

ANNUAL REPORT 2015–16

40 Years of Unlocking The Law

caxton

legal centre inc

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Office hours: 9 am – 5 pm Monday to Friday

Caxton Legal Centre holds free legal advice sessions on Monday, Tuesday and Thursday evenings for people on a low income or who face other disadvantage.

Call us to book an appointment.



President & Director's Report

MARK THOMAS & SCOTT McDOUGALL

This year we set about implementing the Strategic Plan developed last year by the staff and management committee around the following pillars and strategies:

1 Integrated Services for Clients—optimise internal resources and strong external networks to deliver holistic outcomes to targeted clients

Across our General Practice and Family and Elder Law teams, we delivered:

- 22 594 information activities
- 9311 legal advices
- 631 new cases.

At Caxton, a lot of thought and care is invested in the design of our service delivery models. Our services ranged across multiple areas of law—targeting the most vulnerable clients and tailoring our assistance to meet their respective needs and capacity to help themselves.

We continued our efforts to offer better integration of our services, particularly in the area of family law where our staff lawyers are engaged at various critical stages in the life of a family law matter, such as at domestic violence duty lawyer sessions, family relationships centres, daytime and evening advice sessions, and family law duty lawyer sessions. The establishment of two practice groups has proven effective in enhancing holistic responses from within our organisation across programs, and the disciplines of social work and law.

In December, we received additional one-off funding for employment law and child protection, and utilised these resources to significantly improve our capacity to undertake casework and to commence outreach services in Acacia Ridge.

2 Advocacy and Law Reform—be a fearless voice working collaboratively on client-driven issues to achieve systemic change

Our law reform efforts this year have been focussed on two major issues—human rights and elder abuse—that impact greatly on many of our clients.

In September, together with our colleagues at Queensland Advocacy Incorporated, we convened an event in the Premier's Hall of Parliament House to consider the benefits of introducing a Human Rights Act in Queensland. We were pleasantly surprised when one of our guest speakers, the Attorney-General, the Hon. Yvette D'Ath MP, announced that she would refer that very question to the Legal Affairs and Community Safety Committee. With the assistance of Clayton Utz Lawyers we prepared a detailed submission to the committee, and in June were encouraged by the government members' recommendation that Queensland Parliament move to legislate for a Human Rights Act in Queensland. We are keenly looking forward to the Queensland Government's response to the inquiry, in particular whether any legislation will offer meaningful options for redress to our clients whose rights have been materially impeded by the decisions or actions of public authorities.

In February, the Commonwealth Attorney-General referred the issue of elder abuse to the Australian Law Reform Commission. We again made a submission to this inquiry focussing on the lessons learned over the last decade in our unique social worker/lawyer service delivery model targeting older people who are experiencing, or are at risk of experiencing, elder abuse.

3 Partnerships—develop strategic partnerships to deliver organisational goals

We would not be able to achieve our successes without the critical support of our partners spread across the legal profession, not-for-profit sector and government agencies.

We take this opportunity to thank our colleagues at the University of Queensland, Griffith University and Queensland University of Technology for their involvement in our clinical legal education programs.

4 People and Culture—create a flexible and supportive work environment that allows staff and volunteers to grow and thrive

Our staff and volunteers are motivated by the opportunity of making a difference to the lives of our clients. Whilst this provides them with a sense of satisfaction and pride, we are always seeking ways to enrich and strengthen their own professional and personal development. This year we delivered several staff training modules and put in place arrangements for the renovation of the Manning Street offices and overhaul of our IT systems, which will greatly enhance the amenity of the work environment for Caxton staff, volunteers and clients.

We also made amendments to our human resources policies to ensure any staff experiencing family violence are able to access appropriate leave and support. We hope that all of these efforts will continue to make Caxton an employer of choice in the legal assistance sector.

Looking Ahead

It has always been the case that Caxton Legal Centre has been unable to meet the insatiable demand for legal assistance that exists in the community. In the absence of adequate funding from governments, community legal centres are turning to technology to meet the access-to-justice crisis. This year we started on our own technological journey by moving our flagship *Queensland Law Handbook* publication to a free online service. We recognise this is the first step in delivering engaging interactive digital innovations that will help people navigate legal processes, with or without formal legal assistance.

Next year will be a year when we celebrate the 40th anniversary of the organisation and embark on the next exciting stage of the organisation's development.

Team Reports

GENERAL PRACTICE AND FAMILY & ELDER LAW

General Practice team report

In 2014–15, the General Practice became a substantial unified team which, by the end of June 2016, had grown again to comprise 12 staff lawyers, one hardworking social worker and two ongoing PLT students. The team provided 10 day-time advice sessions each week, coordinated evening advice sessions four nights per week (supported by many invaluable volunteer lawyers) and supervised four student clinics (in partnership with three universities).

CLIENT-FOCUSED ADVICE AND CASEWORK SERVICE

Direct client work

The General Practice gives advice across a range of advice clinics, some general and some just for specific areas of law. We work hard to make sure our advice service is targeted to meet the needs of people experiencing acute disadvantage. Good, comprehensive legal advice at the right time can help a large number of people sort through and take control of their legal problems. For many people, however, it is not enough and so the advice program at Caxton also has a triage function. We actively screen for people who need more help and who fit within our casework guidelines. As the team has grown and the range of experience has deepened, this casework practice has expanded.

Casework is streamed into cases where we can help people help themselves (i.e. matters where a little assistance from us can achieve the desired outcome for the client) and major cases where we get involved and represent the client. Our major cases focus strategically on areas of greatest need particularly housing, employment, consumer credit and debt, human rights and anti-discrimination. We dedicate most of our casework resources to matters that might benefit groups of people, and those that directly concern a person's fundamental human rights.

Indirect client work

Our direct client work is supplemented by law reform activities, legal education and publication services, and collaboration with our colleagues from other community legal centres and community organisations. For example, in the 2015–16 financial year, in partnership with the Refugee and Immigration Legal Service we produced a package of legal education materials about basic employment rights that could be directly delivered to linguistically diverse communities in their own languages. We also developed or updated a range of other educational publications including a brochure for Schoolies Week, which was distributed directly on the ground by a range of service providers during the annual festival. Our *Police Powers—Your Rights* booklet continues to be our most popular publication.

Through our student programs we are actively engaged in educating future lawyers, and during the 2015–16 financial year we had around 140 law students working in the General Practice. We were fortunate enough to retain the best one, Phyllida Verrall, as a junior solicitor on our team.

GENERAL PRACTICE HIGHLIGHTS

A new employment law service for Queensland

After many years of operating an unfunded and under-resourced employment law advice service, it was with great relief and excitement that we finally received funding at the beginning of 2016 to expand the employment law service. Three additional lawyers were employed, and the service is now able to offer advice and casework assistance to employees who have been dismissed or mistreated at work. The service has been extremely busy and still cannot meet demand, but the successes are significant and the support is crucial to those who were able to access it.

It has been very valuable to be able to offer social work services alongside the employment law advice, particularly as it has facilitated access to the legal system for a number of clients who are suffering acute mental illness and who might otherwise struggle to maintain their case and/or their employment.

The employment law service also offers outreach advice in Acacia Ridge in partnership with the Acacia Ridge Community Support Service to make sure we have on-the-ground accessibility in this location of high need.


Community legal education by the Park and Village Information Link team

Our Park and Village Information Link (PAVIL) team engaged in an extensive community legal education (CLE) program over the course of the financial year, taking their 'Retirement Living Options' talk into more than 30 libraries across South East Queensland and the Fraser Coast area. Feedback suggests that the team was very successful and achieved their goal of encouraging potential residents of retirement villages and manufactured home parks to think carefully about their choices and get independent advice before signing up. The

Queensland Law Society also invited the team to present on our CLE program at their first Retirement Living Conference in July 2015. The PAVIL program is now a well-recognised feature of the housing information landscape in Queensland with services from preventative information through to full service litigation. We are very proud of this achievement.

WHAT TO EXPECT IN 2016–17

We are looking forward to exciting times ahead in the General Practice. We have more hardworking lawyers, an extremely resourceful social worker and valuable PLT students, and we are able to assist more clients, work on more cases and have more energy than ever before. This next financial year will see a renewed focus on consolidation, cooperation and outcomes for clients. We simply cannot wait!



Family and Elder Law team report

The Family and Elder Law team (FELT) brings together members of the Seniors Legal and Support Service, Family Law and the Duty Lawyer services working collaboratively to deliver legal advice and social work support.

FAMILY LAW

Day-time and evening advice appointments are available to assist clients with a range of family law issues including property settlement, divorce, parenting issues and child support.

The Family Law Duty Lawyer Service operates five days per week at the Brisbane Family Court of Australia and the Federal Circuit Court of Australia, and provides assistance at any stage of the court process. Client support includes drafting of court documents and submissions, negotiations and court appearances. This service assisted 763 clients (including clients to whom we gave urgent minor assistance without a full intake process).

We also deliver an outreach service to the Family Relationships Centre at Mt Gravatt, providing legal advice and lawyer-assisted mediations in all areas of family law.

Snapshot of some of the Family Law Duty Lawyer Service matters

- At the request of a Federal Circuit Court judge mid-trial, we prepared an affidavit for the parent's partner, in support of the parent's orders sought to spend time with the child.
- Advice and negotiations resulted in an agreement reached regarding the variation and enforcement of property settlement orders, sale of the family home, transfer of a car, joint debts and indemnities.
- We assisted a client with submissions to make in response to one parent seeking restrictions on a child participating in a certain religion.
- We represented a grandparent in a recovery order where the child had been living variously with each parent, and where there were allegations of drug dependency and mental health issues for both parents that were impacting negatively on the best interests of the child.
- We advised on realistic steps for a parent to take to spend time with a child they had not seen regularly for four years due to FIFO employment.

DOMESTIC AND FAMILY VIOLENCE

Day-time and evening advice appointments are available to assist the aggrieved with making an application for a protection order and to advise the respondent on their options to respond to an application.

Since October 2015, FELT operates a Domestic and Family Violence Duty Lawyer Service for respondents at the Brisbane Magistrates Court two to three days per week with para-legal support via student placements. Advice, negotiations and court representation is provided in respect of police applications and private applications for protection orders. This service is provided in collaboration with DV Connect Mensline, Legal Aid Queensland support workers and lawyers assisting the aggrieved, the Queensland Police Service and Court Network volunteers. Since its commencement, the service has assisted 466 clients. The clients we represent often present with complex issues including mental health, housing, substance abuse, criminal history and literacy issues. Commonly there are family law and child protection issues to be considered including the need to negotiate exceptions to the conditions sought to allow for parenting relationships to continue where appropriate.

