



ANNUAL REPORT 2011–12

## VISION

## Caxton Legal Centre Inc. aims to:

build a just and inclusive society that values difference and diversity and the rights of all people and their communities to the social and economic resources they need to exercise their human rights

influence the development of law to recognise the needs of people who are socially or economically disadvantaged

assist people who would otherwise be denied access to justice due to social or economic disadvantage to exercise their legal rights



## CONTENTS

President's report	6
Treasurer's report	7
Director's report	8
Volunteer red carpet	9
A generalist social work highlight	11
General law service	12
Consumer law service	14
Human resources & policy report	16
Social work service	17
Seniors legal & support service	18
An outstanding success story for SLASS	21
Community legal education	22
Pro bono representation	24
Caxton staff & management committee 2011–2012	26
Family law duty lawyer service	27
Statistics	28
Child support and family law	30
Financial report	31





### This year has seen many memorable and significant anniversaries.

We recently celebrated Ros Williams's twentieth (yes, twentieth!) anniversary at Caxton—which must be a record in the community legal sector. Ros has been a mainstay of the Centre's services long before I became involved—in fact, she was a senior solicitor here when I first volunteered in 1998. No sooner had the party finished for Ros, and we were celebrating Scott's tenth year as the Director—again, something of a record.

In both cases, it is an indication of the enthusiasm and dedication of Scott and Ros (and all the other people involved with Caxton) which has made the Centre what it is, and I offer my personal congratulations and thanks, together with those of the Management Committee, to Ros and Scott, and hope they continue at the Centre for some time yet.

During Scott's time, the Centre has transformed dramatically, and the last years have seen a considerable suite of changes to the management of the Centre, providing a greater degree of accountability across the range of activities that Caxton undertakes. Most particularly, the Management Committee has revamped the loan facility relating to the building at Manning Street to manage the mortgage on the property more cost-effectively.

From the Centre's perspective, however, the most significant event has been the change of government at the recent State election. We will, of course, strive to maintain a close and productive working relationship with the new government and the various departments, which have provided support in the delivery of important services to our various client groups. We do, however, recognise that the next few years will present the Centre with various challenges. We hope that Caxton's reputation throughout the legal community will allow us to navigate this period with minimal disturbance to the delivery of services to our clients, if not enhancement of our services through forging links with other organisations.

The statistics for the Centre's operation in the last year are all contained in this Annual Report, and I invite you to consider them at your leisure. They are, by any measure, impressive and continue to reflect Caxton's commitment, through its staff and volunteers, to the continued provision of legal and social work advice and support to our clients.



The 2011–12 financial year was very significant for Caxton as it marked our first full year occupying our new building.

Budgeting and managing new costs can always be challenging but it is pleasing to report that Caxton has completed its first full year at Manning Street and managed to still return a surplus for that period.

Salaries, as always, remained the Centre's largest cost. The last few years have seen many challenges in the area of employment conditions, and Caxton remained committed to offering competitive packages to retain and attract quality staff.

The knowledge gained from the 2011–12 financial year will be a significant asset in managing the organisation's finances in future periods, and a lot of planning was completed towards the end of the financial year regarding how best to structure and manage income and expenditure and our ongoing commitments related to owning a quite sizeable, inner city building.

Cash flow management has been a particular focus during this year with a focus on establishing the best use of funds with a significant reduction of debt planned for the new financial year. This should help minimise the Centre's interest expense while maintaining a manageable cash flow position.

This past financial year also saw Caxton successful in gaining grant monies to undertake a cultural project for the first time in recent history. The *Telling Their Stories; Elder abuse in our community* photography exhibition revolved around the experiences of the Centre's Seniors Legal and Support Service clients.

As part of our organisational commitment to making the Centre as accessible as possible, we renovated the bathroom facilities on the ground floor to make them wheelchair accessible. Funding applications to continue this work in the future were also completed in the year.

Caxton's overall equity at the end of the financial year has improved marginally from the start of the period, and our cash position remains positive and sufficient to meet the ongoing commitments of the organisation. Overall, the Centre is in a strong financial position to meet the challenges that lie ahead.

# DIRECTOR'S REPORT

SCOTT McDOUGALL



The past year has been one of program consolidation and reconnection to Caxton's values and beliefs, which are as relevant today as when the Centre was first established in 1976.

The Centre's dedication to addressing injustice was reflected in the strategic planning process staff and committee navigated throughout the year. A 2012–2015 plan has emerged which captures Caxton's desire to lead and resource the sector in Queensland, and also targets our service delivery to clients experiencing greatest disadvantage. As the Centre has grown in size and reputation so has the number of people coming through our doors. This has prompted us to talk to our partners and referring agencies to ensure that we continue to assist the most disadvantaged members of our community.

During this financial year, the Centre also invested considerable time and energy toward achieving accreditation under the National CLC Accreditation Scheme. I would like to thank Julie Howes, Anne-Maree Elliott and other staff and Committee members who spent many hours updating policies and implementing procedures to meet best practice organisational standards.

In May, the Seniors Legal and Support Service (SLASS) hosted an inspiring exhibition of photographic work by artist Gemma-Rose Turnbull. The evocative images of SLASS clients and their homes provided a chance to step back from the day-to-day aspects of the work and appreciate the courage and dignity of our senior clients as well as the value of the SLASS service. This year, the SLASS service increased its elder abuse casework services and delivered many excellent outcomes to clients with deeply complex needs.

The Consumer Law Service continued its strong performance throughout the year, garnering media attention for a win in QCAT in favour of clients who had been charged exorbitant interest rates by a payday lender. The consumer service also brought the total amount recovered on behalf of Queensland flood victims from disputed insurance claims to more than \$3 million.

Caxton's university partnerships continued to grow as we held our first student volunteer showcase and celebration. The Deans of Law from Griffith University, University of Queensland and Queensland University of Technology were in attendance as students spoke of the role Caxton has played in their development as legal practitioners. A new student clinic providing criminal law advice has been added to our suite of options for law students keen to expose themselves to the gritty realities of community lawyering.

In June, we were thrilled to celebrate the 20-year anniversary of Ros Williams's employment at the Centre. Caxton's reputation for providing high-quality legal advice across the gamut of areas of law is due in large part to Ros's dedication as a lawyer and her ability to attract, groom and retain outstanding volunteer lawyers.

As always, my biggest thanks goes to our 200 plus volunteers, including the members of our Management Committee, without whom the Centre would not exist.

# VOLUNTEER RED CARPET

At Caxton Legal Centre we cannot thank our volunteers enough for their work. They are the lifeblood of our service and tirelessly answer the phones, come in after work and university to advise clients and often stay until late at night to ensure that we do what we can for everyone who approaches the service for help.

This year has been particularly demanding on our employment lawyers who have managed some very late nights while responding to an overwhelming client demand.

Caxton is fortunate to have also benefited from pro bono relationships with a number of firms, namely Clayton Utz, Minter Ellison, Allens, DLA Phillips Fox, Dibbs Barker, Freehills and Hall Payne. These firms assisted through the provision of legal staff providing client advice as well as in-kind support in various forms.

Below is the list of students and legal practitioners who helped Caxton keep our doors open this year.

Fiona Auld	Jamie Byrne
Lance Balchin	Amanda Louis Campion
Carly Barnard	Stephen Carius
Karen Barnard	Crispian Carlowe
Ellen Bevan	Samantha Carroll
Marie Tracey Blunck	Glenn Carthew
Alison Blyth	Wei-loong Chen
Sophia Bookallil	Kate Clark
Brenna Booth-Mowat	David Cleary
Melissa Bostock	Nathan Colless
Jesse Braid	Kym Condon
Josh Brewer	Kara Cook
Mel Brewer	Michael Cope
Patrick Brown	Jessica Craddock
Andrew Bukowski	Alison Creedy
Jeffrey Bunning	Timothy Cunningham
Liam Peter Burrow	Mabruk Dajan



Andrew Dallas	Errol George
Bethan Davies	Nicole George-Gipters
Katrina De Lange	Margot Gladstone
Peter De Silva	Anusha Goonetilleke
Randal Dennings	Carlos Gouveia
Alfio DiCarlo	Dan Graham
Tanya Diessel	Tamara Greal
Alexandra Doney	Graeme Haas
Helen Donovan	Anita Marie Hall
Shona Duniam	Phil Hall
Robert Dunworth	Melissa Hamblin
Kristelle Eager	Julie Marie Hams
Raelene Ellis	Willow Harper
Sally Embleton	Natasha Harth
Yong Sun Eum	Mark Healy
Gertrud Farkas	Jade Henderson
Lucy Farmer	Neil Henderson
Travis Finter	Kat Hennessy
Lisa Fleming	Kanthi Hewaarachchi
Robert Flynn	James Hiller
Rebecca Fogerty	Louise Hogg
Kirsty Foulkes	Anna Homan
Claire Fraser	Amy Honan
Kate Fuller	Madeline Howarth
Andrew Gaddes	Shaaaira Ibrahim
Adele Garnett	Darius Isaacs
Chad Walter Gear	Julia Jasper

