



Annual
Report
2021–2022

Caxton Legal Centre



Acknowledgement of Country

Caxton Legal Centre Incorporated acknowledges the Jagera (Yuggera) and Turrbul peoples who are the Traditional Custodians of this land on which we work. We recognise the ongoing connection to the land, waters and community of the Traditional Custodians and pay respect to Elders past, present and emerging. We also recognise, respect and celebrate the cultural distinctions of the First Nations peoples and value their rich and positive contribution to Queensland and to broader Australian society. With respect we strive to achieve justice and inclusion for Aboriginal and Torres Strait Islander peoples.

CONNECT WITH US ...

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 [www.facebook/caxtonlegalcentre](https://www.facebook.com/caxtonlegalcentre)

 www.twitter.com/CaxtonLegal

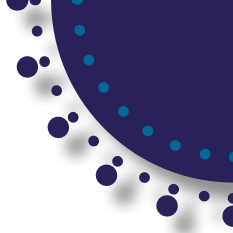
www.caxton.org.au

Office hours: 9 am – 4.30 pm Monday to Friday

Caxton Legal Centre holds free legal advice sessions for people who experience financial and other disadvantage.

Call us to book an appointment.

ABOUT US



our vision

A just and inclusive Queensland.

our purpose

We are highly skilled and adaptive advocates who unlock the law and work against injustice for Queenslanders by:

- delivering tailored and timely legal and social support services for people experiencing disadvantage
- empowering people to know their rights
- working collaboratively with community partners to achieve better outcomes
- being expert contributors to law reform
- using resources in a clever and responsible manner.

we are ...

an independent, non-profit, non-government community organisation and have been playing a central part in Queensland's legal landscape for more than 45 years.

We provide free legal assistance and social work support.

We are a team of over 60 lawyers, social workers and administrative support workers, who are all passionately committed to achieving the best outcome for people who experience financial or other disadvantage.

we believe ...

in justice and inclusiveness, and put the human rights of our clients, staff and community at the forefront of all that we do.

We strive to protect the human rights of all Queenslanders by ensuring our services, practices and policies are compatible with human rights.

We make sure our staff and volunteer lawyers advocate for the realisation of rights for our clients, and we work to advance and protect human rights in Queensland.

we achieve ...

equality and justice through the delivery of frontline services to vulnerable Queenslanders.

We acknowledge the impact on individuals of disadvantage, discrimination, trauma and loss, and we provide access to high-quality and timely social and legal support.

We recognise and empower individuals as rights holders.

We apply our multidisciplinary social worker-lawyer model across all of our programs and work collaboratively with community partners.

We also remain fiercely independent in order to address systemic injustices.

DISCLAIMER

Where this report expresses commentary or opinion on an issue, these are to be understood as being the views of Caxton Legal Centre and do not reflect the views of any other organisation or government department.



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5550 UNIQUE CLIENTS

received assistance across all programs



Our Priority Clients



Our Community

50%

of clients impacted by domestic and family violence



24 332

domestic violence protection orders made statewide

78%

of clients experienced financial disadvantage

97% for representation services



15.3%

of Queenslanders live in poverty

7%

of clients identified as Aboriginal or Torres Strait Islander peoples

12% for representation services



4.6%

of Queenslanders identify as Aboriginal or Torres Strait Islander peoples

28%

of clients reported a disability

50% for representation services



18.3%

of Queenslanders have a disability

17%

of clients were older persons

45% for representation services

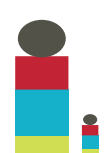


15.7%

of Queenslanders are older persons

24%

of clients were single parents



16.5%

of Queenslanders are single parents

9%

of clients spoke a language other than English and 127 clients required an interpreter

12% for representation services

7.1%

of people speak languages other than English at home in Queensland

We introduced new eligibility criteria and a new access to services policy in October 2021 to target clients experiencing intersectional disadvantage and discrimination. This demographic data about our clients tells us it is working.

CLIENT IMPACT REPORT

Client tributes

'I was crying hysterically on the phone when I was talking to Jordan. He was incredibly patient and caring, he calmed me down and set my mind at ease. I just wanted to let you know how much I appreciated his friendly candour and how much it meant to have such kind support [from the Client Services staff] ...'

