

Getting the Right People in the Room-

Learning from an
evaluation of our HJP



UNSW
SYDNEY



UNSW
Kingsford
Legal Centre





Acknowledgment of Country

*Kingsford Legal Centre
acknowledges the Gadigal and
Bidjigal Clans, the traditional
custodians of the Sydney Coast.*

*We pay respect to those Elders,
past and present, and thank
them for allowing us to work and
study on their lands.*



UNSW
SYDNEY



UNSW
Kingsford
Legal Centre

Kingsford Legal Centre

KLC is a community legal centre that provides free legal advice and assistance to people who live work or study in the Randwick and Bayside local government areas. We are also part of the Law & Justice Faculty at UNSW.

We give free legal assistance on most legal issues. We also provide community legal education and law reform work.



UNSW
SYDNEY



UNSW
Kingsford
Legal Centre

Teaching tomorrow's lawyers



Kingsford Legal Centre (KLC) + Prince of Wales Hospital + Eastern Suburbs Mental Health Service= HJP

The KLC-POWH-ESMHS Health Justice Partnership delivers an innovative and early intervention legal assistance model to both inpatients and outpatients.

Weekly attendance for inpatients, regular appointments at community outreaches and home visits.

Referral to the service is mostly through a social worker or health professional but clients can self-refer.



UNSW
SYDNEY



UNSW
Kingsford
Legal Centre

HJP Evaluation July 2019-June 2024



HJP legal services- main areas

Housing

Guardianship
/Powers of
Attorney

Criminal law

Credit/debt

Family
Violence

Employment
law

Discrimination
law

Social Security

Evaluation data

KLC service records

- Client services
- Non-client services

Client surveys

- Phone, email and paper surveys

Qualitative interviews

- KLC legal staff
- Health staff
- HJA
- Health workers- ESMHS and POWH
- Steering Committee and stakeholders



The numbers

447 clients

772 legal
advices

313 legal tasks

132 cases

32 training
sessions

Positive impacts on clients- surveys

- **77%** more confident
- **68%** less stressed
- **52%** felt safer
- **42%** financially better off (note 48% no response)

Client impact- HJP proportionately services more vulnerable people

NLAP priority group	Generalist KLC Service	HJP Service
People with disability	22%	64%
Aboriginal/Torres Strait Islander people	5%	9%
People experiencing financial hardship	64%	87%
People at risk of—or experiencing—homelessness	4%	16%
People whose main language is not English	28%	18%
People experiencing domestic violence	8%	22%

* for the period 1 July 2019- 30 June 2024

Benefits for health workers

- “It reduces work because if someone is able to receive independent advice, they may not need our clinicians so much.”
- “Flexible and available. They are hands on. They come in to the ward. They see people face to face. Supports that patient through the process which can be scary.”
- “[They’re] like 1800 dial a lawyer... we’ve had such a positive experience.”

1-3 hours saved per client referred for every health worker.

Impact on students

- “It opens up more opportunities to participate in face to face client work, exposes you to even more legal and ethical questions and it also provides greater insight into some of the disadvantage which persists in our community.”



Challenges

Responding to current
need

Scaling up what works
within the hospital

Responding to
Community/Outpatient
need

Funding (!)

Making time for the
partnership



UNSW
SYDNEY



UNSW
Kingsford
Legal Centre