# VOLUNTEER RED CARPET

Mark Jeffreys	Frank Nardone	Kathryn Rowling
Sephora Johnston	Merrit Nassif	Ann-Maree Russo
Joshua Jones	Alex Nelson	Jordan Sacco
Mythri Kanchibotla	Chris Newman	Chris Saines
Saranjit Kaur	Nicholas Ng	Dean Saunders
David Keane	Walter Noble	Brendan Scandrett
Danyelle Kelson	Nicole Nolan	William Schoenmaker
Angela Kidd	Tony Norman	Leah Scott
Patricia Kirkman-Scroope	Glen Northway	Daniel Seage
Kristyn Knox	Jason Nott	Brandon Selic
Brian Lambert	Mainaaz Oakley	Tom Serafin
Joanna Lamparski	Caroline O'Connor	Lewis Shillito
Jayne Le	Mirinda O'Gorman	Krysiu Smith
Kelli LeMass	Emily Jane O'Hagan	Kasey Solar
Bronwyn Lightfoot	Adrian O'Rourke	Adrienne Soo
Lucy Lindbergh-Ostling	Annie Pang	Amy Soong
Jean-Martin Louw	Priya Panwar	Zara Spencer
Cherrie Ludemann	Stephanie Parker	Arlene Stanovitch
Ken MacKenzie	Matthew Parkinson	Emma Stapleton
Akash Mahendra	Megan Pearce	Luke Steel
Stephanie Mansell	Oliver Peel	Kimberly Sternes
Charles Massy	Elizabeth Pendlebury	Robert Stevenson
Sharin Ling Matter	Phil Pennington	Laura Stocky
David Maunsell	Jeff Perkins	Jovana Strbac
Sarah McCabe	Neesha Pierce	Eleanor Surajballi
Greta McCann	Kirsten Elizabeth Pike	Julia Swift
Rebecca McMahon	Richard Poiner	Kimball Thams
Ella McNamara	Dan Pratt	Nicole Thompson
Judy McPhee	David Prior	Karen Thorpe
Geraldine Middleton	Vaishi Rajanayagam	Luke Tiley
Tamlyn Mills	Kristin Ramsey	Shannon Toto
Holly Monks	Jennifer Raphael	Emmalene Travers
Shane Monks	Peter Reddy	Steve Tropoulos
Caitlin Morgan	David Renfrey	Ricky Tsoi
Amy Murphy	Laura Reynolds	Craig Turvey
Ray Murphy	Samuel Richards	Claudine Umashev
Sarah Murphy	Polly Richardson	Stuart Unwin
	Dodie Roden	Lynette Vanderstoep

# A GENERALIST SOCIAL WORK HIGHLIGHT

Ms Chung (19 years old) came to Caxton Legal Centre for legal advice. She was referred from the solicitor to the generalist social worker for emotional and practical support.

Ms Chung was living with her parents and was experiencing sexual and emotional abuse from them over several years. Ms Chung wanted Caxton to support her to obtain a Domestic Violence Order against her mother and father. Her parents, both prominent members of their community (professionally and socially), were extremely strict in regard to Ms Chung's social life; isolating her from other families and friends. All her income went towards her parents – she was not allowed to keep any of her own money.

Through ongoing social work support and legal advice, Ms Chung eventually managed to move into her own premises where she is now feeling safe and secure. The court process was difficult for Ms Chung, however, with the support of the social worker and lawyers, she had a favourable outcome. She also established a new identity and started a new job. Connections have been made with other organisations that provide long-term support.

Ms Chung declared that without the ongoing social work support she would have been unable to start the healing process, which has involved overseas travel and a new relationship.





Over the course of the 2011–12 financial year, the generalist lawyer position was held consecutively by Melody Valentine, Crystal Lovel and Klaire Coles.

Caxton Legal Centre operates Monday to Friday from 9 am to 4.30 pm and on Monday, Tuesday and Thursday evenings for drop-in legal advice sessions.

Through staff and volunteer lawyers, we provided advice on 4738 occasions to 2979 clients. This constituted an increase of 6.3 %, from 4442 advices given to 2712 clients in the previous 2010–11 financial year. The general service also provided case work for 97 clients.

There were no notable increases in particular areas of advice, aside from employment law advices, which were up from 921 attendances in 2010–11 to 985 in 2011–12. In general, civil law matters continued to dominate the legal matters dealt with by the Centre.

The general law service was, as always, challenged by a variety of legal issues presented during the evening advice sessions. We are grateful for the generosity of all the volunteers who gave their time to come in weekly, fortnightly or monthly to provide legal advice to our many clients.

Employment law is always an area of high demand, and we are grateful to Caroline O'Connor, Lynette Vanderstoep, Kristen Ramsey and Dan Pratt for having coordinated the employment law clinic on Wednesday nights. This clinic enabled Caxton to manage the large number of employment law related inquiries that would otherwise have largely been turned away due to the scarcity of employment lawyers volunteering at the Centre. We are grateful to the coordinators and volunteers for their expertise and commitment.

We would also like to especially extend our thanks to members of staff that rose to the challenge and committed, in an ongoing capacity, to coordinating the evening advice sessions: Scott McDougall, Ros Williams, Julie Howes, Symone Wilson, Joseph Ho, Michelle Ecclestone, Meg Goodwin, John Stannard, Yatarla Clarke, Anthony O'Sullivan, Camielle Donaghey, Klaire Coles, Stephanie Ewart, Glenys Haren, Jennifer Townsend, Francis Privitera, John Kooreman, Paul Breshears and Melody Valentine. Lena Lundell provided social work support during evening advice sessions.

We wish to particularly recognise and congratulate Ros Williams, our staff solicitor who has this year celebrated twenty years at the Caxton Legal Centre. Ros coordinated every Tuesday night's evening advice session, and is a valued and respected member of the day-time staff. She personifies all of the aspects that make Caxton Legal Centre the institution that it is today—legal finesse, compassion and commitment to providing access to social justice. We continually benefit from her experience and wisdom.

We are also very grateful to the barristers whom we have briefed to provide pro-bono advice and representation including Simon Hamlyn-Harris, Sally Robb and Paula Morreau.

We also extend our thanks to the other services that supported and assisted us including Legal Aid Queensland, QPILCH, Griffith University and our colleagues at the other Community Legal Centres.

Finally, Klaire is particularly grateful to the volunteer support provided by day-time Practical Legal Training students over the course of the year: Kristyanna Urwin, Heather Corkill, Alison Creedy and Gillian Welsh. The PLT Placement program provided valuable support to the Centre and an enriching legal experience for the students. Klaire would also like to thank undergraduate students Emile McPhee, Catherine Davis and Ben Marshall who have generously provided their time to assist the Service with research and other tasks.

The general law service continues to work towards putting into practice, on a daily basis, the Caxton Legal Centre motto of unlocking the law. We look forward to another year of challenges, growth and increased opportunities for client services and professional development provided by the new location and the continued, strong support by our volunteers and staff members.



In the 2011–12 financial year, the Consumer Law Service continued its work assisting flood-affected families and consumers.

The service had the following staff:

- Jodi Gardner (lawyer; floods)—now a PhD candidate at Oxford University
- Jacqui Cavanagh (lawyer; floods)—now returned to the Australian Securities and Investment Commission
- Klaire Coles (lawyer; floods)
- Yatarla Clarke (lawyer; floods)
- Crystal Lovel (PLT)—now with Legal Aid Queensland
- Alison Creedy (PLT)—now with a family law firm
- Alice Thorp (PLT)—now with a family law firm
- Bridget Burton (Coordinator)

## Floods and the Insurance Law Service

The Consumer Law Service is one of four organisations (the others being Legal Aid Queensland, Legal Aid NSW and the Consumer Credit Legal Centre NSW) working collectively for over 700 flood-affected Queensland families. The lawyers employed for flood work at Caxton were primarily engaged in insurance disputes in the 2011–12 financial year. By the end of that year, the insurance disputes were nearing completion, and the program was nearing the end of its term. 116 clients had received full service support for their insurance disputes from the flood lawyers at Caxton.

## Law reform – submissions and consultation

Apart from having worked directly for clients, the Consumer Law Service engaged in submission writing and consultative processes with three commissions of inquiry arising out of the 2011 floods. Extensive consultation was also engaged in with the Financial Ombudsman Service and the Australian Securities and Investment Commission for both flood-related and other consumer matters.

## Consumer credit – litigation

The Consumer Law Service focused its limited resources on litigating consumer credit matters in which an outcome benefiting our clients will also have a broader reach. In the 2011–12 financial year, litigation capacity was less than previously because of a reduction in resources and the work arising from the floods.

The most significant case in this year was against Fast Access Finance (Beaudesert) Pty Ltd and the Diamond Clearing House Pty Ltd. The success in that case was substantially attributable to the work of Simon Cleary of Counsel, who assisted us through the initial QCAT proceedings and the various appeals, and Tom Sullivan SC who also helped at the Court of Appeal stage (during which the matter resolved).