'Just a small note to say how very impressed our Cypress Gardens Retirement Residents were with Venetia's presentation [Queensland Retirement Village and Park Advice Service]. She was most informative, articulate and explained so well, in layman's terms, the questions so many of us have. This lady is a true story teller and an asset to your firm. The booklet on frequently asked questions is excellent and will be passed around to those not able to attend ... Thank you once again.'

'Wishing you all a very merry Christmas. We will never forget what you did for us. May your amazing and tireless work be recognised by your peers and supervisors as gold standard. We are truly very grateful.'

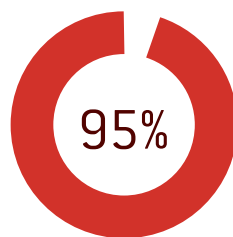
'... your kindness and compassion has been priceless to me ...'

'[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 ...'

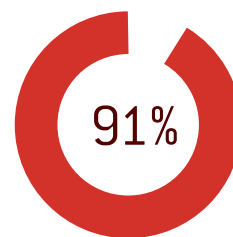
In May 2022, Caxton Legal Centre invited clients to provide feedback about our services via an annual survey designed by our peak body Community Legal Centres Queensland. 30% of clients over that period participated. The survey included clients from our human rights and discrimination, employment, family, domestic violence, consumer credit and debt, and general civil and criminal law programs.

The survey provided clients with the opportunity to provide open comments about their experience of our services. Over **95%** of the comments made about Caxton were positive with only a few critical comments, mostly related to the lack of capacity for Caxton to provide ongoing assistance due to limited resources.

We strongly value **respect**—valuing all people no matter what; **compassion and empathy**—showing our genuine concern for others; and **integrity**—saying and doing the right thing.

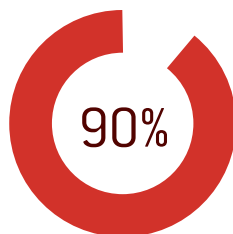


of clients said staff listened to their legal problems in a respectful and friendly manner.



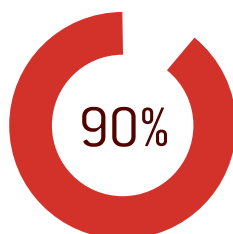
would recommend Caxton's services to other people.

Caxton staff break down the legal problem into smaller digestible parts and provide written advice, which outlines the options available to resolve the matter and the next steps to take.



of clients said Caxton helped them understand how to deal with their legal problem and provided them with options.

Caxton invests in the training and supervision of lawyers to provide quality advice, including in specialised areas (e.g. discrimination and employment law).



said they felt confident in Caxton's ability to assist them.

HOLISTIC OUTCOMES FOR OUR CLIENTS

In the last financial year, the Human Rights and Civil Law Practice and the Family, Domestic Violence and Elder Law Practice achieved financial outcomes in **37** of our represented matters across all our programs, with amounts ranging from under \$1000 to over \$400 000. In total we achieved financial outcomes of **\$1 213 725.45** for our clients. We also achieved a wide range of non-financial outcomes for clients and focused on accessing and enhancing their human rights and addressing breaches of rights including:

- increased safety at home, work and school (protection of families and children, equality before the law, right to education, right to liberty and security of the person)
- procedural outcomes such as culturally safe and trauma-informed complaints processes (recognition and equality, right to privacy, cultural rights, right to education)
- training and policy change in a variety of environments including several workplaces (equality and dignity, cultural rights, freedom of conscience, freedom of association)
- move of clients to more suitable accommodation (right to privacy, protection of families and children)
- cases or charges against clients dropped or resolved including a number of criminal charges and several workplace-related complaints (fair hearing, privacy and reputation, right to peaceful assembly)
- reinstatement to employment (privacy, fair hearing)
- improved relationships and enhanced dignity for residents of manufactured home parks and retirement villages (right to a privacy, dignity and autonomy, property rights)
- adjustments for disability including a number of assistance-animals matters in a range of accommodation types (equality rights, protection of families, freedom of movement and association, protection from inhumane treatment)
- reduced/mitigated sentences for a range of criminal matters (fair hearing, humane treatment, right to liberty and security, cultural rights)
- debt collection activities ceased (right to privacy, dignity and autonomy, protection of families and children)
- site rent reductions (property rights, dignity and autonomy, fair hearing)
- privacy and other complaints investigated and resolved (right to privacy, fair hearing)
- stopped evictions from retirement villages (dignity and autonomy, equality before the law, fair hearing, right to privacy)
- secured blue cards (right to privacy, protection of families and children)
- assistance with access to appropriate health care (equality before the law, right to health services)
- facilitation of communication between clients and people making decisions about their lives (equality, privacy, dignity and autonomy)
- property settlement for client with physical impairment experiencing physically abusive wife
- partial debts repaid
- loan repaid
- granny flat contribution repaid.