ELDER ABUSE

The Seniors Legal and Support Service (SLASS) provides legal advice, social work support and complex casework for older persons who are experiencing, or are at risk of experiencing, elder abuse. The most common presenting issues are financial and psychological abuse of older persons by their adult children often living in the older person's home. 'Granny flat' issues, where the older person has invested a considerable part or all of their life savings into a property in which they have no legal interest, and power-of-attorney misuse are common scenarios. SLASS continues to overcome access barriers via home or hospital visits conducted jointly by a social worker and lawyer. The effectiveness of the SLASS program is based on three factors:

- a newly designed intake system including the preparation of a detailed legal and social work case plan
- a truly integrated multidisciplinary service delivery model that enables the complex psychosocial and legal needs of the older person to be addressed via a relationship of trust with their social worker who supports the person while they simultaneously progress their legal issues with the lawyer
- the development of guidelines to allow proper evaluation of reportable outcomes for the older person.

CHILD PROTECTION

We offer day-time advices and casework with a view towards building partnerships with services that support families at an early intervention stage to facilitate the provision of advice prior to, or early in, the child protection intervention stages.

COMMUNITY ENGAGEMENT

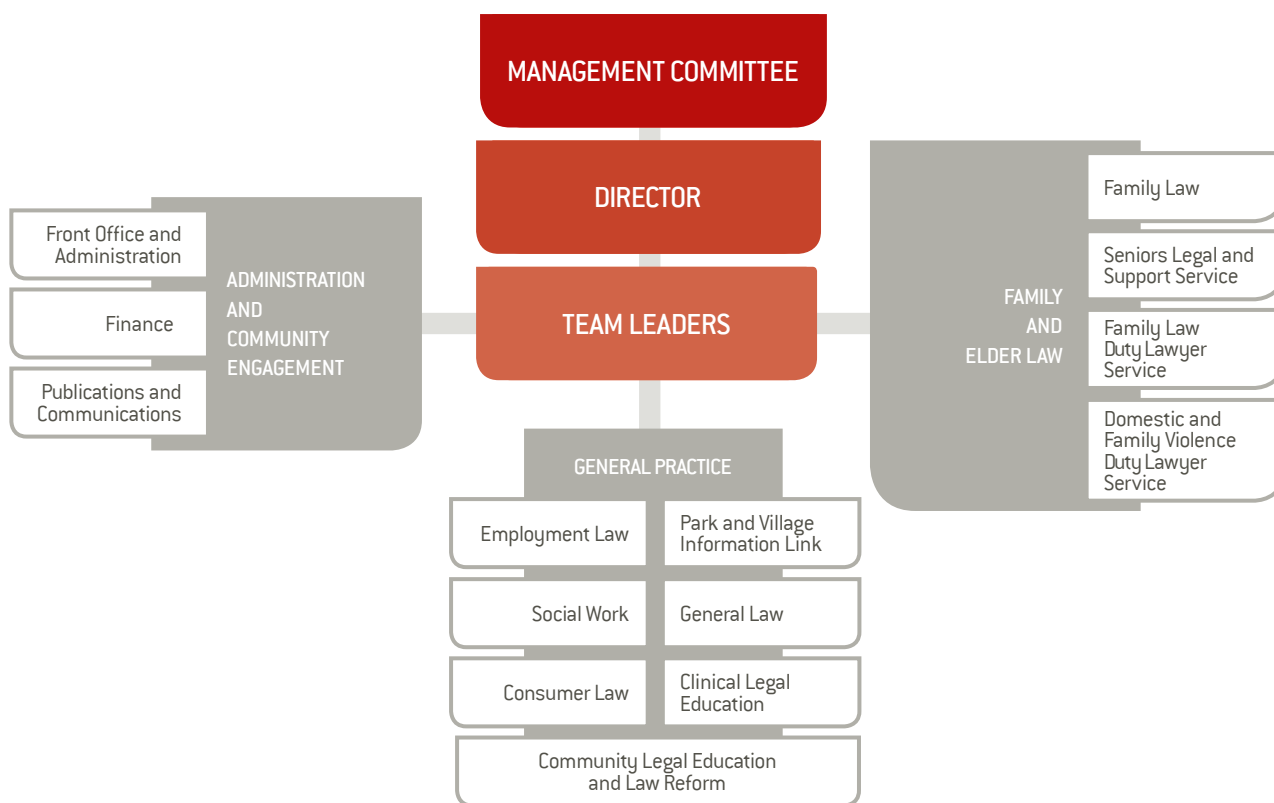
The Family and Elder Law team is perfectly positioned to be influential in social and legal reform, and to engage wholly with the community through:

- representation at local, national and international conferences
- participation in court stakeholder meetings, governance and advisory groups, the relevant legal assistance forums, several local-level alliances and various domestic violence networks
- presentations of community legal education sessions at relevant community organisations and professional bodies.

Members of FELT presented at various conferences:

- National Elder Abuse Conference in Melbourne—presentation of an in-depth examination of 500 elder abuse cases in order to conceptualise a best-practice model of social worker/lawyer intervention in individual cases
- International Federation on Ageing 13th Global Conference in Brisbane—presentation of an elder abuse service design abacus that takes into account factors such as case planning, client interaction, file sharing, knowledge/skill set cross-pollination and outcome measures
- The Queensland Law Society's Family Law Residential—presentation on how to provide family law services to those who cannot afford it, including an analysis of providing strategic unbundled legal services and the use of software packages designed specifically for ease of access to legal solutions for family law issues.

Our Organisation



OUR VISION

To build a just and inclusive society that values difference and diversity, and the human rights of all people.

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

To assist people who would otherwise be denied access to justice.

OUR GOALS

To promote access to justice.

To provide free legal advice and information.

To empower people to address their legal problems.

To increase community awareness of the law.

To produce clear, easy-to-read publications.

To work to change unfair laws.

WHO WE ARE

Caxton Legal Centre Inc. is Queensland's oldest, non-profit, community-based legal service.

WHAT WE DO

Caxton provides free legal advice and information services, specialist legal casework services, clinical legal education programs and social work support services.

OUR CLIENTS

Our legal service aims to assist people in Queensland who are on a low income or otherwise disadvantaged and in need of relief from poverty, distress, misfortune, destitution and helplessness.

University Student Clinics

Griffith University

Our partnership with Griffith University has been running successfully for over two decades, and the student clinic truly is a flagship model of work-integrated learning and highlights the importance of this integral part of legal training for law students. The Griffith clinics, a general law and a family law clinic, are conducted at Caxton Legal Centre on a Monday, and are co-supervised by a solicitor from the Griffith law school and a solicitor from the centre. Together, the supervisors and students provide free legal advice and assistance to clients. Students spend much of their time interviewing, researching and drafting documents, and their real-world efforts greatly enhance our clients' access to justice. This year, we welcomed two new exceptional supervisors to the team: Michael McNamara and Chris Turnbull.

One of our students concluded after the clinic:

“During clinic, I learned so much practically and developed so many new skills. I learnt more about law in practice than I have in any other subject. It was definitely one of the most engaging subjects I have done and was one of the best subjects I have done at Uni.

I really do think the course is an invaluable opportunity for students to gain practical and professional legal skills in a safe and supporting environment. I thoroughly enjoyed the whole experience.”

It is terrific to hear this sort of feedback.

Queensland University of Technology

The Queensland University of Technology student clinic, established in 2013, is relatively new, but expanded in first semester this year, with almost twice the amount of students attending when compared to previous years. Students work alongside our legal volunteers at one of our three night sessions and learn directly from the lawyers in a very complex and busy environment that is often operating at great speed and under considerable pressure. Three of the students were placed with our duty lawyers at the Magistrates Court and Family Court. This placement also provides a wonderful real-world learning opportunity for our students. All the students generated projects as part of their placement, which were displayed in a clinic expo at the end of the term, and it is quite extraordinary to see the breadth of learning the students gained during their placements.

University of Queensland

Caxton Legal Centre also continues to enjoy a strong relationship with the University of Queensland (UQ) through the Consumer Law Advice Clinic and the Manning St Project. The clinic is supervised by Caxton lawyer Amanda Hess and constitutes a 100% casework clinic with UQ students working on a range of consumer protection matters for clients. The clinic is similar in design to our other university clinics but has a newly adopted higher lawyer-to-student ratio to ease Amanda's supervision workload and also to boost clinic efficiency. This small reduction in student numbers (from six to four students) appears to be having the desired effect.

The Manning St Project continues to generate interesting and impactful policy and law reform research projects for Caxton and other community legal centres or community welfare agencies that seek to leverage their advocacy work through an injection of student legal research (conducted on a pro bono basis). For four hours per week, selected UQ students attend Caxton to work on law reform project over the course of a semester, for and on behalf of a requesting organisation. Monica Taylor, director of the UQ Pro Bono Centre, provides project oversight and leads the coordination between the various agencies involved. In the 2015–16 financial year, law reform projects were completed for:

- the Domestic Violence Action Centre
- the Environmental Defenders Office (Qld)
- the Youth Advocacy Centre
- the Refugee and Immigration Legal Service
- Community Legal Centres Queensland
- WWILD
- the Seniors Legal and Support Service.

In 2016, UQ conducted an evaluation of the Manning St Project based on the participation of more than 60 law students and 13 other community legal centres over a three-year period. The evaluation revealed that every student who had participated in the project:

- would recommend it to their peers (100%)
- voiced high levels of satisfaction working in an autonomous research group (96% satisfied or very satisfied)
- expressed high levels of satisfaction with the support from academic and project supervision (96% satisfied or very satisfied).

Students also reported that the partnership between the UQ Pro Bono Centre and Caxton was excellent, and that their involvement gave them a good insight into the operation of community legal centres. The Manning St Project was featured in a recent article in the *Alternative Law Journal* as a case study for an effective student pro bono activity.

Thank You!

Volunteering is a matter of choice — it promotes human rights and equality, and it respects the dignity and culture of others. It is an amazing way to engage with the local community in a way that demands heart, emotion and will!