## Consumer credit and general consumer law – advice

Six consumer credit appointments were offered each week throughout the year, and gratitude goes to Clayton Utz, Minter Ellison Lawyers, Allens Arthur Robinson (now Allens Linklaters) and DLA Piper for providing lawyers on a monthly roster to staff those advice sessions. We are particularly grateful to solicitor Jane Whipp for coming every week in her own time, as well as students Katie Chae and Jess Dodds for their support and help to the lawyers.

The Consumer Law Advice Clinic—a student clinical legal education program offered through the University of Queensland—was also run twice during this year. Twelve students passed through that program, and nearly 100 appointments were made available to the community for advice on all areas of consumer law.

## Looking forward

The Consumer Law Service is funded from July 2012 on a further one-year basis and will retain one solicitor for this time. The flood program is due to finish in September 2012.



Yatarla Clarke





## The 2011–12 financial year was all about the ‘policy’ part of my job!

From August 2011 through to June 2012, I worked on a significant project—the preparation and application for NACLC Accreditation. This project involved a whole-of-organisation review of: existing policies, procedures and practices; consultation with staff, volunteers and management; research into areas of organisational management that Caxton has not previously explored; and development and implementation of new policies, procedures and practices.

Caxton has a comprehensive Policy and Procedures Manual that incorporates up to 100 policy and procedure statements, covering topics such as The Organisation, Governance, Risk Management, Compliance and Insurance, Planning, Human Resource Management, Financial Management, Physical Assets, Workplace Health and Safety, Services and Activities, Management of Information and Data, and Communication.

Staff, volunteers and management have enthusiastically and collaboratively worked towards improving Caxton’s organisational management, client service delivery and strategic planning.



Meg Goodwin



Michelle Ecclestone



Karen Nyberg



Anne-Marie Elliott



The social work service has continued to provide much needed client support and has also been involved in advocacy, community legal education, court support, community development activities and networking.

This service employs one full-time social worker, Lena Lundell, who moved from the Seniors Legal and Support Service to the Generalist social work position in April 2012. Lena would like to acknowledge the valuable contribution of social work students Jessica Granger and Rhiannon Gibson. Caxton was lucky to have had Jessica’s and Rhiannon’s assistance; their interpersonal skills were exceptionally well developed. A big thank you must also go to the staff at Caxton for their fantastic efforts in maintaining the duties of the position in the transitional period between November 2011 and April 2012.

The generalist service has continued to provide support to clients who were experiencing personal and social challenges within their legal issues. Client needs were responded to through counselling, information, referrals, advocacy, reports and court support.

Clients’ vulnerabilities included economic hardship, social isolation, domestic violence, child support, financial debt, mental health issues and homelessness or risk of homelessness.

Lena has shared her significant skills at the Caxton volunteer induction nights and training days, and presented information to the law students at the law clinics at Caxton (on criminal, civil and debt topics). The information provided aimed at improving the students’ interpersonal communication skills and at facilitating a better outcome for the clients. It has been rewarding to discuss the role of social workers with students, volunteers and others at the service to enhance multidisciplinary practices.

Since April 2012, the program has been offering support on Tuesday nights at the law clinic. The feedback has been very positive from volunteers,

students and clients alike who said that they appreciated the additional support that the social worker provided for clients.

In November 2011 and May 2012, we had an information stall at Homeless Connect at the Royal National Agricultural Showground, and a stall at the Ipswich Street Links Program in June 2012. At both events, Caxton provided free legal advice and social work support. The most common issues raised at these events were child support, family violence and homelessness. Many people spoke about the difficulties they had in understanding the legal system.

In July, Caxton celebrated NAIDOC week with a stall at Musgrave Park, South Brisbane. The history, culture and achievements of Aboriginal and Torres Strait Islander peoples were honoured and supported.

The service has been an active member of the Inner South Interagency Network (ISIN). The Network furthers relationships between local agencies and promotes more valuable referrals for clients, which contributes to a more positive outcome for clients.

The service would especially like to thank Caxton staff, and professionals in the NGO community and private sector, who have all made it possible to give our clients optimal assistance.

We would also like to thank the Department of Communities for providing the funding that makes this service viable.



The Seniors Legal and Support Service comprises two different programs funded by the Department of Communities—the Seniors Advocacy Information and Legal Service (SAILS) and the Seniors Legal and Support Service (SLASS).

The Service has continued to provide excellent advice and support to seniors who were suffering or were at the risk of suffering elder abuse, in situations that were often very factually complex and difficult. Table 1 below reflects the occasions of services provided by the SLASS/SAILS programs.

Table 1: Services provided by the SAILS and SLASS programs

	<b>SAILS</b> (total and percentage increase/ decrease from last financial year)	<b>SLASS</b> (total and percentage increase/ decrease from last financial year)
Total number of clients	137 (55% increase)	417 (0.48 % increase)
New clients	96 (57% increase)	275 (no change)
Cases opened	80 (50% increase)	201 (22% increase)
Cases closed	68 (83% increase)	149 (26% increase)
Advices given	528 (116% increase)	1505 (30% decrease)
Community legal education sessions	11 (54% decrease)	34 (100% increase)

Table 2: Types of elder abuse dealt with by SLASS staff

<b>Type of abuse</b>	<b>Total number of incidences and percentage increase from last financial year</b>
Elder abuse	628 (1.7%)
Elder abuse – neglect	58 (152%)
Elder abuse – physical	108 (237%)
Elder abuse – psychological	315 (231%)
Elder abuse – social	90 (220%)
Elder abuse – sexual	21 (16%)
Elder abuse – financial	1157 (41%)

The SAILS statistics show a significant increase in service provided by the team in the 2011–12 financial year, while the SLASS statistics indicate relative stability—a lower number of SLASS advices in the current reporting period was balanced by an increase in cases opened. The results suggest that there was a significant increase overall in family-related elder abuse, as the parameters of the two programs overlap to a considerable degree. Table 2 exhibits a detailed breakdown of the various types of abuses experienced by SLASS clients.

The prominent increase in psychological and social abuse may be in part a reflection of more accurate recording by staff, as SLASS has found that financial abuse is generally accompanied by a pattern of other forms of abuse such as psychological and social abuse. For example, social isolation and intimidation were key factors in the perpetration of financial abuse. The marked increase in financial abuse itself (already exhibiting the highest statistic of any form of abuse) and also the extreme increase in cases of neglect and physical abuse are of great concern.

Overall, SLASS has experienced a significant increase in complexity and severity of cases over the past financial year.

Staff changes

In February 2012, Frances Privitera joined SLASS as a social worker and replaced Lena Lundell, who had moved into the General Social Work program at Caxton. Frances brought with her several years of experience in cognitive assessment in older people at the Prince Charles Hospital, where she worked at a senior level. SLASS was very lucky to acquire this skill set in Frances, and she is a much valued and appreciated member of the team.

In April 2012, Paul Breshears left SLASS to return to the US. Paul’s skills in accounting and finance were greatly missed by the service. Paul was replaced by John Kooreman, whose previous experience had been in Crown Law.

Students

In 2011, SLASS acquired its first social work student since moving to Manning Street—Jess Granger from Griffith University. Jess was in her final year of study and proved to be an outstanding student who is now working with the Royal Flying Doctor Service in Cairns. In March 2012, Rhiannon Gibson from QUT came to SLASS—a great asset to the service, and subsequently SLASS attained Krischelle Mangalindan, its first PLT student. Krischelle and Rhiannon proved to be a formidable team. They were trained by Jennifer Townsend and Joseph Ho in intake processes and interviewing techniques, which enhanced their skills specifically relevant to the program and generally to their professional development.

Outreach program

Outreach continued to the Gold Coast and to the Sunshine Coast, however at a reduced level of once-per-month instead of the previous fortnightly visits, as a result of staff changes and resource issues. Anthony O’Sullivan has continued to attend the Sunshine Coast outreach, while Paul Breshears attended the Gold Coast (he was since replaced by John Kooreman).

Community legal education

The Service has continued to provide community legal education sessions and materials to government departments, service providers and community groups about topics such as elder abuse, consumer issues, enduring powers of attorney, QCAT guardianship issues and advance health directives, with an increasing focus on strategies for self-protection for older clients.



## Community

SLASS presented at the International Elder Abuse Conference in Brisbane (hosted by the EAPU) for World Elder Abuse Awareness Day on 7 and 8 June 2012. The topic focused on the implications for seniors of the changes to the *Domestic and Family Violence Protection Act 2011* (Qld). As Caxton Legal Centre had been closely involved in providing submissions for changes to this Act, the topic was of great relevance and interest to the service and to the elder abuse field generally.

The SLASS staff have also continued to take part in forums relevant to older people and elder abuse including forums on manufactured homes run by the Department of Communities in 2011, and the Ministerial Working Party on retirement villages 2011–2012.

## SLASS state-wide conference and network event

The SLASS conference and training was held on 10 and 11 May 2012 at the Department of Primary Industries, a month earlier than usual due to the EAPU's International Conference on Elder Abuse in June 2012.