SNAPSHOT OF OUR ACHIEVEMENTS

Like everyone, we felt the impact of COVID-19 and worked remotely to continue delivering our services to people in need of assistance.



24 353
phone calls or
104
calls per day
answered

The client services team answered 6000 less calls this year due to COVID-19 illness, floods, funding constraints and adjustments being made to client services intake and triage processes to improve first-point-of-call responses to vulnerable and distressed clients.



7287
legal services
provided

We focused on obtaining human-rights outcomes for clients dealing with multiple legal and social support needs.



9131
referrals
made

We doubled the number of referrals to enable clients to connect with additional supports or alternative service pathways.



24 649
pieces of legal
information given

We provided legal information to empower people who contacted our centre to resolve their own legal issues.



910
social support
services provided

Integrated social work supports improved holistic outcomes for clients.



\$1.4 million worth of pro bono assistance



\$1.2 million of compensation, waivers
and refunds obtained for our clients



343 806 visitors to the
Queensland Law Handbook Online website

REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

Caxton is Brave

The staff and volunteers at Caxton have brave hearts. Those who support our work are also brave. To be brave in the context of our work means that we tread where others cannot or will not. We strive for clients to have dignity and respect when they take the risks that they need to take to realise their human rights. We represent people unconditionally—without discrimination and without expecting anything in return, although we do receive some truly lovely feedback. We are pushing the boundaries with one hand while simultaneously holding in the other our natural concerns about individual client outcomes, staff wellbeing, funding and the state of the world.

It's a lot! Every day at Caxton, loyalty and devotion to our vision of a just and inclusive society lead to bravery. And the bravery leads to us taking intrepid steps (usually quietly) in the struggle against diminished rights. Let us tell you what this bravery looked like.

Queensland grapples with its criminal justice system. When mainstream media called for increased punishment and tougher bail laws, Caxton bravely set up an innovative Bail Support Program for men. Our lawyers and social workers worked with men on remand, who have complex social support needs, to apply for bail and receive wraparound supports post release to comply with bail conditions, avoid reoffending, undergo treatment, develop pro-social behaviours and experience social inclusion for longer-term outcomes. There is a risk to the community when letting men out on bail. Caxton courageously bore that risk. Sometimes, our staff did not sleep well at night but the program was successful. Men identified, released and supported through this program are living safely in the community. Community safety is actually enhanced as a consequence of this program. Unfortunately, the program was defunded from 31 August 2022. We call on government to recommit appropriate funding.

One in six older Queenslanders are abused, usually by a family member. The abuse can be quite diabolical—coercive in nature, long standing and concluding in the complete attenuation of the older person. Societal systems are not set up well for positive ageing and, consequently, older people experience specific rights violations. Ageist, paternalistic and

ableist treatment attacks rights to autonomy, independence, participation, care, self-fulfilment and dignity. In this perfect storm for abuse, an older person seeks our help, but they love their abuser and do not want any trouble. What must be carefully balanced is their right to live life free from abuse with their right to choose how to live their life including taking risks. Caxton's lawyers and social workers in the Seniors Legal and Support Service and the Older Persons Advocacy and Legal Service bravely held and managed the competing safety and autonomy concerns of our most vulnerable clients in the face of institutional and attitudinal barriers.



Cybele Koning
Chief Executive Officer
Caxton Legal Centre

Family dynamics are complicated so sometimes it takes years to realise an older person's rights. At the same time, Caxton is a leader in systems advocacy to improve how Australia tackles elder abuse.