An estimated 6.1 million Australians volunteer a total of 713 million hours a year, and Caxton Legal Centre's invaluable team of professional legal practitioners and law students have done a fair share of those hours! An amazing amount of good has been done during countless evening advice sessions to community members who were in desperate need of help!

We would like to honour and express a special thank you to each and every one of our incredible volunteers for all their time and effort they freely provided to the centre and its clients.

A special mention must go to members of the bar for their outstanding assistance with a number of matters in court —the favourable outcomes for our clients were undeniably dependent on your expertise and willingness to give up precious hours of your time to help!

We would also like to extend our sincere appreciation to Allens for their generous help and continual support in creating the layout for this report.

Our unreserved thank you goes to:

VOLUNTEER LAWYERS

Baldwin, Janine
Bartlett, Julie
Bassingthwaighe, Ellie
Boehm, Temika Lee
Bonasia, Michael
Bookalill, Sophia
Bostock, Melissa
Braad, Nadia
Brown, Patrick
Cahill, John
Cameron, Kathleen
Cameron, Chloe
Cardiff, Perian
Cariappa, Poonam
Carius, Stephen
Carlowe, Crispian
Carroll, Samantha
Carthew, Glenn
Chan, Joey
Chen, Wei-Loong
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Croft, Sophie
Cullen, Corey
Daley, Hannah
Delport, Michelle
Donovan, Helen
Doyle, Michelle
Dreger, Sarah
Droguet, Bernadette Julia
Dulley, Yasmin
Ellis, Raelene

Fleming, Andrew
Foran, Neil
Ford, James
Garnett, Adele
Gentile, Mark
Gibson, Tali
Gilmour, Sean
Gladstone, Margot
Griffiths, Erinn
Haas, Graeme
Hall, Phil
Hall, Anita Marie
Hall, James
Hamman, Eibhlin
Hansen, Victoria
Harvey, Elizabeth
Harvey, Robert
Healy, Mark Damien
Hearnden, Julie
Henderson, Neil
Hii, Darius
Hiller, James
Hogg, Louise Mary
Honan, Amy
Hughes, Paula
Hunt, Claudia
Hyams, Michelle
Ivessa, Robert
Jeffreys, Mark
Jenkins, Christie
Jones, Steven
Jones, Kane
Jordaan, Johannes
Judd, Llewellyn
Kaur, Saranjit
Keenan, Ben
Kent, Avalon
Kutija, Kristina

Kwong, Darrell
Lai, Gavin
Lawler, Patrick
Le, Jayne
Le-Huy, Trang
Lewsey, Emily
Lindbergh-Ostling, Lucy
Lovell, Alison
Ludemann, Cherrie
Luthera, Nader
Lutvey, Gregory
McKenzie, Kate
Mitsis, Tia
Moloney, Siobhan
Monks, Shane
Montgomery, John
Munro, Mahalia
Murphy, Ray
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Murray, Timothy
Newman, Chris
Nicholson, Josephine
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O'Brien, Bridget
O'Byrne, Yvonne
O'Connor, Caroline
O'Hagan, Emily
Pala, Natalie
Panwar, Priya
Paris, Neil
Parkinson, Matthew
Paudyal, Dilasha
Pennington, Phil
Pergomet, Rene
Pratt, Dan
Quinlivan, Clint
Rajanayagam, Vaishi
Ramsey, Kristin

Ray, Matthew
Ray, Adam
Richards, Eryn Louise
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Richardson, Polly
Ridgway, Phillip Nigel
Robinson, Edmund
Russell, Millie
Russo, Ann-Maree
Scandrett, Brendan
Schoenmaker, William
Scott, Leah Lilian
Scott, Sophie
Selic, Brandon
Sit, Will
Smith, Mahoney
Stapleton, Emma
Steel, Luke
Stevenson, Robert
Stower, Candice
Stowers, Brent Jonathan
Tate, Rohan
Thorpe, Karen
Townsend, Darren
Traeger, Carly
Trevanion, Skye
Tropoulos, Steve
Tuffield, Claire
Umashev, Claudine
Unwin, Stuart
Valencia-Forrester, Faith
Vanderstoep, Lynette
Virine, Juliana
Voight, Jason
Walker, Stephanie
Walker, Lisa
Walker, Maxwell
Walsh, Francis



Wedgwood, Zoe
Wheeler, Joseph
Whitmore, Daniel
Wilkinson, Abbey
Wilson, Patrick
Wilson, Elizabeth
Winstanley, Elizabeth
Woolf, Seone
Young, Alexandra
Zabloski, Kailey

LAW FIRMS

Minter Ellison
DLA Piper
Clayton Utz
Herbert Smith Freehills
McCullough Robertson
Ashurst
Allens

STUDENT VOLUNTEERS

Allan, Josephine
Anderson, Keilin
Andrews, James
Ash, Lauren
Auld, Fiona
Balaba, Kerri
Ball, Paris
Ballard, Bronson
Bartels, Adam
Beikoff, Jessica
Bell, Jessica
Bennett, Louis
Bischof, Lara
Bisset, Stephanie
Boland, Allison
Bong, Jacqueline
Botta-Stanwell, Inez
Boulton, Ian
Burnett, Amelia
Cameron, Thomas

Canniffe, Thomas
Chan, Yuen Ling Stella
Chang, Ringo
Chen, Jenny
Chesher, Marissa
Colthurst, Jessika
Connolly, Tracy
Covey, Amelia
Cowan, Michelle
Craig, Colin
Creighton, Dannielle
David, Byron
Dawe, Robyn
Djuric, Marija
Edwards, Kate
Elliott, Annabel
Enarbia, Stephanie
Escott-Burton, Miranda
Evans, Jasmine
Farkas, Gertrud
Feletti, Simone
Fussell, Megan
Garland, Peta
Gleeson, Rebecca
Gui, Melanie
Guy, Verdi
Habel, Thomas
Hanley, Emma
Hanlon, Liam
Hasson, Daniella
Hatcher, Naomi
Heales, Paul
Hennessy, Belinda
Hohenhaus, Joy
Hughes, Candice
Husband, Alice
Jenkin, Michaela
Jephcott, Alexis
Jeynes, Roxanne
Jones, Balawyn
Kancherla, John
Khan, Rashed
Khan, Zafar
King, Natalie

Kishore, Paayal
Klaebe, Ben
Kong, Christopher
Kressibucher, Katiji
Kwong, Jasmine
Lam, Jasmine
Lee, William
Limerick, Victoria
Lin, Annie
Lindsay, Nathan
Lloyd, Damian
MacDonald, Hamish
Manley, Laura
Masinello, Luca
Mathas-Carleton, Jordan
McConnell, Holly
McGrath, Kerri
McIlhatton, Liam
McVeigh, Bridget
Mercer, Victoria
Middleton, Geraldine
Montaldo, Crystal
Morrison, Rebecca
Musulin, Jessica
Netscher, Heather
Nuttall, Genevieve
O'Connor, Daniel
Ou, Ange
Paik, John
Parvez, Shareen
Pham, Nguyen
Pittard, Rachael
Pomare, Jessie
Rabbidge, Michelle
Rafty, Isobella
Rattanasuvansri, Vitanya
Robinson, Philippa
Rodriguez, Donny
Rogers, Adam
Rustam, Martin
Ryan, Zoe
Saikouski, James
Sas, Sonya
Schomberg, Nikila

Scott, Mitchell
Simonsen, Anya
Simpson, Anna
Sinnya, Shristi
Solar, Kasey
Spicer, Renee
Tang, Tammy
Thomas, Michael
Thompson, Megan
Tuson, Natalie
Vanenn, Alexander
Verral, Phylli
Waldron, Eluan
Walker, Juliet
Warren, Emily
Werner, Corinne
Whalley, Nicola
Wieden, James
Winters, Daniel
Wise, Matthew
Wu, Aileen
Yassa, Christine

Justice in Focus Series

ABORIGINAL JUSTICE AND HUMAN RIGHTS

Caxton Legal Centre continued to host its very popular Justice in Focus Series in partnership with the law schools at Griffith University, University of Queensland and Queensland University of Technology. The choice of topics for these regular public forums reflects pressing social, legal and political issues of local and national importance. We would like to thank ABC Radio National's Paul Barclay and Barrister Joshua Creamer for their excellent effort in moderating the panels.



▲ The panellists, moderator Joshua Creamer and Caxton's director Scott McDougall and Candice Hughes.



▲ The panellists and moderator Paul Barclay.

SMART MONEY: INVESTING IN ALTERNATIVES TO INDIGENOUS IMPRISONMENT

8 October 2015

Australia's Indigenous incarceration crisis was brought into focus at this event, with Aboriginal and Torres Strait Islander imprisonment rates soaring. Indigenous people are now 13 times more likely to go to jail than non-Indigenous persons.

The panel explored the justice reinvestment approach, which advocates for the reallocation of funds away from prisons and into preventative and early intervention programs.

Our panellists were Aboriginal and Torres Strait Islander Social Justice Commissioner, Mick Gooda, Co-Chair; National Justice Coalition, Shane Duffy; and the treasurer of Just Reinvest NSW Executive Committee, Kerry Graham.

The panel was moderated by Barrister Joshua Creamer.

THE RIGHT STUFF? DO WE NEED HUMAN RIGHTS PROTECTIONS?

12 April 2016

We took the opportunity to revisit a Human Rights Act for Queensland as the parliamentary inquiry, announced at our previous Human Rights event in September, was underway. We asked the difficult questions:

- What are Human Rights and why do they matter?
- Can Human Rights be protected by legislation?
- What are the practical benefits, pitfalls and unintended consequences of Human Rights legislation?
- What are the lessons learnt from other jurisdictions?

Our distinguished panel on this occasion comprised former Queensland Attorney-General, Matt Foley; discrimination and human rights lawyer and manager of the Equality Law Program at Victorian Legal Aid, Melanie Schleiger; Melbourne Law School Professor and Human Rights Advisor to the Victorian Parliament, Jeremy Gans; and Griffith Law School Dean and Head of School, Professor Penelope Mathew.

The panel was moderated by ABC Radio National's Paul Barclay.

Our Innovate Reconciliation Action Plan

AND OTHER INDIGENOUS ISSUES

Two Years into our Innovate Reconciliation Action Plan

It has been two years since the conception of our first Reconciliation Action Plan (RAP), and our strong unwavering commitment to paving the way for better access to social justice and relationship building with our Aboriginal and Torres Strait Islander people has produced some notable accomplishments.