Glenys Haren, Joseph Ho, Anthony O'Sullivan and John Kooreman from SLASS/Caxton gave a presentation on Emerging Trends in Family Law—Civil Partnerships and the decision in *Stanford v Stanford*. Jennifer Townsend, Frances Privitera, Lena Lundell and Rhiannon Gibson spoke on Older Women, Family Violence and the Road to Poverty in Later Years.

The panel was moderated by John Stannard, principal solicitor at Caxton Legal Centre. This year, staff from all the SLASS services decided to provide some of the training themselves, given the extensive experience most SLASS workers have had in the field of elder abuse.

## SLASS network

The Service continued to facilitate bi-monthly telelinks with all SLASS services, and from February 2012 onwards, Sonya Mitchell (SLASS Townsville) and Vivienne Campion (SLASS Caxton) shared the convenorship of the Older Persons Legal Services network.

## Law reform

Many of the submissions made by the SLASS service and Caxton to the 2011 Domestic and Family Violence Prevention Bill were adopted in the *Domestic and Family Violence Protection Act 2012* (Qld). The presentation given by SLASS at the first International Elder Abuse Conference in Brisbane in June 2012 covered both the improvements for older people in the Act and remaining gaps in coverage regarding situations where older people may encounter exploitation.

## QCAT hearings

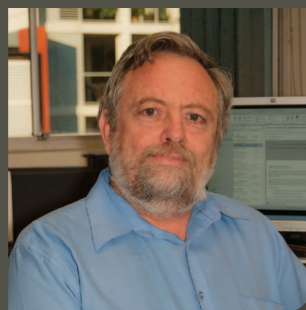
SLASS staff represented two clients at QCAT (Guardianship jurisdiction) in the 2011–12 financial year with excellent outcomes for the clients (see the SLASS case study on page 21).



Symone Wilson



John Kooreman



Anthony O'Sullivan

The Seniors Legal and Support Service was contacted by a 73-year-old man from his room in a locked dementia unit in a suburban residential care facility.

He explained to our staff that he had been placed there against his will several months earlier, following an admission to a local hospital and a diagnosis, dating back several years, of Alzheimer's disease. Barney did not believe he suffered from Alzheimer's or any other form of dementia. He also disclosed that he had an Enduring Power of Attorney (EPA) whom he no longer trusted. In fact, Barney suspected that the EPA had played a role in his admission to the dementia unit. On visiting Barney at the care facility, SLASS workers found him using a laptop to research and email, as well as a printer and a mobile phone—compelling evidence that Barney had capacity. Consequently, SLASS arranged for him to have a succession of capacity assessments with geriatricians and a neuropsychologist. When these provided positive results, SLASS assisted Barney with a revocation of his EPA, and Barney was able to return home. Unfortunately, the story did not end here.

The nursing home had made a QCAT application to determine Barney's capacity, but Barney (represented by SLASS) won the case and was given a declaration of capacity. Barney was delighted and extremely grateful for the assistance provided by SLASS and believed that without the Service's help he would still be 'imprisoned' in the dementia ward.

Thanks must go to SLASS staff for their hard work and dedication and also to Caxton's solicitors who provided significant assistance in a number of complex matters.

We are also very grateful to the Department of Communities for funding the service—an incredibly valuable resource for older people.



Glenys Haren



Frances Privitera



Jennifer Townsend





We recently provided outreach training to a variety of small regional associations in Emerald, and a second regional road-show tour is planned for early next year.

As part of our governance training in the 2011–12 financial year, we have focussed on the important work safety changes that have been introduced with the new *Work Health and Safety Act 2011* (Qld). Our centre has updated all of its own policies and procedures to ensure that we are compliant with these changes, and we are happy to share this knowledge with other nonprofits through our governance training program.

Along with a number of other community legal centres, we regularly participate in the CLE network, which is coordinated by LAQ. We want to ensure that we use our limited CLE resources wisely and do not duplicate other existing services/materials. With a view to properly targeting our CLE work, Caxton is currently in the process of conducting a client survey. The results of this survey will allow us to accurately identify our clients' CLE needs and preferences in terms of learning and receiving information.

Our CLE training events have included:

- various governance training programs
- various high school and university career forums
- talks about EPAs and 'strategies for preparing for the future'
- Caxton's own internal volunteer training events.

In early 2012, Caxton proudly launched its new website. The site is easy to navigate, and visitors are promptly directed to advice services, legal information or ways to get involved with the organisation as a student or a volunteer. The site attracts an average of 2000 unique hits each month, and we have been active in maintaining its currency and relevance since it was developed.

Caxton's August 2011 launch of the 11th edition of *The Queensland Law Handbook* was a success, and this resource has been purchased by many schools, law firms, libraries and individuals since. Work on the next edition will soon be underway for release in early 2014.

Caxton staff produced a few new self-help kits and updated existing ones. Following the introduction of the *Neighbourhood Disputes Resolution Act 2011* (Qld) in late 2011, our longstanding Dividing Fences kit was updated, and a new kit on Tree Disputes was developed in order to assist people to understand their rights and responsibilities in relation to the changes in the law. A number of our generalist self-help kits have also been updated this year including the Peace and Good Behaviour Kit and the Affidavit Kit.

We have also introduced our first legal information video titled *First Appearances in the Magistrates Court*. This video attained no funding and was filmed in the Brisbane Magistrates Court. This led to a community legal education project in partnership with The Manning Street Project (UQ) and the Metropolitan South Institute of TAFE. In this project, university students developed scripts for short films on legal topics; the short films will be produced by the TAFE students.

University of Queensland students also completed legal research projects on behalf of Caxton and other community legal centres in the areas of public nuisance, SPER fines and prisoner discrimination as part of the Manning Street Project.

The Incorporated Associations Manual, which has been published by Caxton Legal Centre Inc. for many years, will in future be maintained and published by QUT's Australian Centre for Philanthropy and Nonprofit Studies. Because of our generalist legal focus and our close past association with the Manual, Caxton continued to be asked to provide governance training for non-profit organisations.

## Clinical legal education and free advice sessions

Our general law and family law clinical programs, which are run in conjunction with the Griffith University Law School, again provided our clients with much needed additional support, which was not always available through our evening drop-in service. Under supervision, the final-year Griffith law placement students assisted clients to prepare important court documents our clients would have struggled with as self-represented litigants. The invaluable experience the students gained by conducting supervised interviews greatly benefited both the centre's clients and the students.

The practical experience our evening session volunteer students gained under the professional supervision of our many volunteer lawyers also provided our general student cohort with terrific clinical experience. In turn, the evening students continued to provide sterling assistance in supporting our evening volunteer lawyers—setting up the interview spaces, scribing during interviews, conducting on-the-spot research for the lawyers and photocopying 'suitcases full of documents'. On the nights when we were running short of volunteer lawyers, the students did a remarkable job taking initial client instructions, so that the lawyers could still somehow manage to see an entire waiting room full of needy clients.



## General legal advice sessions and volunteers

Our evening advice sessions, as always, were in constant demand, with sessions rarely finishing before 10 or 10.30 pm. Due to the many demands on day-time staff, we have been trying to involve more volunteers in the evening sessions, and they have been a fantastic support each week. Our generalist social worker, Lena Lundell, who has transferred across from SLASS, is now attending every Tuesday night to provide social work services to clients in need of additional support.

## Law reform

We have made a number of submissions on key law reform issues affecting our client group in the 2011–12 financial year. In particular, we have made detailed submissions in response to the government's reviews about the role of the Public Advocate, penalties and sentencing laws, and the incorporated associations laws.

# PRO BONO REPRESENTATION

Each year, Caxton Legal Centre benefits from the contributions of a number of barristers who provide substantial assistance to us in our case work files. Caxton acknowledges the great support of the following people:

Michael Liddy

Nitra Kidson

Paula Morreau

Josh Trevino

Simon Hamlyn-Harris

Simon Cleary

Sally Robb

Tom Sullivan

The following two case studies demonstrate the positive outcomes achieved for clients as a result of the joint work between Caxton and counsel.

## Menzies vs Owen

On 22 June 2012, the Queensland Court of Appeal decided in the culmination of a long-running dispute between former Gympie Councillor and gun shop owner Ron Owen, and bisexual Rhonda Bruce and lesbian Richelle Menzies (Caxton was acting for these two women), that a bisexual person can complain about vilification on the ground of homosexuality under the *Anti-Discrimination Act 1991* (Qld). Barristers Simon Hamlyn-Harris and Sally Robb drafted submissions and appeared for Ms Menzies and Ms Bruce in the Court of Appeal.

The Court of Appeal's President Justice McMurdo said that '... an essential aspect of bisexuality is a sexual feeling for a person of the same sex, that is, homosexuality. It follows that vilification of homosexuals is also vilification of bisexuals at least where, like Ms Bruce, the bisexual person identifies with homosexuals.'

In the 46-page judgment, the Court of Appeal also found that the section of the Act that prohibits vilification on grounds of race, religion, sexuality or gender does not infringe upon the implied constitutional freedom of political communication.

