the importance of and how to use the family and domestic violence legal health check tool. Street Law delivered training to existing stakeholders and new stakeholders. Through the training we received legal health checks from the community services for clients who required our legal assistance and who were experiencing family violence.

Assistance provided through the FDV LHC Project:

- 3** Clients assisted
- 8** Legal advices delivered
- 1** Court/Tribunal matter

WE PROVIDED
THE FDV LHC
TRAINING TO

57

COMMUNITY
WORKERS

We were invited by the University of Western Australia to deliver a session on Homelessness and the Law to students completing their masters in social work. We provided the social worker students with the FDV LHC training, which is a practical resource they will be able to utilise after they graduate.

40 Social Worker Students received the FDV LHC training

What was your takeaway learnings from the workshop?

"Legal health check - amazing, straight forward and very relevant."

"It was good to receive information regarding the different community centres and what assistance can be provided."

"What questions to ask clients and how to use the LHC."

REGIONAL CLE

We travelled to South Hedland throughout the year and delivered community legal education to:

- The staff at Bloodwood Tree Association;
- The staff of the Pilbara Community Legal Service;
- A pop up ID clinic with Bloodwood Tree's Wapa Maya;
- The Women's refuge and spoke with the staff and clients; and
- The Clontarf program students at Hedland Senior High School.

This regional trip was in collaboration with Consumer Credit Legal Service WA.



SOCIAL MEDIA & COMMUNICATIONS

Raising awareness in our community is key to driving change and ending homelessness. It is only when we understand an issue without judgement that we can expect people to want to drive change for that issue. Street Law uses social media to increase awareness of the issue of homelessness with the broader community and to promote awareness of the legal issues that affect those experiencing homelessness.

4 newsletters created
2 videos created
Linkedin posts receiving
over 3000 views

91%

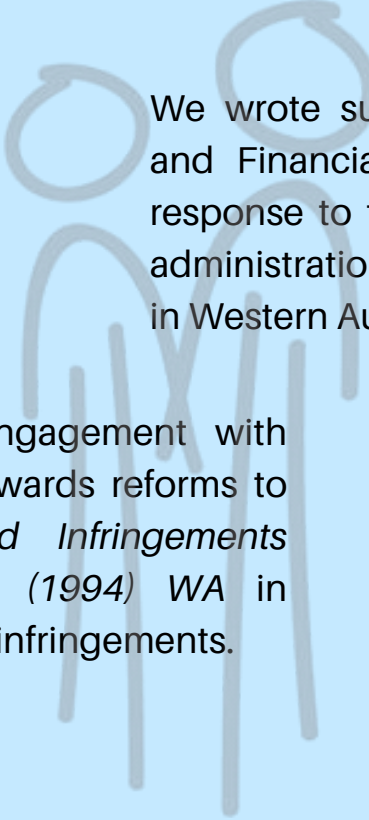
increase in LinkedIn followers

22%

increase in Facebook followers

LAW REFORM & CAPACITY BUILDING

This year we contributed to law reform. We also participated in different forums to highlight the legal issues faced by our clients and to raise awareness in the community of these issues and our services.



We wrote submissions to the Estimates and Financial Operations Committee in response to the inquiry into the financial administration of homelessness services in Western Australia.

We have commenced engagement with Allens law firm to work towards reforms to the *Fines, Penalties and Infringements Notices Enforcement Act (1994) WA* in relation to Part 3 of the Act, infringements.

Street Law is looking ahead to developing new relationships and strengthening existing relationships. Street Law will continue to offer client centric, collaborative legal services and expansion of services will be evidence based.