



31 098
phone calls or
127
calls per day answered



21 036
pieces of legal
information given



6995
legal services provided



8616
referrals made



877
clients received a non-legal
support service



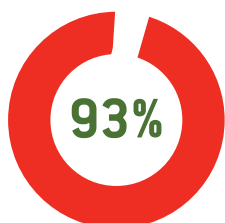
440 371 visitors to the Queensland
Law Handbook Online website



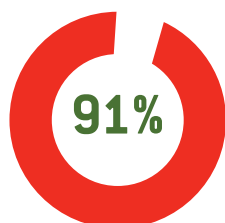
\$1.7 million
of compensation, waivers and refunds
obtained for our clients

OUR CLIENTS—OUR FOCUS

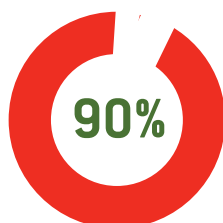
We believe in justice and inclusiveness, and put the wellbeing and human rights of our clients at the forefront of all that we do. Our success is reflected in the responses of clients who partook in a service conducted across our main programs.



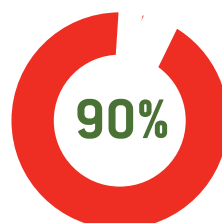
of clients said staff
listened to their legal
problems in a respectful
and friendly manner.



would recommend
Caxton's services to
other people.



said Caxton was able
to meet their cultural
and personal needs.



of QRPAS clients said they
were satisfied with the
resolution of the matter
from the assistance
they received.



of SLASS clients said staff
helped them to understand
their legal problem.

OUR AMAZING VOLUNTEERS AND PRO BONO PARTNERS

You give over **\$1 million dollars** to our governments each year by providing **8688 hours**
of free legal services to vulnerable Queenslanders.

Without you, many of our clients would not be able to receive the help and care they deserve. We engage approximately **60** volunteers each month from a pool of over **200**. More than **65%** are senior lawyers, ensuring high-quality legal assistance for our clients. **97%** of our volunteers find volunteering at Caxton to be personally rewarding.



MORE ABOUT OUR CLIENTS



34% of clients
experienced
domestic violence



78% of clients experienced
financial disadvantage



28% of clients
reported a disability



36% of clients
were over 50 years

7% of clients
identified as Aboriginal
or Torres Strait Islander
peoples



23% of clients
were single parents

9% of clients
spoke a language other
than English and
106 clients required
an interpreter

CLIENTS' VOICES

'I would like to thank my lawyer for all the assistance she has provided ... I have found her to be very approachable and very keen to assist in any way she could in obtaining a settlement to my complete satisfaction. She is an excellent solicitor and fully caring about the rights of seniors and elder abuse issues.'

'I can't praise this organisation enough. All the staff, from reception to social workers and legal staff, are just amazing. Their quality of service is outstanding ... sincere and thorough ... they have helped me so much, highly recommended ... [they] truly care for the vulnerable ...'

'... your kindness and compassion has been priceless to me ...'

'[The lawyer has] provided the best information I have received and I cannot thank her enough for explaining how judgements and the enforcements work. She gave me a road map of where I was in the legal system. I have been so lost, confused and floundering. I know I may still lose my house but I have slept better than I have in three months just from [the lawyer] taking the time to explain my situation, I can't thank her enough ...'

'I cannot recommend Caxton highly enough. I was brought to tears by how helpful and kind they were.'

MAKING A DIFFERENCE

Natasha*, aged 70, was referred to us by another community legal centre after she approached them with debt issues.

Natasha is a disability pensioner and suffers bipolar disorder. Some years ago, Natasha moved into a rental property with her son and daughter in law. Soon after the move, her son had become coercively controlling. He threatened to punch holes in the wall, throw her furniture on the street, damage the rental property so that she would not get her bond back, and threatened to send his friends to shoot at the house if she tried to make him leave. He also demanded money from her, imitated her accent, threw objects at her and spat at her.

Natasha applied for a domestic violence order and her son was ousted from the home.

Unfortunately, the abuse continued with the son pressuring Natasha to rent a property in her name for him to live in. He also pressured her to put the energy bill in her own name. As an aged pensioner, Natasha could not afford to pay her son's electricity bills and rent. She was referred to us after having received a number of letters and calls from debt collectors.

Our lawyer commenced written negotiations with the debt collectors and requested that the debt be waived on hardship grounds of elder abuse, Natasha's mental health concerns and her financial disadvantage.

We successfully obtained waivers of the debts collection companies and Natasha was relieved to no longer be pursued by the debt collection companies.

* The name has been changed to protect client identity.