President Justice McMurdo also stated: '... I cannot see that the incitement of hatred towards, serious contempt for or severe ridicule of others on the grounds of race, religion, sexuality or gender can amount to political and government communication of the kind contemplated by the implied freedom under a diverse modern democracy.'

Mr Owen has now made an application for special leave to the High Court of Australia. Caxton Legal Centre will continue to act for Ms Bruce and Ms Menzies in these proceedings with ongoing assistance from Simon Hamlyn-Harris and Sally Robb.

# PRO BONO REPRESENTATION

## Fast Access Finance

In 2009, Caxton assisted young mum Rachel Charter and her partner Michael to commence proceedings in QCAT to reopen an unjust consumer credit transaction. The proceedings related to a loan she obtained in 2008 from Fast Access Finance (Beaudesert) Pty Ltd. Rachel argued that she had gone into the store for a loan, received a loan of \$1000 and wound up with a debt of \$2000. Caxton calculated that this loan cost more than 300% per annum. Fast Access Finance responded saying that rather than a loan, Rachel and Michael had purchased \$2000 worth of diamonds from Fast Access Finance and then on-sold those diamonds to a third party, Diamond Clearing House Pty Ltd, for which Fast Access Finance acts as an agent. They said that it was the third party that then provided the \$1000 to Rachel and Michael.

Caxton was assisted by Barrister Simon Cleary to work on the case. Mr Cleary prepared the documents and appeared at the QCAT hearing, which resulted in a decision in favour of our clients by QCAT in 2011. Fast Access Finance (Beaudesert) Pty Ltd and Diamond Clearing House Pty Ltd both applied for permission from QCAT to appeal the decision. In March 2012, the QCAT Appeals Tribunal decided not to grant the permission to appeal and left the 2011 decision intact.

The QCAT decision-maker in that instance said that the way the Consumer Credit Code was written sends '... a legislative warning sign that technicalities and artificialities calculated to defeat or evade consumer protection laws are no longer tolerable'. Barristers Tom Sullivan SC and Simon Cleary then assisted Caxton to prepare for the next stage of proceedings, as the two companies applied to the Queensland Court of Appeal for permission to appeal Mr Forbes's decision. Mr Sullivan and Mr Cleary worked tirelessly to prepare submissions in opposition to the Fast Access Finance Pty Ltd and Diamond Clearing House Pty Ltd application. In July 2012, Fast Access Finance Pty Ltd and the Diamond Clearing House withdrew their Court of Appeal appeal after more than three years of fighting over a sum of \$1500!

Costs for the work done by Caxton staff and Mr Cleary have since been awarded at the expense of the other party.

### Management committee

President: Mark Thomas  
Secretary: Dan Rogers  
Treasurer: Louise Cox

### Committee members

Julie Clark  
Kevin Lambkin  
Matt Woods  
Ken Mackenzie  
Wendy Mulcahy

### Staff

#### Caxton Legal Centre staff

Scott McDougall, Director  
Anne-Maree Elliott, Business Manager  
Julie Howes, Human Resources and Policy Officer  
Crystal Lovel, Generalist Solicitor  
Camielle Donaghey, CLE Coordinator  
Karen Nyberg, Front Office Coordinator  
Joseph Ho, Family Law Solicitor  
Meg Goodwin, Administration Officer (Accounts)  
Ros Williams, Law Reform and Community Legal Education Solicitor  
Michelle Ecclestone, Publications and Administration Officer  
Symone Wilson, Administration and File Management Officer

#### Consumer law and disaster relief team

Bridget Burton, Coordinator, Consumer Law Service  
Klaire Coles, Consumer Law Solicitor  
Yatarla Clarke, Solicitor

### SLASS and SAILS staff

John Stannard, Manager, Client Services  
Vivienne Campion, Senior Social Worker  
Glenys Haren, Solicitor  
Jennifer Townsend, Social Worker  
Frances Privitera, Social Worker  
Lena Lundell, Social Worker  
Anthony O'Sullivan, Solicitor  
John Kooreman, Solicitor

#### Generalist social work

Lena Lundell, Social Worker

#### Family Court duty lawyers

Stephanie Ewart, Coordinator, Family Law Duty Lawyer Service  
Kirsty Thomas, Solicitor  
Cybele Koning, Locum Solicitor

#### Casual staff

Ana Oertel  
Lynette Vanderstoep  
Stephanie Walker  
Naima Markar  
Shirin McLoughlin  
Steve Troupoulos

### PLT students

Gillian Welsh  
Heather Corkhill  
Crystal Lovel  
Alison Creedy  
Alice Thorp  
Josh Francis  
Krischelle Mangalinden  
Kristyanna Irwin  
Allie Pyper

#### Social work students

Rhiannon Gibson  
Jessica Granger

#### Work placement students

Justine Meyers  
Ying (Jackie) Li  
Claire O'Reilly

#### Staff who left

Melody Valentine, Solicitor  
Paul Breshears, Solicitor  
Jodi Gardner, Solicitor  
Jacqui Cavanagh, Solicitor  
Kylee Conlon, Administration Officer  
Megan Middleton, Social Worker

Caxton's Duty Lawyers are Stephanie Ewart, Kirsty Thomas and Cybele Koning reporting to Client Service Manager John Stannard. Stephanie enjoyed six months leave from March 2012, and Cybele Koning took on the part-time role for that period.

The Duty Lawyer Service assists self-represented litigants and has been in operation for three years at the Federal Magistrates Court in Brisbane. The service has established and continues to maintain excellent working relationships with the Court and Legal Aid Queensland.

Between November 2011 and the end of September 2012 (a period of 11 months), the Duty Lawyer Service assisted 581 self-represented litigants.

Of those 581 clients:

- 74% were children's matters
- 13% were property matters
- 5% were miscellaneous matters (e.g. child support and divorce)
- 8% were unable to be seen due to conflict of interest.

Other interesting statistics:

- 48% of clients required judicial determination
- 28% reached agreement
- 24% required advice only
- 53 clients were assisted on average per month
- 1½ hours is the average time spent with each client
- March 2012 was the busiest month of the 2011–12 financial year with 67 clients
- 25 May 2012 was the busiest day with 18 clients.

### Partnerships and pilot programs

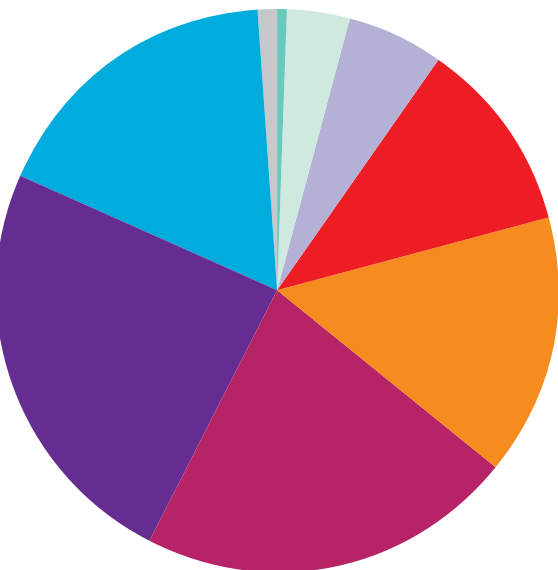
The partnership between the Family Relationship Centre and the Caxton Duty Lawyer Service in the 2011–12 financial year saw a decline in attendance from 49 clients last year to 31 clients this year. The clients were advised on a variety of family law matters but primarily on how to prepare for mediation.

Our involvement in the Coordinated Family Dispute Resolution Pilot Project in conjunction with Relationships Australia and DV Connect started with training sessions in November 2011, and our first client contact commenced in January 2012. The 12-month pilot provides legal advice and mediation services on the telephone to families who have experienced domestic violence. Since March 2012, we have advised four clients over a period of twelve sessions, and we conducted two successful mediations over four sessions. Both parents receive ongoing counselling from a domestic violence worker who also participates in every stage of the pilot, including the legal advice sessions. It is a challenging undertaking to mediate on the phone, as the sessions are run as 'shuttle mediations', where the mother and father are never on the phone line together. The pilot is currently being assessed by the Australian Institute of Family Studies to determine whether it will be funded on an on-going basis.



Client demographics

Age distribution of 3348 clients



100-90 years	22 clients
89-80 years	127 clients
79-70 years	183 clients
69-60 years	366 clients
59-50 years	501 clients
49-40 years	729 clients
39-30 years	810 clients
29-20 years	581 clients
< 20 years	29 clients

Place of residence of 3439 clients



Brisbane CBD and outer suburbs	2785	81%
Gold Coast and Hinterland region	249	7.2%
Ipswich region	167	4.9%
Sunshine Coast	104	3%
North Queensland (Rockhampton, Mackay, Townsville and Cairns)	59	1.7%
Bundaberg	43	1.3%
Toowoomba	32	0.9%

In the 2011–12 financial year: 37 community legal education activities were completed, making legal information on police powers, family law, appearances in the Magistrates Court, workplace safety, neighbourhood disputes, substituted decision-making and the responsibility of incorporated associations available to workers and individuals wishing to better understand their rights.