Human-rights advocacy, our bread and butter work across all teams, demands a persistently brave approach to initiate the dialogue about proportionality and to bring everyone on the journey to identify, choose and justify workable options that are least restrictive of a person's human rights to achieve their legitimate aim. This was not easy. It required a degree of pluckiness for us to call out the defensiveness, bias, incomprehension and inertia that is inherent in the thinking of entities that make decisions that do not promote human rights. It was even bolder for us to litigate against the grain of thought to establish jurisprudence that encourages rights-respecting practices. We have some dauntless supporters at the Queensland Bar and in private law firms who, regularly and on a pro bono basis, go in to bat for human-rights outcomes.

REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER CONT.

Caxton's management committee has been very brave this year. Following extensive due diligence and external advice, they took the bold step to sell our building at 1 Manning Street, which has been our home for over a decade. This strategic decision places Caxton in a better position to deliver client-centred, trauma-informed, holistic legal and social support services to people experiencing disadvantage so that they can realise their rights, to educate the community about their rights so they can identify rights violations and self-advocate where possible and to contribute to reform processes that result in fairer laws and systems. The management committee is committed to visioning how Caxton's new premises can give life to these goals over decades to come. Over this following year, the management committee will develop and implement a new strategic plan for the coming years. This will be a substantial body of work. It will be approached with great care, skill and collaboration.

In the midst of this, we welcomed our two newest management committee members, Bernard Curran and Leanne Collingburn, who joined in February 2022. Bernard is a chartered accountant and was a partner with BDO for over 30 years. He has extensive experience as a company director



Dan Rogers
President
Caxton Legal Centre

and board member for organisations, including current roles with Metro North Hospital and Health Service and the Queensland Community Foundation. Leanne is a leading pro bono lawyer, and a social-impact and human-rights advocate. As Head of Pro Bono at HopgoodGanim, Leanne is responsible for the firm's pro bono legal contributions to the community.

Leanne has been practising exclusively in pro bono since 2014 and has considerable experience in pro bono practice management, social impact and reconciliation programs.

One of the bravest things you can do is look at yourself and be truthful about where you can make improvements. We did this at Caxton. It was hard but it was good. Our First Nations Plan, launched in March 2021, has called us into deeper connection with Aboriginal and Torres Strait Islander clients, communities and organisations. We have responded to this well for the most part, but there are some areas that require realignment with our strategic priorities for our reconciliation activities to be truly impactful.

Staff wellbeing, knocked around a bit during the pandemic, is a priority, so we improved staff entitlements including flexible work arrangements, forged promotion opportunities within budgeting constraints, provided training opportunities to manage vicarious trauma and other work-related stresses, and responded proactively to feedback from the staff survey.

Like all organisations, Caxton carries growing administrative burdens including data capturing and reporting, human-resource management, financial and other risk management and technology use to replace a generation of paper-based activity. In order to respond to this, we shut down all service delivery for a short period to focus on administrative catch-up, we designed better systems for data collection, we are revamping our practice manual, have recast policies within a human-rights framework, have restructured the placement of administrative staff to better support teams, and are focussing on our risk-management framework and accreditation-improvement plan and making customised changes to our IT platforms for improved file management..

Finally, we celebrated some of the things we have done well this year that displays our valour. We:

- immediately established a flood service to respond to the February 2022 floods/weather event with extra legal assistance and social work supports
- successfully advocated with government for increased funding to Queensland elder abuse services

REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER CONT.

- expanded our health justice partnership to include an increasing number of hospital and health services and to reach clients from culturally and linguistically diverse communities
- kicked off a volunteer-based consumer credit and debt legal clinic with the generous support of our pro bono partner law firms in the face of no funding for this much needed service
- increased our graduate secondment program for greater capacity to undertake work on behalf of our clients
- delivered human-rights training to all staff using our newly developed human-rights framework for decision making and service access.

And last but not least, Cybele was presented with the 2021 Dame Quentin Bryce Domestic Violence Prevention Advocate Award at the Legal Profession Breakfast.

