

35 452
phone calls or
144
calls per day
answered

7455
services
provided

815
clients received
non-legal support
services

26 355
pieces of legal
information given

4496
referrals
were made

357 900
visitors to the
Queensland Law
Handbook Online website

\$533 748
of compensation, waivers
and refunds were
obtained for our clients

OUR MAIN FOCUS

We achieve equality and justice for vulnerable Queenslanders through the delivery of frontline services.



Human Rights

Human rights breaches are noticed across all of the programs we deliver. We provided 200 discrete services in relation to the *Human Rights Act 2019 (Qld)* and represented five clients in a court or tribunal since the Act became fully operational in January 2020.



Domestic and Family Violence

Caxton prioritises providing integrated legal and social work assistance to clients affected by domestic and family violence so that their legal needs are addressed seamlessly across all programs.



Elder Abuse

For 15 years, we have turned our focus on older Queenslanders and established three specialist services targeting elder abuse. We provided 885 legal and social work services to clients who experienced elder abuse.



Employment

We assisted 656 clients who experienced unfair employment conditions. We focused our representation services towards clients who had been sexually harassed or assaulted, or discriminated against due to a disability.



Multidisciplinary Social Worker-Lawyer Model

We have developed a flexible social worker-lawyer approach with different levels of integration between the two disciplines based on client need. Generally, our social workers were involved across all our programs when clients were in hardship and overwhelmed with the stress of their legal matter and other challenges.

THE CLIENTS WE REPRESENTED

30% of clients experienced domestic violence



92% of clients experienced financial disadvantage



42% of clients reported a disability



45% of clients were over 50 years



6% of clients identified as Aboriginal or Torres Strait Islander peoples

25% of clients were single parents



11% of clients spoke a language other than English and 106 clients required an interpreter

CLIENTS' VOICES

The solicitor took the time to understand the extensive history of the matter. I was appreciative of his up-front opinion on where I stood, what the risks were, and potential benefits should we proceed. I felt like he genuinely advocated on my behalf and benefited greatly from his professional skills.

Thank you for your outstanding work and assistance. The lawyer and social worker were excellent and such a comfort and help. You both have helped me to keep calm, stable and not be scattered.

Thank you all so much for all your hard work and for giving me my life and my family back, and for never giving up on me. I guess it's true that not all heroes wear capes!

She was just so kind and lovely to me ...

STORIES OF CHANGE

Protecting democratic freedoms

Climate activist Nada Loiterton was successfully represented by Caxton and the Honourable Dean Wells. Nada was charged with contravening police move-on directions, but was found not guilty on the basis that she was participating in a lawful peaceful assembly.

I consider it my ethical duty of care to point out ... the imminent need to implement changes in environmental politics ... to save the natural world and humanity from ecological collapse.

Geoffrey's story

Geoffrey was abused and belittled by his son. He went into hospital. Caxton visited Geoffrey, did safety planning with him and prepared a domestic violence application. Emergency respite was paid from the Vera Raymer Fund. Geoffrey's son moved out and Geoffrey moved back home with appropriate subsidised care services arranged by Caxton.

I wouldn't be where I am today without your help and guidance ... So, a very big thank you.

Eviction narrowly avoided

After many failed negotiations between Penny and the park owner, and breach notices regarding site boundaries and other issues, the park owner applied to QCAT seeking to terminate her site agreement. Caxton successfully represented Penny in the QCAT hearing and the application was dismissed. Penny and her dog Cheree no longer face eviction and Penny was able to retain her original site.