We achieved

- development of stronger relationships with our local Indigenous community and organisations
- recognition and celebration of important Aboriginal and Torres Strait Islander events including National Reconciliation week, NAIDOC and National Aboriginal and Torres Strait Islander Literacy Day
- increase in the understanding and appreciation of the Aboriginal and Torres Strait Islander people and their culture, history and achievements, which resulted in improvement of service delivery and workplace practices
- support of Aboriginal and Torres Strait Islander law students through pre-law and justice programs and sponsoring law prizes
- increase in employment of Aboriginal staff.

Our second RAP, the Stretch RAP 2017–2019, is designed to continue these great efforts.

CULTURAL AWARENESS TRAINING AND VISIT TO THE RATION SHED MUSEUM IN CHERBOURG

As part of Caxton's cultural awareness training and in acknowledgement of National Reconciliation Week, members of Caxton's Management Committee, RAP Working Group, staff and student volunteers travelled to Cherbourg to visit the Ration Shed Museum and Cultural Precinct.

We were privileged to be joined and lead by Aunties Ada, Sandra and Grace (along with Rocco and Matt) who were extremely gracious in sharing their own personal journeys with our group. We were given a valuable opportunity to experience, gain knowledge and make connections with the community, which is unattainable within the walls of our organisation. It is this understanding that will better inform the provision of

our services and interactions with Indigenous clients and community.

Some comments from those who attended:

It was a very real and valuable experience for me. I'm still ruminating on everything I saw and heard, and hope to meaningfully articulate it in my work and dealings with our Indigenous community.

... we appreciated the opportunity to visit and thank everyone associated with the Ration Shed Museum for the generosity shown to us on the day. All the staff who attended felt it was an enriching and powerful experience.

CELEBRATING NAIDOC AT THE FAMILY FUN DAY IN MUSGRAVE PARK

Caxton acknowledged and celebrated NAIDOC week by participating in the Family Fun Day at Musgrave Park on 21 July 2015. Again, our stall was well supported by staff, RAP Working Group members and volunteers. Face painting and fairy cake decorating drew in the crowds and gave us a valuable opportunity to engage with the local community and other organisations.

Our participation in such events in support of our local community is instrumental in creating pathways to reach clients we would not otherwise have touched. Caxton is committed to relationship building with Aboriginal and Torres Strait Islander people and will continue to provide support and access to justice for First Australian people.



► Beautiful little faces at the NAIDOC Family Fun Day in Musgrave Park.



◄ Renowned author Melissa Lucashenko addressing the audience at the National Aboriginal and Torres Strait Islander Literacy Day held at the Avid Reader bookshop in West End.

Social Media

A PERFECT COMMUNITY LEGAL EDUCATION TOOL

In keeping with our mission to help people anticipate and avoid legal problems and increase their legal capacity, Caxton's community legal education has reached new levels through leveraging social media platforms.

While traditional printed leaflets, brochures and factsheets remain vitally important, Caxton is well aware of the need to be present where people gather. Social media, especially Facebook and Twitter, with its instant visual imagery is the perfect key to reach far and wide into the community.

Schoolies

The annual Schoolies Week celebrations in November were the perfect opportunity to use new media to target the audience that would most benefit from appropriate legal information.

The memes were linked back to the Caxton website where users could download the full Schoolies brochure. The campaign used various Schoolies-related hashtags to aid with distribution to the target audience.

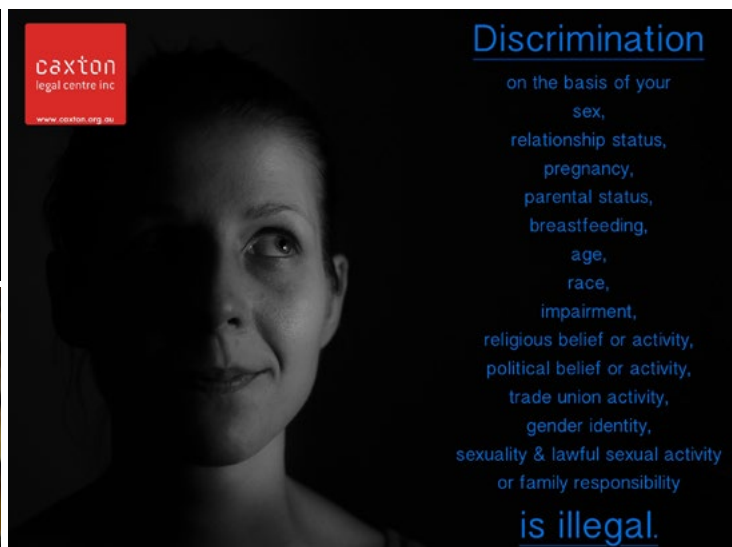
International Women's Day

International Women's Day in March was another opportunity to use the power of social media to help inform and educate Queenslanders about their rights and responsibilities within intimate relationships.

The memes covered a broad range of topics, from contracts and tenancy agreements to elder abuse, and from discrimination in the workplace to the effects on pensions if older Queenslanders move in with their family.

► SCHOOLIES WEEK MEMES

Annual Schoolies Week social media campaign



◀ INTERNATIONAL WOMEN'S DAY

Social media campaign

Domestic Violence Prevention Month

During the domestic violence prevention month in May 2016, we released a series of memes aimed to educate the community about the range of behaviours that constitute domestic violence and about the various types of personal relationships covered by the Queensland legislation including relationships with informal carers, children and same-sex partners.



▲ DOMESTIC VIOLENCE PREVENTION MONTH

Focussing awareness on domestic violence behaviours

► 'YES' TO A HUMAN RIGHTS ACT IN QUEENSLAND

Historic recommendation for the introduction of a Human Rights Act for Queensland

'Yes' to a Human Rights Act in Queensland

In a historic development for Queensland, the government members of the Legal Affairs and Community Safety Committee recommended the introduction of a Human Rights Act for Queensland. We took the opportunity to generate greater awareness for the need of accessible human rights protection by publishing Scott McDougall's letter to the Editor of the Courier Mail. It proved to be Caxton's most viewed post, receiving almost 5000 views.



It's time to take human rights seriously

PROFESSOR James Allan (C-M, Jul 13) has built his academic career around his passionate advocacy against human rights instruments.

Yet the fears he has repeatedly raised have not come to pass in other human rights jurisdictions such as Victoria and New Zealand.

There are compelling ways that an effective human rights scheme would benefit Queensland.

Our single house of parliament needs a more robust process to ensure new legislation takes into account

its potential effect on the rights of vulnerable Queenslanders. A Human Rights Act can do that.

The extension of parliamentary terms to four years increases the need for effective checks and balances on executive decision-making, particularly by governments wielding significant majorities.

In the next few years the expansion of Queensland's community services sector, particularly under the NDIS rollout, is tipped to eclipse the growth of other industries. A Human Rights Act would

provide a government regulatory framework which could be extended to ensure human service providers meet human rights standards.

There is no need to delay introducing human rights protections in Queensland.

It is mischievous to suggest a plebiscite is necessary or desirable. It is legislation that can be repealed at any time.

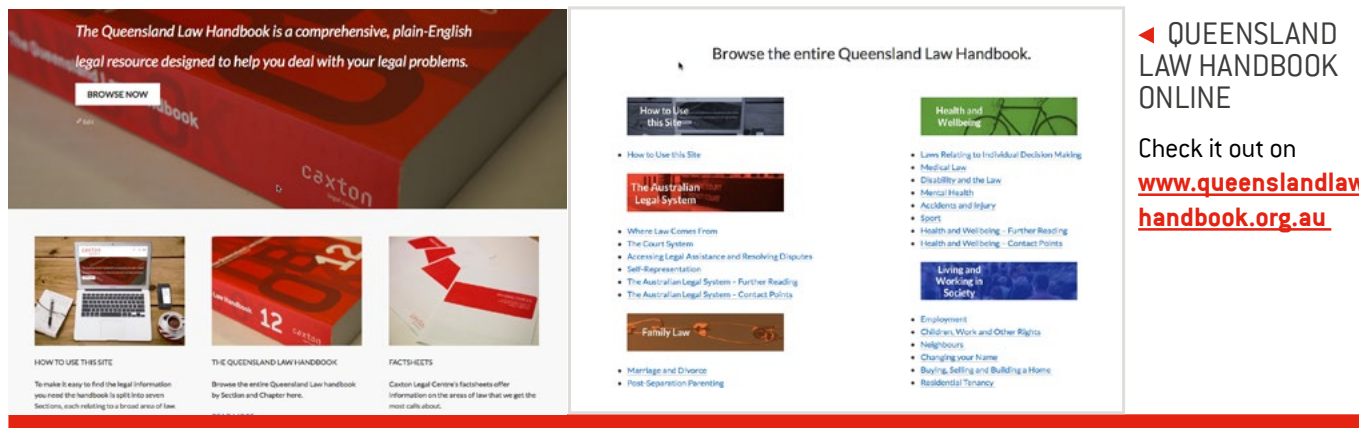
It's time to take human rights out of the realm of academics and into the reach of everyday Queenslanders.

Scott McDougall, director, Caxton Legal Centre, South Brisbane

Queensland Law Handbook

ONLINE

The Queensland Law Handbook, Caxton Legal Centre's flagship publication is now published online and freely available to the community!



Thirty-three years of producing a new edition hard copy of the book every two or three years has finally come to an end. The modern digital era, with the focus on accessibility and efficiency, demands resources and information to be available at one's fingertips! It was time for Caxton to also jump on the bandwagon and publish the *Queensland Law Handbook* online.

This exciting and challenging project was made possible through a generous one-off grant from the Department of Justice and Attorney-General's Legal Practitioners Interest on Trust Account Fund and, as always, the priceless contributions of our many volunteer legal authors.

To achieve this task, there were of course a plethora of questions to answer, such as what online platform to use, how to structure and design an effective legal information website and how to produce a user-friendly, attractive and easy-to-read layout of the pages.

Plenty of research into how to build and design an effective website and careful consideration of who will be the main audience of the resource informed our choices. The home page is generally the most important feature of the site as it has to retain the reader's attention for long enough to incite interest. It has to be instantly recognisable as to its intended purpose, it has to provide an overview of the content at a glance, it has to display a prominent search function and include contact details and logo to assure credibility.