The constellation of this work and these achievements would not have been possible without the bravery and commitment of everyone at Caxton. This includes staff, volunteers and those external stakeholders who support us. Caxton is the beneficiary of an amazing level of support and for this we are incredibly grateful. We will move forward with excitement and enthusiasm at the opportunities present and the challenges ahead.

OUR ORGANISATION



Caxton Legal Centre's Chief Executive Officer as well as the three legal practice directors hold principal practising certificates issued by the Queensland Law Society.



HOW WE HELPED OUR CLIENTS— the impact of our integrated programs

Caxton employs lawyers who have expertise in human rights, discrimination, employment, consumer, family, domestic violence, coronial, criminal and elder law.

Human Rights

As in previous years, human-rights work permeated through all of the programs in 2021–2022. For the first time, however, we had the benefit of the *Human Rights Act 2019* (Qld) (Human Rights Act) for the full financial year and worked to engage that new law wherever possible to pursue better outcomes for our clients.

Our human-rights work is responsive to community. In 2021–2022, we continued to support clients affected by pandemic measures. We increased civil-law service delivery to victims of sexual abuse, sexual assault and domestic violence. We prioritised casework services in the credit space to women victims of domestic violence to support the discharge of debts accrued in those relationships, clearing bad debt histories as well as the debts themselves.

This year we have also done more work than ever before to support housing security. Our housing work was heavily supported by our embedded social workers who regularly use the human-rights law to address housing matters. This year we were able to:

- successfully save tenancies by arguing for a positive duty under the Human Rights Act in terms of safe housing of families with children within social and department housing
- resist eviction of clients from retirement living, focused on protecting the housing of older women who would otherwise face homelessness
- support people with disabilities to retain or access assistance animals in a range of accommodation types using the *Anti-Discrimination Act 1991* (Qld), the *Disability Discrimination Act 1992* (Cth) and the Human Rights Act
- fight for reform of standard form contracts and the regulation of use of prohibited terms in retirement villages to protect the right to privacy (e.g. accessing medical information)
- challenge exploitative housing contracts in vulnerable housing settings including by initiating legal action and making complaints
- advocate for fairer site-rent reviews for people living in manufactured home parks.

A little help goes a long way

from our clients

'Thank you so much Megan!! That is very comforting news indeed.

Thank you again for all the assistance and support you have provided. I would have been totally lost without you. I can't express enough how much it means to me.

Take care, keep smiling and all the best to you in life.'

'Hi Faye,

Once again I want to thank you for all your support since the beginning.

If it wasn't for you I wouldn't be in the position I am in now.

So thank you. I honestly don't how to thank you but please know that I appreciate everything you have done throughout this process.

Best wishes'

'Dearest Faye

Thank you so much for your understanding and faith in me. I have now words to describe how much I appreciate your help and support .

The case is finished and now I can sleep well. I couldn't get it through without your guidance.

Have a great holiday. Talk when you back at work. God blessings

Warm regards'

We have also increased our services to children this year. We have used the right to education together with race, gender and disability discrimination in education for several students.

The Human Rights Act education program for workers and public entities continued from earlier years. This year, we presented to Caxton staff and volunteers, Women's Legal Service staff and volunteers and at the Prisoners' Legal Service human rights continuing professional development day (for criminal lawyers).

We published a new human-rights chapter in the *Queensland Law Handbook* as well as an expansive, human-rights-focused update of the administrative decision-making chapters of the law handbook, a major refresh of these widely used key chapters of our flagship publication.

We have engaged in human-rights-focused law reform activities including a vilification law reform submission in August and appearance in September 2021, and made submissions supporting the decriminalisation of sex work.

We have continued to develop the extensive Human Rights Case Notes database in collaboration with Professor Tamara Walsh and University of Queensland (UQ) students.

We formally supported academic research around an equity framework for Queensland (UQ), conciliation efficacy and outcomes in human-rights matters (UQ, Queensland Human Rights Commission, Monash University and others linked to the Australian Research Council), clinical legal education (UQ, Bond University and others) and others. We educated the next generation of lawyers on human rights, including by teaching and mentoring students from three local universities through our clinical and legal education program, as well as supporting law firm graduate secondees on rotation.

We have actively contributed to the Queensland Law Society policy agenda on human rights through the human rights and public law policy committee, and to the agenda of the Australian Human Rights Commission and the Queensland Human Rights Commission through various consultations and forums.