Legal advice was provided 9000 times.

This is an increase of 8% from 2010–11.

- 4469 instances of advice in family law
- 520 instances of advice in criminal law
- 4383 instances of advice in civil law
- 654 cases were closed and 553 new cases were opened
- 11 law reform submissions were made, representing our clients' interests as laws were amended
- over 178 lawyers and 81 law students volunteered

Our invaluable programs concerning child support and family law continued to provide advice and assistance to an ever-increasing clientele in these important areas of law.

Child support program

Through this program, we provided advice and procedural information to both ‘payer’ and ‘payee’ parents and undertook some child support casework on behalf of ‘payee’ parents in obtaining orders for DNA parentage tests and declarations of entitlement for administrative assessment of child support.

Assistance for ‘payer’ parents generally comprised the provision of legal advices and the preparation of basic court documents.

During the past financial year, the majority of clients presented with issues that were related to change of assessment disputes, dissatisfaction with Social Security Appeals Tribunal decisions and with appeals on points of law to the Federal Magistrates Court.

Family law program

This program provided advice and procedural information to a large number of family law clients. On a number of occasions, it also assisted clients with the preparation of their court documents and with information on the general presentation of their cases before the respective court. Grandparents seeking to spend time with their grandchildren represented an increasing clientele for this program.

There was also an increase in the demand for assistance with the preparation of court documents.

Generally speaking, there was a noticeable increase in the number of clients seeking more than basic assistance regarding their family law disputes, and this appeared to stem from the lack of Legal Aid funding for family law matters and the inability of these clients to afford private assistance and representation.

Advanced family law clinic program

The Clinic continued to be an integral part of the Centre’s family law program and was run in conjunction with Griffith University Law School. During the past financial year, it operated during the second semester and during the summer vacation. Six students participated in each of the two clinics. The students were supervised by a staff member from the Law School and by the Centre’s family law solicitor Joseph Ho.

Under this professional supervision, the students provided general advice, procedural information and basic drafting of documents to clients of Caxton. A highlight of each clinic was the students’ appearance, with the leave of the court, in matters for consents and adjournments at the Brisbane Magistrates Court.

The assistance to clients provided by the above programs was greatly enhanced and complemented by the Centre’s Family Law Duty Lawyer Service at the Family/Federal Magistrates Courts; this became evident through the increasing number of cross-referrals between the duty lawyer service and the programs run by Caxton.

All programs were staffed and supervised by Joseph Ho on a full-time basis, and they presented him with another very interesting and challenging year.

1.		
<b>CAXTON LEGAL CENTRE INC. IAM &amp; OTHER PUBLICATIONS TRADING ACCOUNT FOR THE YEAR ENDED 30 JUNE 2012</b>		
	<b>2012</b>	<b>2011</b>
Sales	1,460.47	3,013.27
Royalties	23,566.61	27,406.32
	25,027.08	30,419.59
<b>Cost of Publications</b>		
Stock on Hand 1 July 2011	567.08	10,192.21
Other Costs for Publication - Purchases	-	4,204.55
	567.08	14,396.76
Less Stock on Hand 30 June 2012	136.60	567.08
	(430.48)	(13,829.68)
<b>GROSS PROFIT ON TRADING</b>	<b>\$24,596.60</b>	<b>\$16,589.91</b>

The accompanying notes form part of these financial statements.

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

2.

**CAXTON LEGAL CENTRE INC.  
QUEENSLAND LAW HANDBOOK -  
TRADING ACCOUNT  
FOR THE YEAR ENDED 30 JUNE 2012**

	<u>2012</u>	<u>2011</u>
Sales	93,991.61	21,539.25
	<u>93,991.61</u>	<u>21,539.25</u>
<b><u>Cost of Publications</u></b>		
Stock on Hand 1 July 2011	3,340.20	24,928.44
Publication Costs		
- Postage & Freight	2,775.80	-
- Other	950.91	65.30
- Marketing	10,079.04	6,693.79
- Production	<u>35,476.30</u>	<u>8,112.25</u>
	52,622.25	39,799.78
Less Stock on Hand 30 June 2012	<u>13,473.92</u>	<u>3,340.20</u>
	(39,148.33)	(36,459.58)
<b><u>GROSS PROFIT/(LOSS) ON TRADING</u></b>	<u>\$54,843.28</u>	<u>\$(14,920.33)</u>

The accompanying notes form part of these financial statements.

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

3.

**CAXTON LEGAL CENTRE INC.  
INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2012**

	<u>2012</u>	<u>2011</u>
<b><u>INCOME</u></b>		
Gross Profit/(Loss) on Trading B/F	79,439.88	1,669.58
Department of Communities	928,133.00	917,422.86
Legal Aid Office (Queensland)	214,808.00	225,015.14
Office of Legal Aid & Family Services - Commonwealth		
- Community Legal Centre Grant	188,048.00	184,900.00
- Child Support Service	147,122.45	125,650.81
- Clinical Legal Education	121,870.67	132,776.69
- Flood Assistance	124,122.44	43,899.50
- FRC	28,164.00	-
Legal Practitioner Interest on Trust Accounts Fund	462,774.00	333,314.94
Donations	17,583.38	12,052.19
Interest	33,246.22	22,977.91
Membership Fees	432.72	375.46
Sundry Income	5,614.75	285,598.61
Management Fee	-	9,000.00
UQ Student Clinic	<u>51,418.19</u>	<u>41,818.18</u>
	\$2,402,777.70	\$2,336,471.87
<b><u>LESS EXPENDITURE</u></b>		
Total Expenditure (Schedule Attached)	\$2,253,376.81	\$2,168,279.27
<b><u>NET SURPLUS/(DEFICIT) FOR YEAR</u></b>	<u>\$149,400.89</u>	<u>\$168,192.60</u>

The accompanying notes form part of these financial statements.



# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

4.

**CAXTON LEGAL CENTRE INC.**  
**INCOME & EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2012**

	<u>2012</u>	<u>2011</u>
<b><u>EXPENDITURE</u></b>		
Accountancy & Audit	8,400.00	8,560.00
Advertising & Publicity	4,136.88	5,835.31
Amenities - Staff & Volunteer	11,088.40	14,712.78
Bank Charges	1,914.26	1,556.08
Cleaning	8,188.62	12,653.91
Client Outlays	2,498.26	3,522.68
Computer Supplies & Maintenance	25,178.78	23,365.78
Consultant Fees	6,243.56	4,061.75
Depreciation	50,476.00	42,451.00
Electricity	16,205.26	9,341.08
Griffith University Expenses	50,472.74	46,854.54
Insurance	10,521.94	11,383.28
Law Books & Journals	23,248.34	25,864.91
Lease of Equipment	5,211.40	8,075.00
Loan Interest & Fees	108,860.62	178,041.66
Minor Equipment	1,773.14	6,237.91
NACLC Levy	6,000.00	4,900.00
Office Printing	13,658.52	13,499.38
Office Stationery	14,828.02	15,082.62
Postage	15,137.32	8,985.58
Professional Association Fees & Practicing Certificates	13,296.12	11,491.05
Project Expenses	7,160.41	-
Rates	12,458.62	8,573.32
Relocation Costs	-	9,203.79
Rent	-	16,823.50
Repairs, Maintenance & Gardening	33,801.38	20,941.25
Security	4,365.18	3,619.62
Seminars & Conferences	4,165.46	5,520.00
Staff Recruitment	430.00	785.00
Staff Training	13,904.56	7,142.98
Sundry Expenses	2,960.34	2,319.13
Superannuation	131,385.60	126,810.12
Supervision	2,745.00	2,399.00
Telephone	44,030.98	46,705.36
Travel	16,313.32	20,130.97
Wages & Salaries	1,582,317.78	1,440,828.93
<b><u>TOTAL EXPENDITURE</u></b>	<u>\$2,253,376.81</u>	<u>\$2,168,279.27</u>

The accompanying notes form part of these financial statements.

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

5.