As with any publication, it is vitally important to carefully consider the audience the publication is aiming to address and what outcomes the writer is trying to achieve. Consideration of past sales, the general focus of Caxton Legal Centre on providing vital support to vulnerable people and market research identified the target audience of the *Queensland Law Handbook* to be the general public, lawyers, law students and

government agencies. We assumed that the individual reader is literate and intellectually capable of understanding their legal problem once explained in plain English.

The content itself has to be presented in bite-sized portions as far as practicable and arranged in comprehensible sections. Consequently, the 63 chapters have been divided into seven sections of law with meaningful titles and representative pictures to symbolise the respective content.

The headings of each individual chapter were carefully constructed to include keywords and phrases that greatly enhance accessibility. Additionally, links to up-to-date primary trustworthy external sources, such as Commonwealth and state government law websites, government departments and other reputable organisations increase the search ranking with all search engines, particularly Google.

The 63 chapters of this comprehensive online legal resource:

- encompass most areas of law in the civil and criminal realm
- provide extensive background reading
- offer thorough advice about a person's rights and responsibilities
- give information on where to go for further help when faced with a legal problem.

The *Queensland Law Handbook* Online will continue Caxton's proud line of publications, albeit not in hard copy, and constitute a thorough, plain-English legal resource that, where appropriate can be used as an online self-help resource, particularly through its procedural content which provides detailed instruction how to tackle a legal problem, step-by-step guides on how to fill out forms and applications and detailed information of what to expect at a court hearing.

Check it out on www.queenslandlawhandbook.org.au

◀ QUEENSLAND LAW HANDBOOK ONLINE

Check it out on

www.queenslandlawhandbook.org.au

Highlights

▼► BAROONA HALL AND 40TH BIRTHDAY CELEBRATIONS

Forty years have passed since the conception of the Caxton St Legal Service at the Baroona Hall in Caxton Street, Paddington, and preparations are in full swing to celebrate the incredible achievements and tireless commitment of Caxton Legal Centre's volunteers and staff.







Please join us for an evening of entertainment and camaraderie, including the induction of our most outstanding and tireless volunteers into the Caxton Hall of Fame by Chief Justice Catherine Holmes.

Saturday 8 October 2016
6:30 pm at The Tivoli

Tickets and Hall of Fame nominations at
www.caxton.org.au/caxton-turns-40.php



◀ 'NOT JUST BLACK AND WHITE'

Award-winning author and former litigant in the Queensland Stolen Wages case Lesley Williams with Director Scott McDougall.

► WORLD ELDER ABUSE AWARENESS DAY

Peter Carne, Chief Executive Officer and Public Trustee of Queensland, and Scott McDougall at Musgrave Park, Brisbane, sporting a purple tie and pocket square in support of this year's World Elder Abuse Awareness Day.



► SCOTT MCDUGALL SPEAKS OUT AGAINST DOMESTIC VIOLENCE!

Scott back at the Caxton office after successfully completing the 10 km morning run of the Darkness to Daylight Challenge Run in Brisbane on 5 May 2016.

The 110 km run is held in memory of the approximate 110 women, children and men who died due to domestic violence in one year.



◀ PARK AND VILLAGE INFORMATION LINK'S COMMUNITY LEGAL EDUCATION ROAD TOUR

In April 2016, Catherine Stallard and Joanna Abraham from PAVIL embarked on an extensive road tour bringing valuable legal education and information about retirement living options to many prospective residents of retirement villages and manufactured home parks. Other legal education sessions were held throughout the financial year in various libraries across South East Queensland.



► GLENYS HAREN RETIRED FROM THE SENIORS LEGAL AND SUPPORT SERVICE AT CAXTON!

Our much valued and appreciated solicitor Glenys Haren retired after providing many years of outstanding legal assistance to a very large and diverse client group. Countless positive outcomes for our clients relied heavily on Glenys's vast experience and knowledge of the law, and her incredible attention to detail. We were all very sad to see her go!





▲ MANNING STREET PROJECT

Another productive Manning St project came to an end where students from the University of Queensland produced interesting and impactful policy and law reform research under the proficient guidance of Monica Taylor, director of the UQ Pro Bono Centre.

▼ FAMILY LAW STUDENT CLINIC

Griffith University law students at the end-of-semester recap of another successful clinic. Thank you to Keryn Ruska and Zoe Rathus for your very professional supervision and support offered to the students.



► QUEENSLAND UNIVERSITY OF TECHNOLOGY

Queensland University of Technology students proudly presented their work at the end-of-term clinic expo.



◀ CONSUMER LAW CLINIC

University of Queensland law students working hard on various client cases under the expert supervision of Amanda Hess.

Caxton's intervention in debt crisis

Mr Allan Taylor* (a man in his 70s) initially contacted Caxton Legal Centre for legal advice regarding a telecommunications company debt, which had already been sent to a debt collection agency. Mr Taylor was on a pension, with no ability to repay the money. In any event, he disputed the debt, which was for a mobile phone contract. Mr Taylor denied ever entering into a contract to purchase the phone. Mr Taylor appeared to be extremely stressed, which profoundly impeded his already fragile mental state of depression and social anxiety and culminated in suicidal thoughts. Mr Taylor was immediately referred to Caxton's social worker, Lena Lundell, for counselling and advocacy to avoid hospitalisation and to regain his mental health. Mr Taylor's physical health also needed attention, and while he received help from a local home care provider, he still required social work and counselling support.

Mr Taylor divorced many years ago and receives no family support from his two sons. His older son refuses any contact with him and the younger son, a drug addict, only asks for money, a demand Allan could not sustain. Through expert counselling, Lena was able to abate Mr Taylor's guilt feelings of not being able to support his son financially and emotionally, and to address other social anxiety issues.

To resolve the debt issue, Mr Taylor was assisted by the lawyer working on his matter to make a complaint to police about the circumstances in which the debt arose. As part of that process, Mr Taylor was required to supply a police report about the alleged identity fraud before the phone company could hand the matter to their internal fraud investigation team. Lena accompanied Mr Taylor to the police station for emotional support and to make sure the necessary steps were taken.

The intervention by the lawyer and the counselling support by Lena ensured a positive outcome. The phone company agreed to waive the debt on the basis that the phone had been obtained by fraud using Mr Taylor's name, and Mr Taylor is now debt free. Lena also connected him to ongoing support to manage his mental health concerns. A psychiatrist from Metro South Health assessed Mr Taylor and provided changes to his medication. Lena also equipped him with a referral to the Suicide Call Back Service and the Men's Shed. In addition, Mr Taylor and Lena discussed the benefits of long-term counselling accessible through a mental health plan from his general practitioner.

* name of client has been altered to protect privacy

Lucky escape from the locked dementia ward

Mrs T is an 80-year-old woman who was referred to the Seniors Legal and Support Service (SLASS) as she was experiencing financial abuse and misuse of enduring power of attorney (EPOA) by her daughter. At the time Mrs T lived in a high-care locked dementia care facility, where she was admitted two years ago following an extended period of hospitalisation due to complications from substance abuse. At the time of admission, Mrs T was confused and unwell, and she was unable to care for herself. Mrs T's daughter was her EPOA for financial and personal matters (including health and accommodation).

When the SLASS solicitor and social worker visited Mrs T, she presented as alert, oriented and able to communicate clearly about issues of concern. No evidence of short-term memory loss or capacity issues was identified. Mrs T acknowledged that she was confused and lacked capacity to make decisions for herself at the time of her admission but stated that she has regained her physical and mental health while at the nursing home.

Mrs T reported that she is self-caring with activities of daily living with the exception of changing her colostomy bag. According to Mrs T, nursing staff frequently ignored her request to change the bag when necessary, which resulted in leakage, a deeply distressing and humiliating situation for Mrs T.

Mrs T stated that she is very unhappy in the locked dementia ward and finds it stressful and depressing living

with people who are confused and unable to communicate with her. Mrs T's daughter no longer visits her and refuses to answer Mrs T's phone calls. The nursing home has also indicated that they have difficulties contacting Mrs T's daughter. As the EPOA, her daughter also refuses to talk about Mrs T's financial status and decisions she makes on Mrs T's behalf. Mrs T has no access to her bank accounts or her Centrelink pension and receives no allowance. Mrs T suspects that her daughter is withdrawing money from her account for her own benefit.

Mrs T would like to leave the dementia ward but her daughter has refused to provide assistance to find alternative accommodation. Mrs T would like to revoke her EPOA and regain control of her decision-making powers.

With Mrs T's authorisation, SLASS obtained a comprehensive capacity assessment report from the GP, which indicated that Mrs T has capacity to make decisions in all domains. When the Public Trustee Queensland was unable to assist Mrs T in a timely fashion, the SLASS solicitor stepped in and assisted Mrs T to revoke her EPOA. Relevant organisations and her daughter were informed of the revocation. The solicitor reviewed all financial documents and determined that Mrs T's daughter has withdrawn a significant amount of money from Mrs T's bank account, none of which was for the benefit of Mrs T. The solicitor is providing legal assistance to recover the money.

During this ordeal, the social worker provided emotional support and

counselling as Mrs T was expressing feelings of despair and high levels of anxiety. She advocated for Mrs T to move into the general unit of her current facility where she will have the freedom to come and go as she wishes. This was achieved within a period of four weeks.

Mrs T is now very happy in her new room and is enjoying her freedom. She can communicate with other residents and the same nursing staff, who worked in the dementia unit, now treat her with respect and consideration. Her questions are answered respectfully and her requests to change the colostomy bag are no longer ignored.

In Mrs T's words:

“I feel like a human again. I thought I was going crazy when I was in the dementia ward as everyone there was not right in their minds. The staff get frustrated being asked the same things all the time so they ignore the residents including me. Now they are answering my questions and they are being nice to me. You have no idea how good it feels to have people talk to me. I am the same person I was last week but since they moved me, I am treated differently, with respect. I am so thankful to have my freedom again.”

* name of client has been altered to protect privacy

Client Tributes

To the Manager

I contacted you guys in a time of need. Mainly to get legal advice and possible some legal help. You guys did give me legal advice for which I am also thankful for but at the same time they suggested I speak to your counsellor [sic]. It was this decision that changed my life!