Flood Recovery

In early 2022, when South East Queensland flooded, we set up a flood recovery program with integrated legal and social supports to respond directly to those worst affected by the rain, flood and other extreme weather. Initially our flood-recovery work was not separately funded and so was provided as part of our existing programs.

The Brisbane peak of the February 2022 flood occurred over the weekend of 26 and 27 February. The timing of the flood event on this occasion led to two key factors in our response. The first was that an unexpected weekend deluge led to specific legal issues. Notably, bailment emerged as an immediate major issue.

The second timing factor was internal. The University of Queensland student consumer law advice clinic had commenced and gave us an opportunity to pivot the clinic to focus on flood-related issues such as recovery of house boats, house and car insurance disputes and work-related disputes as well as a large number of concerns involving vehicles sustaining flood damage after being left for repair at a mechanic's workshop. The students helped draft letters of demand and initial correspondence to help the clients resolve their issues on their own.

In April 2022, we received an injection of funding to enable us to establish a properly staffed flood-recovery program to build on the work started by the student clinic. That program included a lawyer, social worker and admin staff member providing a multidisciplinary service that is trauma informed, has a safety and intersectionality focus, and wraps holistic service delivery around vulnerable disaster-affected households.

Since then, the program has provided advice and assistance to clients mainly about insurance claims including delays, cash settlements and lodging a complaint with the Australian Financial Complaints Authority. We have also helped clients negotiate with their insurance companies and register with the Resilient Homes Fund. We have advised some flooded clients about debt, credit, discrimination and human rights.

Part of the wrap-around holistic service approach included assisting clients to be aware of the government grants, and providing additional information to the Department of Communities, Housing and Digital Economy in support of their applications. Social workers connected clients with emergency relief services, advocated for safe and suitable crisis and permanent accommodation, provided short-term counselling and emotional support. Clients were also connected with more suitable ongoing support services including social workers referring to and liaising with aged care, disability, and flood-specific psychological services.

We have worked closely with the local community and the flood recovery centre, as well as other organisations assisting flood-affected communities. We have also undertaken an extensive program of community legal education, starting with a Community Legal Centres Queensland webinar to educate other community workers about insurance matters, and then delivering directly to community via community events in person and online.

Discrimination

Flying with Jennifer

Caxton Legal Centre has been assisting Jennifer since 2019. She is a transgender woman who lives in Gympie. She was working at the local flight club teaching people how to fly and had an arrangement whereby she would also be able to live in a caravan on site at the club. The flying club is at the centre of Jennifer's personal and social life, and she is generally well respected within it. One of the people that she taught how to fly, however, sent emails about her to other people in the flight club. Among other things, he made comments about Jennifer using the women's toilets and speculated about her body.

When she came to Caxton, Jennifer had already won her sexual harassment case (lodged in 2016) and been awarded compensation, but the respondent was appealing and she had no resources to engage legal representation. Her initial case had been funded by a friend but, he was not able to continue to extend that support.

We assisted Jennifer in the appeal in the QCAT Appeals Tribunal and were successful with the assistance of very experienced counsel working pro bono on the matter.

Then in 2021, the respondent appealed again, this time with the assistance of a lawyer from New South Wales. Appeals were lodged in both the Court of Appeal and the QCAT Appeals Tribunal. In the Court of Appeal matter QCAT had been named as a party. By agreement, those appeals were later withdrawn and the matter was finally resolved for Jennifer in mid 2021.

Caxton continues to provide priority access to our advice program for people who experience discrimination. Clients are referred to us by other services or approach us directly for assistance with discrimination matters. We are recognised and respected for our skills and experience in this area of law.

This year we made an extensive submission to the Queensland Human Rights Commission's Anti-Discrimination Act review in March 2022.

In the months leading up to that, we initiated and engaged in a collaborative alliance of anti-discrimination practitioners to generate a *Ten-point plan for a fairer Queensland* designed to support non-expert community members and organisations to contribute to that review. We also encouraged unity within the legal assistance sector, with the objective of better protections for the rights of marginalised or vulnerable Queenslanders.