**CAXTON LEGAL CENTRE INC.**  
**ASSETS AND LIABILITIES STATEMENT**  
**AS AT 30 JUNE 2012**

	<u>2012</u>	<u>2011</u>
<b><u>CURRENT ASSETS</u></b>		
Cash at Bank, on Deposit and on Hand (Note 2)	681,474.94	836,860.83
Debtors & Prepayments	65,004.51	10,830.56
Stock (Note 3)	13,610.52	3,907.28
Deposit	-	6,250.00
<b><u>TOTAL CURRENT ASSETS</u></b>	<u>760,089.97</u>	<u>857,848.67</u>
<b><u>FIXED ASSETS</u></b> (Note 4)	<u>2,808,794.92</u>	<u>2,824,357.17</u>
<b><u>TOTAL ASSETS</u></b>	<u>3,568,884.89</u>	<u>3,682,205.84</u>
<b><u>CURRENT LIABILITIES</u></b>		
Creditors & Accruals	70,114.42	63,860.01
GST Control Account	140,207.82	129,741.36
Provision for Holiday Pay	99,961.04	96,829.84
Grants Received & Unexpended (Note 6)	50,138.13	167,385.69
Loan - Westpac	287,640.00	287,640.00
<b><u>TOTAL CURRENT LIABILITIES</u></b>	<u>648,061.41</u>	<u>745,456.90</u>
<b><u>NON - CURRENT LIABILITIES</u></b>		
Loan - Westpac	1,079,216.77	1,257,996.15
Provision for Long Service Leave	74,322.58	60,869.55
<b><u>TOTAL NON - CURRENT LIABILITIES</u></b>	<u>1,153,539.35</u>	<u>1,318,865.70</u>
<b><u>TOTAL LIABILITIES</u></b>	<u>1,801,600.76</u>	<u>2,064,322.60</u>
<b><u>NET ASSETS</u></b>	<u>\$1,767,284.13</u>	<u>\$1,617,883.24</u>
<b><u>ACCUMULATED FUNDS</u></b>		
Balance at 1 July 2011	1,617,883.24	1,574,763.39
Net Surplus/(Deficit) for Year	149,400.89	168,192.60
Sale of Property (Note 1(f))	-	(125,072.75)
<b><u>TOTAL ACCUMULATED FUNDS</u></b>	<u>\$1,767,284.13</u>	<u>\$1,617,883.24</u>

The accompanying notes form part of these financial statements.

6.

**CAXTON LEGAL CENTRE INC.**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2012**

	<u>2012</u>	<u>2011</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Sales	116,974.19	52,846.99
Interest	33,246.22	22,977.91
Other	32,919.59	339,844.44
Cash flows from Government Grants	2,089,795.00	2,202,596.20
<b>Payments</b>		
Wages & Salaries	1,725,553.12	1,541,447.35
Other	380,214.02	412,518.92
<b>Net cash provided by (used in) operating activities</b>	<u>\$167,167.86</u>	<u>\$664,299.27</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for purchase of plant & equipment	(26,384.09)	(59,467.36)
Payment for purchase of property	(8,529.66)	(2,709,145.59)
Proceeds from sale of property	-	874,927.25
<b>Net cash provided by (used in) investing activities</b>	<u>\$(34,913.75)</u>	<u>\$(1,893,685.70)</u>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
<b>Proceeds from borrowings</b>	-	2,600,000.00
<b>Payment of borrowings</b>	(287,640.00)	(1,111,345.47)
<b>Net cash provided by (used in) financing activities</b>	<u>(287,640.00)</u>	<u>1,488,654.53</u>
Net increase (decrease) in cash held	(155,385.89)	259,268.10
Cash at beginning of the reporting period	836,860.83	577,592.73
<b>Cash at end of the reporting period</b>	<u>\$681,474.94</u>	<u>\$836,860.83</u>
<b>RECONCILIATION OF NET SURPLUS/DEFICIT TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES</b>		
Operating Result	149,400.89	168,192.60
- Depreciation	50,476.00	42,451.00
- Interest	108,860.62	56,981.62
- Increase/(Decrease) in Payables	16,720.87	111,183.35
- Increase/(Decrease) in Provisions	16,584.23	22,302.58
- Increase/(Decrease) Unexpended Grants	(117,247.56)	82,035.06
- Increase/(Decrease) in Stock	(9,703.24)	31,213.37
- Increase/(Decrease) in Receivables	(47,923.95)	149,939.69
<b>Net cash provided by (used in) operating activities</b>	<u>\$167,167.86</u>	<u>\$664,299.27</u>

The accompanying notes form part of these financial statements.

7.

**CAXTON LEGAL CENTRE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2012**

### 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Associations Incorporated Act (Qld). The committee has determined that the association is not a reporting entity.

The report is also prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

#### (a) Depreciation

Depreciation is calculated on the prime cost basis and is brought to account over the estimated economic lives of all Fixed Assets.

#### (b) Employee Entitlements

Liabilities for Wages & Salaries and Annual Leave are recognised and are measured as the amount unpaid at the reporting date at current pay rates in respect of employees' services up to that date. Other employee entitlements payable later than one year, have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

#### (c) Comparative Figures

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported for the current financial year.

#### (d) Inventories

Inventories consist of publications and are valued at the lower of cost and net realisable value. Costs are assigned on a specific identification basis and direct costs and appropriate overheads if any.

#### (e) Economic Dependence

The Caxton Legal Centre Inc. is dependant on government funding to operate. As at the date of the report the committee has no reason to believe the government will not continue to support the organisation.

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

8.

**CAXTON LEGAL CENTRE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2012**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTI**

**(f) Income Tax**

The Association is exempted from tax under section 50-10 of the Income Tax Assessment Act 1997.

	<u>2012</u>	<u>2011</u>
<b>2. CASH AT BANK, ON DEPOSIT &amp; ON HAND</b>		
Petty Cash	100.00	100.00
National Australia Bank - Cheque Account	34,382.89	42,913.45
National Australia Bank - Cash Management Account	16,541.81	8,069.02
Long Service Leave Account	134,484.11	134,484.11
Westpac - Cheque account	(11,412.08)	182,480.42
Westpac - Cash Reserve Account	503,868.45	468,813.83
Pay Pal Account	3,509.76	-
	<u>\$681,474.94</u>	<u>\$836,860.83</u>
<b>3. STOCK</b>		
"Qld Law Handbook"	13,473.92	3,340.20
"Grant Seekers Guide"	136.60	109.28
"Family Law Handbook"	-	457.80
	<u>\$13,610.52</u>	<u>\$3,907.28</u>
<b>4. FIXED ASSETS</b>		
Land & Buildings - At Cost		
- 1 Manning Street, South Brisbane	2,717,675.25	2,709,145.59
Land and buildings are included in the Financial Statements at cost. However, this does not necessarily represent the market value or recoverable amount, as the association is a non-profit organisation, and the service potential of land and buildings is not related to the land and building's ability to generate net cash inflows.		
Office Equipment & Furniture		
Written Down Value 1 July 2010	115,211.58	98,195.22
- Additions	26,384.09	59,467.36
- Depreciation	(50,476.00)	(42,451.00)
	<u>91,119.67</u>	<u>115,211.58</u>
	<u>\$2,808,794.92</u>	<u>\$2,824,357.17</u>

9.

**CAXTON LEGAL CENTRE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2012**

	<u>2012</u>	<u>2011</u>
<b>5. CHARGE ON PROPERTY</b>		
The following mortgages have been given over freehold premises at 1 Manning Street, South Brisbane:-		
First Mortgage - Westpac Bank		
- Balance of Mortgage	1,366,856.77	1,545,636.15
	<u>\$1,366,856.77</u>	<u>\$1,545,636.15</u>
<b>6. GRANTS RECEIVED &amp; UNEXPENDED</b>		
Office of Legal Aid & Family Services - Commonwealth	40,138.13	167,385.69
Legal Aid Office (Queensland)	10,000.00	-
	<u>\$50,138.13</u>	<u>\$167,385.69</u>
<b>7. AUDITOR'S REMUNERATION</b>		
Apart from the remuneration disclosed the auditors received no other benefits.		



10.



**CAXTON LEGAL CENTRE INC.**  
**STATEMENT BY MEMBERS OF THE COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 9:

1. Presents a true and fair view of the financial position of Caxton Legal Centre Inc. as at 30 June 2012 and its performance for the year ended of that date.
2. At the date of this statement, there are reasonable grounds to believe that Caxton Legal Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President   
Treasurer 

Dated this 8<sup>th</sup> day of November 2012.



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EMAIL: admin@haywards.net.au

PARTNERS: GREG DORGE  
PETER GESCH  
PHIL ROBINSON

11.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**CAXTON LEGAL CENTRE INC.**

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of Caxton Legal Centre Inc. which comprises the assets and liabilities statement as at 30 June 2012, and the income and expenditure statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

*Committee's Responsibility for the Financial Report*

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act (Qld) and are appropriate to meet the needs of the members. The committee's responsibilities also include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

12.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

*Independence*

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

*Auditor's Opinion*

In our opinion, the financial report of Caxton Legal Centre Inc. presents fairly, in all material respects the financial position of Caxton Legal Centre Inc. as of 30 June 2012 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

  
HAYWARDS CHARTERED ACCOUNTANTS

8 NOVEMBER 2012  
BRISBANE

  
PETER GESCH – PARTNER

13.