I was going through depression and to be totally honest, lost in my life. I received a call from a lady who asked me to try some "silly" little exercises. I say "silly" because at the time that's what I thought about them. The first session or two I must say, I wasn't very helpful to the lady but she stuck at it asking me to try other "silly" exercises and questions. Pushing me to open up. After her calls I would sit there and think about what she had said. After a while something clicked! The Black fog that had surrounded me, Lifted! A huge weight had been lifted from my shoulders! Things seemed to be a lot easier!

This made it possible for me to get a job! Move into a house of my own! Be a better father to my son! And really these re just the start of my new life!

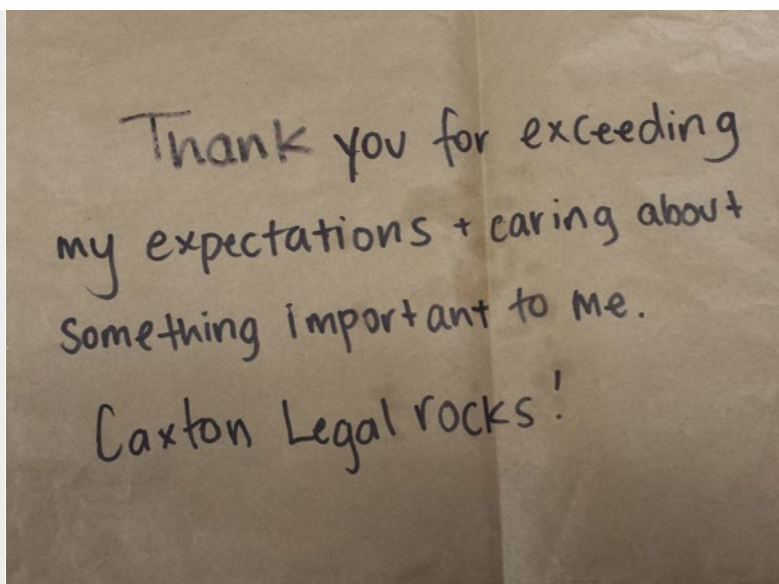
The lady who saved my life was Ms Lena Lundell! I say this, not meaning I was suicidal, but just existing. Existing in my own empty world. No meaning. Not wanting to be around anyone. Consumed by the 'Bullshit' (Lena will understand that reference)!

I truly thank you for allowing me to have the time with Lena. My only regret is, I've had my final session with Lena, but feel I can handle life again. Hopefully I won't have to use her services again but if I feel like I'm relapsing she will be the first person I ring!

Thank you Lena for saving me!

My advice to you is never let her leave your service. She is a life saver! I see her saving many lives in the future. Your very own
Caxton Angel!

Forever indebted to you!



My name is Paul*. I have come to Caxton for two times for seeking legal advices, this morning and Monday morning, regarding my car accident.

I am writing this email to express my gratitude to this service and two GU students and their advisor helped me a lot in solving this problem, which has taken a long time and made me very upset. I will always be thankful for what they have done.

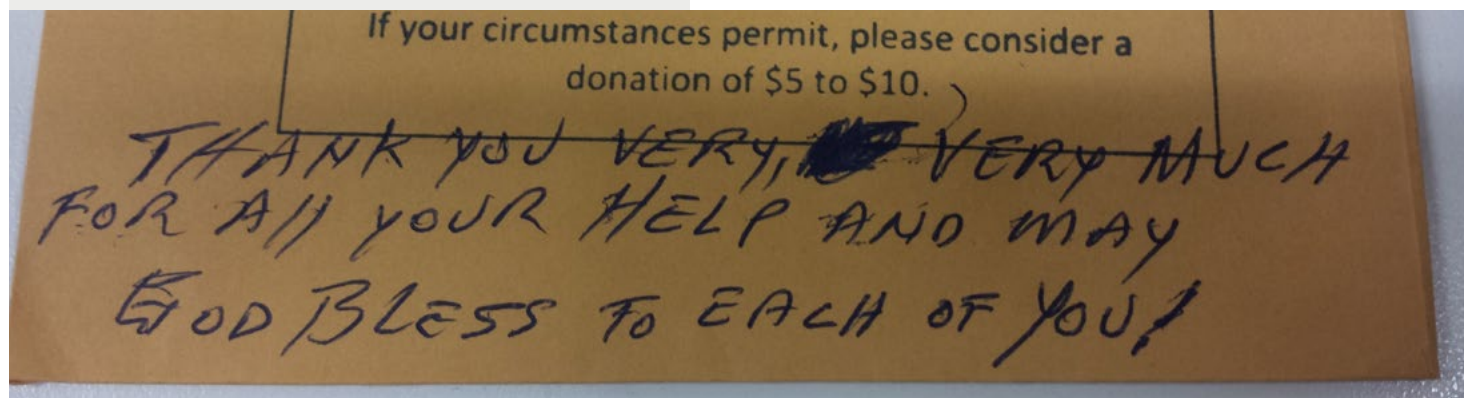


Although my English is not very clear and fluent, these two GU students are always patient and professional, I feel very good while speaking to them. Their advices are also very useful and always answered my question.

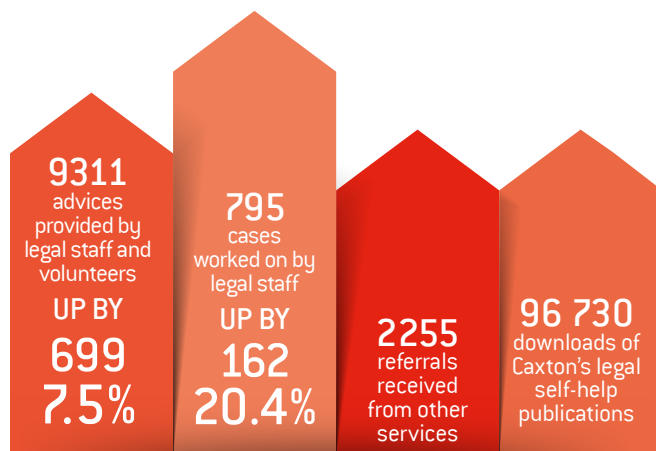
Again big thanks the two GU student Harley Wilkinson and Julie Phongthai (hope I spelled them correctly) and their advisor for making great efforts to help me solving my matters. Thank you the services are awesome. I will make donations via online.

Hope you everyone will have a good week and be happy at work!

* name of client has been altered to protect privacy



Statistics

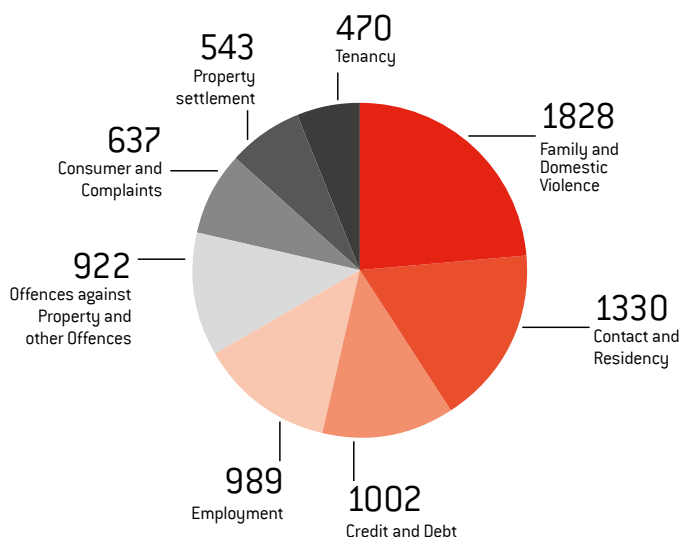


INCOMING

OUTGOING



Advices by Areas of Law Most in Demand



Our Services at Caxton Legal Centre

REFERRALS TO CAXTON LEGAL CENTRE FROM OTHER SERVICES

During the reporting period of 2015–16, Caxton received **2255 referrals of legal matters from other agencies** that needed additional specialised legal assistance. Clients were mostly referred from government agencies (576), Legal Aid Queensland (505) and community support services (425). The most prevalent legal matters in need of further assistance from Caxton were family and domestic violence (584), followed by contact and residency (357), and credit and debt issues (351).

REFERRALS TO OTHER SERVICES

At First Point of Call





12 624 callers were referred to other services after all available appointments at Caxton have been booked out each week. Some callers were referred to other services better equipped to help with the specific legal issue, and others to agencies situated in more convenient geographical locations. Callers were mostly referred to other community legal services (11 581), government agencies (416) and private law firms (237). The most frequently occurring legal problem types callers presented with and had to be referred elsewhere were employment law (1402), followed by family and domestic violence (1028), and neighbourhood disputes (740).

After first legal advice given

Of the 9311 advices given by Caxton Legal Centre, **2564 matters were referred on to other services** for further help and advice, and for court or tribunal decisions. Clients were mostly referred to courts and tribunals (772), followed by government agencies (733) and other community legal centres (669). Family law ranked highest in problem types with 615 contact and residency and 517 property settlement issues in need of further assistance by other agencies.

Our Clients

The centre's efforts to reach people who face disadvantage and have very limited access to justice have been fruitful. Compared to the previous financial year, in the 2015–16 year there was a marked increase in client numbers who presented at Caxton:

-  with low English proficiency—an increase of 27.5%
-  from Aboriginal and Torres Strait Islander backgrounds—an increase of 32.6%
-  with a physical or mental disability—an increase of 10.8%
-  on a low income—an increase of 9.7%.

To ensure instructions taken and legal advice given has been communicated clearly and precisely, Caxton Legal Centre engaged 28 interpreters from Deaf Services Queensland and 243 interpreters for languages other than English. Ten interpreters were engaged on a face-to-face basis and 233 interpreters assisted over the phone. The most sought-after languages were Serbian (34) and Hungarian (29), followed by Farsi (Persian 24) and Mandarin (23).

Our Family Law Duty Lawyer Service at the courts

The Family Law Duty Lawyer service provided free assistance to 471 self-represented people. Of these clients, 256 were on low or no income and only 17 people earned a high wage. Nine clients identified as Aboriginal or Torres Strait Islander and 26 clients had a disability. The statistics regarding English proficiency of presenting clients are non-conclusive as almost half of the clients did not share that information.