The 10 points were:

- No more excuses for discriminating.
- Expand who is protected.
- Make it easier for people to access adjustments and flexibility.
- Remove the requirement to compare how people are treated.
- When unfair treatment happens, make respondents show it was not discrimination.
- Spell out the positive change we want to see in Queensland.
- Give people, especially children, more time to complain.
- Let people who experience the same discrimination work together.
- Establish an enforcement body to make sure anti-discrimination law is followed.
- Have experts making decisions about anti-discrimination cases.

The outcome of this work is that the review report produced by the Queensland Human Rights Commission heavily reflected our position on many important reform options. We will continue to support that reform as it now proceeds through the Department of Justice and Attorney-General.

We have an active case-work program with a large number of disability, race and gender discrimination cases in particular. Several of these are impact-litigation cases, looking to clarify or expand on legal protections.

Queensland Employment Law Service

Caxton Legal Centre provides free legal advice and representation in Queensland to people who have experienced a legal problem at work. We represent clients in the Fair Work Commission, the Federal Circuit and Family Court of Australia, the Australian and Queensland human rights commissions and the Queensland Industrial Relations Commission at conciliation conferences and hearings.

Our two staff lawyers are supported by a team of volunteer lawyers and law students as well as five firms whose lawyers undertake pro bono casework for our clients under our supervision:

- Clayton Utz
- Herbert Smith Freehills
- MinterEllison
- Barry.Nilsson. Lawyers
- Norton Rose Fullbright.

The impact of the pandemic in 2021–2022

Pandemic conditions continued to dominate our employment law practice.

Over two years we have spoken to hundreds of workers about proportionality, reasonableness, their rights, disability, healthcare and medical advice, vaccines, masks, workplace risk matrixes, adjustments, lawful and unlawful discrimination and the complex exercise of balancing human rights. Responding respectfully and accurately, with compassion and patience, to individuals in personal crisis in the midst of a shared crisis is challenging work.

Demand for legal advice across employment law areas

We were able to provide **850** discrete legal services to **695** clients in the 2021–2022 financial year. **27** clients, close to **4%**, received representation services, up from **3%** in the year prior, but still a very low proportion of overall clients in this area of law.

Our employment law clients



39% were caring for dependent children.



20% were living with a disability or mental illness.



11% were from a culturally and linguistically diverse background.



58% were female.



6% identified as Aboriginal or Torres Strait Islander peoples.



29% were mature workers, aged over 50.

Justice prevailed

Aaron was employed as a line marker at Brisbane City Council. He had been an employee of Council for 25 years. He took pride in his work, enjoyed his job and his work history was exemplary.

Workplace policies required Aaron to maintain a 0.000% breath alcohol content. One morning, he was selected for a random drug and alcohol test at the start of a shift, the first he had ever had at work.

Unexpectedly Aaron recorded a breath alcohol content slightly over the limit. He had been drinking beers while watching cricket the night before.

Following a show-cause process during which Aaron showed genuine remorse, he was dismissed. His dismissal occurred four months after the random drug and alcohol test. Following his dismissal, Aaron struggled to find new employment.

Aaron attended our evening advice session and his matter was flagged for the staff solicitor to provide further assistance.

Caxton represented Aaron and engaged pro bono counsel for the proceedings in the Queensland Industrial Relations Commission (QIRC). We argued that Aaron had been unfairly dismissed and that he should be reemployed at Brisbane City Council. The council argued that Aaron's dismissal was justified considering the serious safety breach.

Commissioner Dwyer found it compelling that Aaron had no disciplinary issues throughout his 25 years of employment and that he had demonstrated remorse and insight regarding his conduct. The commissioner was ultimately satisfied that the dismissal was unfair and ordered that Aaron should be reinstated to his former position from the date of dismissal. Aaron had a good relationship with his colleagues and supervisors. Returning to work provided him not only with secure income but with restored social connections.

Queensland Consumer Credit and Debt Service

Anna

We assisted Anna, a 31-year-old woman, to obtain a full discharge of a debt of more than \$15 000 claimed by a car loan lender.

When she first came to us in 2021, Anna was living in a refuge with her children to escape domestic violence from her ex-partner. She had been served with court proceedings by a lender claiming money owing under a car loan agreement. The claim exacerbated Anna's existing financial distress and insecurity, stress and anxiety, and the risk of ongoing homelessness.