**CAXTON LEGAL CENTRE INC.  
SUPPLEMENTARY INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2012**

**COMMUNITY LEGAL CENTRE**

	<b>2012</b>	<b>2011</b>
<b>INCOME</b>		
Grant Received - CLC	188,048.00	184,900.00
Grant Received - FRC	28,164.00	-
Legal Aid Office (Queensland)	214,808.00	206,465.00
Legal Practitioner Interest on Trust Accounts Fund	150,000.00	-
	<hr/> 581,020.00	<hr/> 391,365.00
Donations	17,583.38	-
Membership Fees	432.72	-
Management Fee	243,000.24	266,738.49
Sundry Income	5,614.75	5,392.72
Interest	33,246.22	-
UQ Student Clinic	45,963.64	41,818.18
	<hr/> 926,860.95	<hr/> 705,314.39
<b>LESS EXPENSES</b>		
Salaries	532,658.83	362,611.66
Superannuation	49,619.03	37,389.70
On Costs	23,108.73	19,014.93
	<hr/> 605,386.59	<hr/> 419,016.29
<b>Total Salary &amp; Related Expenses</b>		
Client Disbursements	749.48	1,056.80
Communications	13,209.29	13,929.79
Depreciation	10,000.00	10,000.00
Finance Audit & Accounting Fees	3,133.15	3,034.82
Insurance	3,156.57	3,414.97
Library, Resources & Subscriptions	10,963.49	11,206.70
Minor Equipment	840.60	3,051.34
Office Overheads	21,074.18	17,709.63
Other	1,563.42	2,422.50
Other Premises Costs	11,825.67	11,452.59
Programming & Planning	9,914.13	9,658.96
Rent	211,437.52	191,022.21
Repairs & Maintenance	14,476.15	2,349.89
Staff Recruitment	129.00	235.50
Staff Training	4,180.10	3,240.00
Travel	4,894.00	6,039.27
	<hr/> 321,546.75	<hr/> 289,824.97
<b>TOTAL EXPENSES</b>	<hr/> 926,933.34	<hr/> 708,841.26
<b>NET SURPLUS/DEFICIT FOR THE YEAR</b>	<hr/> \$(72.39)	<hr/> \$(3,526.87)

The accompanying notes form part of these financial statements.

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

14.

**CAXTON LEGAL CENTRE INC.  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2012**

**CHILD SUPPORT SCHEME**

	<b><u>2012</u></b>	<b><u>2011</u></b>
<b><u>INCOME</u></b>		
Grant Received	139,264.00	136,936.00
Unexpended Grant 30/6/11	11,285.19	-
	<u>150,549.19</u>	<u>136,936.00</u>
<b><u>LESS EXPENSES</u></b>		
Salaries	71,725.31	60,292.86
Superannuation	6,357.02	6,500.11
On Costs	11,922.27	4,256.93
<b>Total Salary &amp; Related Expenses</b>	<u>90,004.60</u>	<u>71,049.90</u>
Client Disbursements	249.83	352.77
Communications	4,403.10	4,643.26
Finance Audit & Accounting Fees	1,044.39	1,011.61
Insurance	1,052.20	1,138.32
Library, Resources & Subscriptions	3,654.49	3,735.57
Management Fee	15,000.06	25,000.00
Minor Equipment	280.20	1,017.11
Office Overheads	6,970.02	5,903.21
Other	521.14	807.50
Other Premises Costs	3,941.89	3,817.53
Programming & Planning	3,304.71	3,219.14
Rent	10,886.06	-
Repairs & Maintenance	2,742.05	783.30
Staff Recruitment	43.00	78.50
Staff Training	1,393.37	1,080.00
Travel	1,631.34	2,013.09
	<u>57,117.85</u>	<u>54,600.91</u>
<b><u>TOTAL EXPENSES</u></b>	<u>147,122.45</u>	<u>125,650.81</u>
<b><u>UNEXPENDED GRANT FOR THE YEAR</u></b>	<u>\$3,426.74</u>	<u>\$11,285.19</u>

15.

**CAXTON LEGAL CENTRE INC.  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2012**

**CLINICAL LEGAL EDUCATION PROGRAM**

	<b><u>2012</u></b>	<b><u>2011</u></b>
<b><u>INCOME</u></b>		
Deficit previous year	(3986.23)	-
Unexpended Grant - 30/6/10	-	8,288.69
Grant Received	126,604.00	124,488.00
	<u>122617.77</u>	<u>132776.69</u>
<b><u>LESS EXPENSES</u></b>		
Salaries	99,206.76	89,179.02
Superannuation	9,153.97	7,059.21
On Costs	4,523.71	8,840.61
<b>Total Salary &amp; Related Expenses</b>	<u>112,884.44</u>	<u>105,078.84</u>
Communications	-	340.89
Library, Resources & Subscriptions	-	3,045.43
Management Fee	5,000.00	15,000.00
Office Overheads	-	340.92
Other Premises Costs	-	525.00
Programming & Planning	-	9,340.92
Staff Training	-	3,090.92
	<u>5,000.00</u>	<u>31,684.08</u>
<b><u>TOTAL EXPENSES</u></b>	<u>117,884.44</u>	<u>136,762.92</u>
<b><u>UNEXPENDED GRANT FOR THE YEAR</u></b>	<u>\$4,733.33</u>	<u>\$(3,986.23)</u>

The accompanying notes form part of these financial statements.



# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

16.

**CAXTON LEGAL CENTRE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2012**

**CONSUMER LAWYER**

	<b><u>2012</u></b>	<b><u>2011</u></b>
<b><u>INCOME</u></b>		
Legal Practitioner Interest on Trust Accounts Fund	109,374.00	106,499.00
Unexpended Grant 30/6/10	-	18,099.56
	<hr/>	<hr/>
Sundry Income	109,374.00 5,454.55	124,598.56 -
	<hr/>	<hr/>
	114,828.55	124,598.56
<b><u>LESS EXPENSES</u></b>		
Salaries	53,296.90	57,211.59
Superannuation	5,280.08	5,113.85
On Costs	9,540.42	2,467.68
	<hr/>	<hr/>
<b>Total Salary &amp; Related Expenses</b>	68,117.40	64,793.12
Client Disbursements	124.91	352.27
Communications	2,201.55	4,643.27
Finance Audit & Accounting Fees	522.19	1,011.61
Insurance	526.10	1,138.33
Library, Resources & Subscriptions	1,827.25	3,735.57
Management Fee	25,000.00	40,000.00
Minor Equipment	140.09	1,017.12
Office Overheads	3,485.02	5,972.48
Other	260.57	807.50
Other Premises Costs	1,970.94	3,817.53
Programming & Planning	1,652.35	2,636.15
Rent	5,442.06	-
Repairs & Maintenance	2,122.03	783.30
Staff Recruitment	21.50	78.50
Staff Training	696.68	1,080.00
Travel	815.66	2,013.10
	<hr/>	<hr/>
	46,808.90	69,086.73
	<hr/>	<hr/>
<b>TOTAL EXPENSES</b>	114,926.30	133,879.85
	<hr/>	<hr/>
<b><u>NET SURPLUS/DEFICIT FOR THE YEAR</u></b>	\$(97.75)	\$(9,281.29)

# FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

17.

**CAXTON LEGAL CENTRE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2012**

**DUTY LAWYER**

	<b><u>2012</u></b>	<b><u>2011</u></b>
<b><u>INCOME</u></b>		
Legal Practitioner Interest on Trust Accounts Fund	203,400.00	200,000.00
<b><u>LESS EXPENSES</u></b>		
Salaries	120,132.02	115,472.79
Superannuation	10,959.19	11,807.18
On Costs	10,222.83	5,261.86
	<hr/>	<hr/>
<b>Total Salary &amp; Related Expenses</b>	141,314.04	132,541.83
Client Disbursements	249.83	352.77
Communications	4,403.10	4,643.26
Finance Audit & Accounting Fees	1,044.39	1,011.61
Insurance	1,052.20	1,138.32
Library, Resources & Subscriptions	3,654.49	2,735.57
Management Fee	20,000.00	40,000.00
Minor Equipment	280.20	1,017.11
Office Overheads	6,970.02	5,903.21
Other	521.14	807.50
Other Premises Costs	3,941.89	3,292.53
Programming & Planning	3,304.71	3,219.14
Rent	10,886.06	-
Repairs & Maintenance	2,742.05	783.30
Staff Recruitment	43.00	78.50
Staff Training	1,393.37	580.00
Travel	1,631.34	2,013.09
	<hr/>	<hr/>
	62,117.79	67,575.91
	<hr/>	<hr/>
<b>TOTAL EXPENSES</b>	203,431.83	200,117.74
	<hr/>	<hr/>
<b><u>NET SURPLUS/DEFICIT FOR THE YEAR</u></b>	\$(31.83)	\$(117.74)

# CAXTON LEGAL CENTRE ACKNOWLEDGES OUR FUNDING SOURCES

The Commonwealth Attorney-General's Department, Queensland Department of Justice and Attorney-General and Legal Aid Queensland provided funding through the Community Legal Service Program (CLSP) for our General Law Service, Child Support Service, Clinical Legal Education Program, and partial funding for our seniors service. The CLSP is administered by Legal Aid Queensland.

Caxton also received funding through the Legal Practitioner Interest on Trust Account Fund (LPITAF) for the General Law Service, Consumer Law Service, Family Law Duty Lawyers Service and the Queensland Flood and Cyclone Legal Help initiative. The Queensland Department of Communities provided funding for the Seniors Legal and Support Service through the Office of Seniors, the Seniors Advocacy and Information Legal Service through the Domestic Violence Prevention Program, and the General Social Work Service through the Community Support Program.



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