Our Domestic and Family Violence Duty Lawyer Service at the courts

The Domestic and Family Violence Duty lawyers provided free assistance to 392 (326 males and 66 females) self-represented respondents. Of these clients, 171 were between 18 and 34 years old, and 146 between 35 and 49 years. More than 50% were on a low income, 63 disclosed having a physical or mental disability, 15 identified as Aboriginal or Torres Strait Islander and 11 had low English proficiency.

Community Legal Education

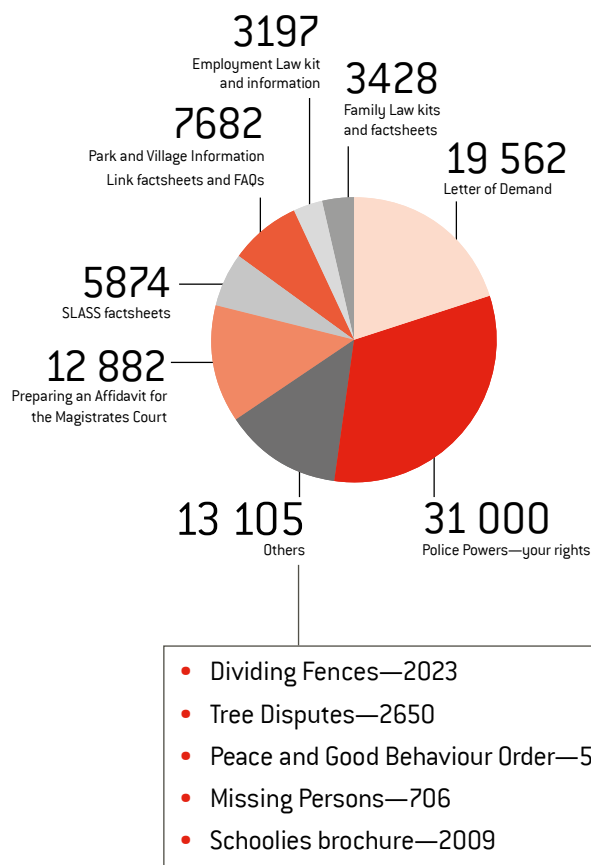
Caxton staff conducted a total of 29 community legal education seminars which were well attended by the public. The Park and Village Information Link was particularly busy and included a two-day road trip to the Sunshine Coast in their calendar where the lawyers visited four libraries in the area to give vital information about retirement living options and some legal advice.

Caxton Legal Centre Website Use

In the 2015–16 financial year, Caxton Legal Centre's website received 47 315 unique visitors (up from 43 236 in 2014–15) who, on average, visited the site 1.46 times and looked at 3.5 pages per visit.

The self-help resources, published by Caxton Legal Centre and available for free on the centre's website, have been extremely popular with 96 730 downloads recorded.

Breakdown of downloads



The Table below shows a detailed breakdown of the areas of law our clients required advice in. (Please note that the total number of advices given is smaller than the sum of specific advices given as clients sometimes presented with more than one problem type. The same applies to cases opened and closed.)

Breakdown of major problem types and respective client numbers for each service type

Major Problem Type	Information	Advice	Cases open at start	Cases opened during period	Cases closed during period	CLE Activities completed	LRLP Activities completed
TOTAL ACTIVITIES	22594	9311	164	631	553	29	8
Family Law	9105	4892	73	342	296	2	4
Child Support	752	149	5	7	9	0	0
Child/Spousal Maintenance	540	57	1	2	2	0	0
Contact and residency	914	1330	7	53	58	0	0
Divorce and separation	1078	325	0	30	26	0	0
Family/ Domestic violence	1502	1828	46	165	118	2	3
Property	974	543	5	34	33	0	0
Child protection	368	104	0	9	6	0	0
Other Family Law	2977	556	9	42	44	0	1
Civil Law	12515	5897	127	427	399	26	4
Tenancy	834	417	12	28	35	0	0
Credit and debt	1191	1002	24	80	78	0	0
Immigration Law	0	7	0	3	3	0	0
Govt/Administrative Law	42	350	7	31	28	0	0
Govt Pensions/Benefits Allowances	142	36	0	4	2	0	0
Consumer and complaints	830	637	12	68	62	0	0
Motor Vehicle	801	262	2	11	12	0	0
Wills/Probate	676	187	6	19	23	0	0
Environment	134	24	0	0	0	0	0
Injuries	126	41	0	0	0	0	0
Discrimination	527	129	6	11	8	0	0
Employment	4259	989	17	32	29	2	0
Neighbourhood Disputes	1041	284	2	19	20	0	0
Other Civil Law	1792	1532	39	121	99	24	4
Criminal Law	974	1159	10	52	50	2	0
Offences against Persons	427	237	1	11	6	0	0
Offences against Property and other offences	547	922	9	41	44	2	0

Our People

MANAGEMENT COMMITTEE

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

COMMITTEE MEMBERS

Barbara Kent Kevin Lambkin
Margaret Arthur Matt Woods
Wendy Mulcahy Alf Davis
Tim Alexander

DIRECTOR

Scott McDougall

FAMILY AND ELDER LAW (INCORPORATING THE SENIORS LEGAL AND SUPPORT SERVICE)

Team Leader and Coordinating Lawyer –
Cybele Koning
Senior Lawyer – Renea Hart
Lawyer – Joseph Ho
Lawyer – Barbara Fox
Lawyer – Keryn Ruska
Lawyer – Tile Imo
Lawyer – Gareth Walters
Lawyer – Colette Bots
Senior Social Worker – Helen Wallace
Social Worker – Frances Privitera
Social Worker – Su-lyn Lee
Law Clerk – Candice Hughes
Lawyer (locum) – Christine Jones
Social Worker (locum) – Jannah
Hoopman
Social Worker (locum) – Anne-Maria
Butler

ADMINISTRATION AND COMMUNITY ENGAGEMENT

Business Manager – Anne-Maree Elliott
Accountant – Bill Kyle
Front Office Coordinator – Karen Rayner
Finance Officer and Paralegal – Megan
Pearce
Volunteer and Student Program
Coordinator – Jenn Read
Communications and Community
Engagement Officer – Jeff Poole
Administration Officer – CJ Stuart
Administration Officer – Symone Wilson
Administration Officer – Michelle
Ecclestone
Publications Officer – Ana Oertel

GENERAL PRACTICE

Team Leader and Coordinating Lawyer –
Bridget Burton
Lawyer – Yatarla Clarke
Lawyer – Klaire Coles
Lawyer – Gillian Welsh
Lawyer – Phylli Verrall
Lawyer (Community Legal Education) –
Ros Williams
Lawyer – Abbey Richards
Lawyer – Tim Murray
Lawyer – Christian O'Callaghan
Lawyer – Amanda Hess
Lawyer – Melody Valentine
Lawyer – Catherine Stallard
Lawyer – Joanna Abraham
Social Worker – Lena Lundell

PLT STUDENTS

Jasmine Lam
Nastassja Milevskiy
Emily McGregor

SOCIAL WORK STUDENTS

Jessica Harris

CASUAL STAFF

Rachael Pittard
Emily Reyher
Tom Caniffe
Loretta Stellino
Jasmine Lam
Disa Johansen
Angelique Riley
Jane Meehan

STAFF WHO LEFT

Anthony Sullivan – Lawyer
Glenys Haren – Lawyer
Vivienne Campion – Manager
Stephanie Ewart – Lawyer

Treasurer's Report & Funding Sources

Treasurer's Report

Caxton Legal Centre Inc. completed the 2015–16 financial year with a surplus of \$194 939. The surplus for the year includes a \$132 129 bequest from the estate of Vera Raymer OAM, which will be used to establish a relief fund for Caxton's Seniors Legal and Support Service clients.

Overall income for the year increased by 13.3%, topping \$3 million for the first time in Caxton's history. New income streams for the financial year included additional temporary funding to supply child protection services and statewide employment law services for an 18-month period from 1 January 2016. Caxton was also successful in applying to provide Domestic and Family Violence Duty Lawyer services on a contract basis from October 2015. Other one-off income for the year included funding to move the *Queensland Law Handbook* online, and make it available to the community free of charge.

In 2015–16, Caxton continued to focus its efforts on providing frontline services to clients. Overall expenses for the financial year increased by \$241 000, however, direct wage expenses rose by \$347 000 on a total of over 48 700 staff hours, while non-wage expenses actually decreased by \$106 000 in the same period. In 2015–16, expenses other than wage and clinic expenses fell to under 18% of Caxton's total expenses, emphasising the centre's focus on being client-need driven.

Further progress was made in reducing mortgage debt. The current finance arrangements around the Manning Street

building expire in September 2016. Over the last few years, Caxton has been progressively moving to a position where the organisation is now far less reliant on debt to meet its operational cash flow needs. This will give the organisation more flexibility when considering the options around refinancing the mortgage in the 2016–17 financial year, and it opens up the possibility of using the equity Caxton now has in the building to explore other possibilities.

Some major repairs and maintenance to the Manning Street building were undertaken in the financial year. Caxton spent around \$60 000 replacing the building's roof. These expenses were met from provisions made across a number of years and are part of a building management plan to absorb large maintenance costs across multiple periods.

Overall the financial position of Caxton strengthened again in 2015–16. The centre can adequately meet its ongoing commitments and is well-placed financially to meet the challenges it faces over the coming years.

The Management Committee takes this opportunity to thank Bill Kyle for his ongoing excellence in financial reporting and Anne-Maree Elliott and her team in managing the business aspects of the centre so effectively. We have come a long way in such a short time thanks to all of your hard work.

Thank you!

Funding Sources

CAXTON LEGAL CENTRE ACKNOWLEDGES OUR FUNDING SOURCES

The Commonwealth Attorney-General's Department and the Queensland Department of Justice and Attorney-General provided funding through the Community Legal Service Program for our General Law service, Family Law and Child Support service, Clinical Legal Education program, Family Law Duty Lawyer service, Employment Law, Child Protection Law and partial funding for our seniors service. Legal Aid Queensland provided funding for our Domestic and Family Violence Duty Lawyer service. The Commonwealth Attorney-

General's Department also provided project funding for the *Queensland Law Handbook* Online project.

The University of Queensland funded the consumer law student clinic and the Manning Street Project. Queensland University of Technology funded our evening advice student clinic.

The Queensland Department of Communities, Child Safety and Disability Services provided funding for the Seniors Legal and Support Service and the General Practice Social Work service. The Queensland Department of Housing and Public Works provided funding for our Park and Village Information Link.



Financial Report

1.

CAXTON LEGAL CENTRE INC. **INCOME & EXPENDITURE STATEMENT** **FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
<u>INCOME</u>		
Department of Communities	1,005,895.00	977,735.00
Legal Aid Office (Queensland)	355,332.00	345,402.00
Legal Aid Office (Queensland) - QLH Project	92,647.98	-
Office of Legal Aid & Family Services - Commonwealth	1,043,692.00	934,145.00
Department of Housing and Public Works	300,000.00	314,805.07
Donations	9,416.31	11,793.44
Interest	10,285.21	14,850.17
Membership Fees	920.00	610.00
Sundry Income	2,041.79	7,452.76
Clinic Fees	104,500.00	108,099.99
Fundraising Income	-	8,586.20
Duty Lawyer Program	57,432.26	-
Bequest - V. Raymer	132,129.36	-
Sales of Publications	7,670.81	29,639.82
Royalties	16,939.90	16,315.34
	<hr/>	<hr/>
	\$3,138,902.62	\$2,769,434.79
<u>LESS EXPENDITURE</u>		
Total Expenditure (Schedule Attached)	\$2,943,962.80	\$2,702,690.89
	<hr/>	<hr/>
<u>NET SURPLUS/(DEFICIT) FOR YEAR</u>	\$194,939.82	\$66,743.90
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

2.

CAXTON LEGAL CENTRE INC.
INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

	<u>2016</u>	<u>2015</u>
<u>EXPENDITURE</u>		
Accountancy & Audit	8,600.00	8,600.00
Advertising & Publicity	9,387.71	8,859.85
Amenities - Staff & Volunteer	13,508.55	12,548.73
Bank Charges	1,231.02	2,067.67
Cleaning	14,205.32	11,296.98
Client Outlays	10,045.07	15,416.50
Computer Supplies & Maintenance	31,425.79	26,730.57
Consultant Fees	43,599.71	55,170.00
Cost of Publications	-	33,000.00
Depreciation	63,212.65	71,110.26
Electricity	15,731.34	16,879.96
Fundraising Expenses	-	2,602.37
Griffith University Expenses	58,663.64	56,363.64
Insurance	9,229.03	9,275.85
Law Books & Journals	32,384.05	31,652.93
Loan Interest & Fees	30,428.39	42,597.52
Meeting Expenses	1,217.73	3,973.06
Minor Equipment	22,743.47	18,129.67
NACLC & QAILS Levy	7,440.00	7,015.00
Office Printing	25,593.74	25,330.64
Office Stationery	8,675.94	9,250.41
Postage	10,263.24	12,666.70
Professional Association Fees & Practicing Certificates	15,913.27	15,089.49
Project Expenses	-	2,328.54
Rates	13,184.03	13,188.64
Repairs, Maintenance & Gardening	20,000.00	40,000.00
Security	6,255.51	6,159.18
Seminars & Conferences	5,766.88	15,489.96
Staff Recruitment	2,465.00	530.27
Staff Training	26,604.06	37,089.06
Sundry Expenses	2,728.85	3,466.75
Superannuation	198,743.09	170,752.17
Supervision	5,000.00	6,882.27
Telephone & Internet	44,217.44	46,771.30
Travel	18,117.09	16,314.22
Wages & Salaries	2,167,381.19	1,848,090.73
<u>TOTAL EXPENDITURE</u>	<u>\$2,943,962.80</u>	<u>\$2,702,690.89</u>

The accompanying notes form part of these financial statements.

3.

CAXTON LEGAL CENTRE INC.
ASSETS AND LIABILITIES STATEMENT
AS AT 30 JUNE 2016

	<u>2016</u>	<u>2015</u>
<u>ASSETS</u>		
<u>CURRENT ASSETS</u>		
Cash at Bank, on Deposit and on Hand (Note 2)	637,182.40	621,181.08
Debtors & Prepayments	23,583.17	18,505.09
<u>TOTAL CURRENT ASSETS</u>	660,765.57	639,686.17
<u>FIXED ASSETS</u> (Note 3)	2,696,046.34	2,740,687.58
<u>TOTAL ASSETS</u>	3,356,811.91	3,380,373.75
<u>LIABILITIES</u>		
<u>CURRENT LIABILITIES</u>		
Creditors & Accruals	159,735.89	212,485.64
GST Control Account	61,753.03	46,803.52
Provision for Leave Entitlements	198,496.62	156,860.48
Grants Received & Unexpended (Note 5)	218,164.11	168,132.36
Loan - Westpac	116,976.00	116,976.00
<u>TOTAL CURRENT LIABILITIES</u>	755,125.65	701,258.00
<u>NON - CURRENT LIABILITIES</u>		
Loan - Westpac	237,281.98	506,378.95
Provision for Long Service Leave	91,916.70	95,189.04
<u>TOTAL NON - CURRENT LIABILITIES</u>	329,198.68	601,567.99
<u>TOTAL LIABILITIES</u>	1,084,324.33	1,302,825.99
<u>NET ASSETS</u>	\$2,272,487.58	\$2,077,547.76
<u>ACCUMULATED FUNDS</u>		
Balance at 1 July 2015	\$2,077,547.76	2,010,803.86
Net Surplus/(Deficit) for Year	194,939.82	66,743.90
<u>TOTAL ACCUMULATED FUNDS</u>	\$2,272,487.58	\$2,077,547.76

The accompanying notes form part of these financial statements.

4.

CAXTON LEGAL CENTRE INC.
CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

	<u>2016</u>	<u>2015</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Sales	7,670.81	29,002.54
Interest	10,285.21	14,850.17
Other	193,485.47	142,272.90
Cash flows from Government Grants	2,979,728.09	2,655,886.36
Payments		
Suppliers and Employees	(2,857,491.49)	(2,505,387.84)
Net cash provided by (used in) operating activities	<u>\$333,678.09</u>	<u>\$336,624.13</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for purchase of plant & equipment	(18,571.41)	(33,998.71)
Net cash provided by (used in) investing activities	<u>\$(18,571.41)</u>	<u>\$(33,998.71)</u>
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Payment of borrowings	(299,105.36)	(266,976.00)
Net cash provided by (used in) financing activities	<u>(299,105.36)</u>	<u>(266,976.00)</u>
Net increase (decrease) in cash held	16,001.32	35,649.42
Cash at beginning of the reporting period	621,181.08	585,531.66
Cash at end of the reporting period	<u>\$637,182.40</u>	<u>\$621,181.08</u>
RECONCILIATION OF NET SURPLUS/DEFICIT TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		
Operating Result	194,939.82	66,743.90
- Depreciation	63,212.65	71,110.26
- Interest & Fees	30,008.39	42,282.52
- (Increase)/Decrease in Receivables	(5,078.08)	(9,721.50)
- Increase/(Decrease) in Payables	(37,800.24)	23,521.15
- Increase/(Decrease) in Provisions	38,363.80	25,888.51
- Increase/(Decrease) Unexpended Grants	50,031.75	83,799.29
- (Increase)/Decrease in Stock	-	33,000.00
Net cash provided by (used in) operating activities	<u>\$333,678.09</u>	<u>\$336,624.13</u>

The accompanying notes form part of these financial statements.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

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.

6.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTD.)

(f) Income Tax

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

	<u>2016</u>	<u>2015</u>
2. CASH AT BANK, ON DEPOSIT & ON HAND		
Petty Cash	200.00	200.00
Westpac - Cheque account	57,007.92	53,877.43
Westpac - Cash Reserve Account	579,959.36	566,888.53
Pay Pal Account	15.12	215.12
	<u>\$637,182.40</u>	<u>\$621,181.08</u>
3. FIXED ASSETS		
Land & Buildings - At Cost		
- 1 Manning Street, South Brisbane	2,717,675.25	2,717,675.25
- Depreciation Building	<u>(100,000.00)</u>	<u>(75,000.00)</u>
	2,617,675.25	2,642,675.25

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 2015	98,012.33	110,123.88
- Additions	18,571.41	33,998.71
- Depreciation	<u>(38,212.65)</u>	<u>(46,110.26)</u>
	78,371.09	98,012.33
	<u>\$2,696,046.34</u>	<u>\$2,740,687.58</u>

7.

CAXTON LEGAL CENTRE INC. **NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS** **FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
4. CHARGE ON PROPERTY		
The following mortgages have been given over freehold premises at 1 Manning Street, South Brisbane:-		
First Mortgage - Westpac Bank		
- Balance of Mortgage	354,257.98	623,354.95
	<u>\$354,257.98</u>	<u>\$623,354.95</u>
5. GRANTS RECEIVED & UNEXPENDED		
Brisbane City Council	812.09	1,003.00
Estate Vera Raymer	-	132,129.36
Department of Housing and Public Works	25,000.00	-
Legal Aid Queensland	37,352.02	35,000.00
Clinic Fees - Queensland University of Technology	80,000.00	-
Office of Legal Aid & Family services - Commonwealth	75,000.00	-
	<u>\$218,164.11</u>	<u>\$168,132.36</u>
6. AUDITOR'S REMUNERATION		

Apart from the remuneration disclosed the auditors received no other benefits.

8.

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 8:

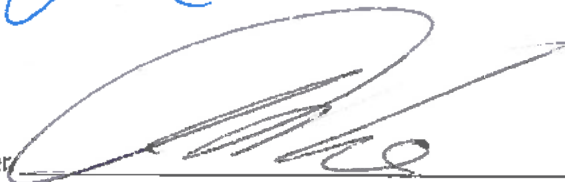
1. Presents a true and fair view of the financial position of Caxton Legal Centre Inc. as at 30 June 2016 and its performance for the year ended of that date.
2. At the date of this statement, there are reasonable grounds to believe that Caxton Legal Centre Inc. will be able to pay its debts as and when 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 14th day of September 2016.

9.

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 2016, 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 includes such internal control as the committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

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.

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.

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 2016 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of Association Incorporation Act (QLD).



HAYWARDS CHARTERED ACCOUNTANTS



PETER GESCH – PARTNER

14 SEPTEMBER 2016
BRISBANE



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Office hours: 9 am – 5 pm Monday to Friday

Caxton Legal Centre holds free legal advice sessions on Monday, Tuesday and Thursday evenings for people on a low income or who face other disadvantage.

Call us to book an appointment.