At the time she contacted us, Anna needed to file a defence to the court proceedings within seven days or face default judgment. We assisted her to lodge an urgent complaint with the Australian Financial Complaints Authority (AFCA), which had the effect of staying the court proceedings pending resolution of the complaint.

Caxton was then able to assess Anna's circumstances including her extreme vulnerability both now and at the time she took out the loan. This involved an assessment of the circumstances of the domestic violence she and her children were subject to at the time of the loan and her financial position to determine whether the lender acted irresponsibly in approving the loan. We used the information Anna provided to us to negotiate with the lender, who agreed to waive the full amount owing.

Within eight weeks from her first contact with us, we were able to tell Anna that the lender had waived the debt and the court proceedings would be withdrawn. Importantly, for Anna's future financial security and wellbeing, the lawyer negotiated to include in the agreement that there be no recording of any adverse credit report in respect of the alleged debt. Anna is now saving for a deposit for a permanent home for her family.

There remains enormous unmet consumer credit and debt legal need throughout Queensland. Our specialist service focused on home, car and essential goods repossession, payday loans, and unfair guarantees and loans.

This year we expanded our advice program to deliver a volunteer-led credit and debt advice clinic under supervision of an experienced staff lawyer. The consumer credit and debt clinic was supported by individual lawyers and students as well as six firms:

- Allens
- Clayton Utz
- Hall & Wilcox
- Maurice Blackburn
- McInnes Wilson
- MinterEllison.

Volunteers in that program provided **233** pieces of advice and **64** legal tasks to clients in the first year of the clinic's operation. The consumer credit and debt clinic has delivered good outcomes for clients in a short time, including for victims of domestic violence dealing with debt acquired through abuse, and for older people with debt acquired through exploitation and poor banking practices. Client feedback, such as '... from my very first call with Hailey through to the end receiving a positive outcome, I was overwhelmed with the level of knowledge on this issue and the extensive amount of work put into this for me', is testament to the importance and quality of the work we do.

Our consumer credit program also operates through a University of Queensland clinical legal education program, which offers an additional four to six appointments per week for clients during every university semester. This particular student clinic has been part of Caxton Legal Centre for more than 15 years and continued to deliver high-quality advice and task-based casework support to clients.

Housing: Villages and Parks

The Queensland Retirement Village and Park Advice Service (QRVPAS) provides information, advice and assistance to residents and prospective residents of retirement villages and manufactured home parks in Queensland. It has an extensive educational role in addition to direct services to clients, with QRVPAS staff providing regular community legal education talks to groups of residents and prospective residents all over Queensland.

This state-wide program is delivered as part of the *Queensland Government Housing Strategy 2017–2027* and *Queensland Housing and Homelessness Action Plan 2021–2025*. As at 30 June 2022, there are 531 retirement villages and parks with 56 018 sites and units in Queensland. The number of sites and units has increased by 25% in the last five years, making villages and parks a specific housing-market solution and a feature of the modern housing landscape that is valued by Queenslanders over the age of 50 years. Residents seek security around this housing option. With information and individual assistance, most residents are able to self-advocate on areas of concern. Because of the vulnerability of some residents and the power imbalance between residents and owner/operators, QRVPAS provides ongoing assistance to a limited number of residents to protect their rights. A key focus of QRVPAS is to maintain effective relations between residents and operators of retirement villages and manufactured home parks to ensure harmonious living environments, preserve amenity and protect the value of residents' most significant asset.

In the 2021–2022 financial year, we delivered **4794** hours of service to QRVPAS clients and community groups, up from **3506** hours in the 2020–2021 financial year. This increase was mainly driven by overwhelming demand for individual casework assistance for vulnerable clients living in those two housing types. We assisted **274** households and delivered information sessions to **2489** participants.

100% of clients said staff listened to their legal problem in a friendly and respectful manner. **83%** said it was easy to access the service and get help to understand how to deal with their legal problem. **87%** said they felt confident in the service's assistance. **93%** would recommend the service to other people.

Our clients

Overwhelmingly, services in this program were delivered to older clients.



83% were over the age of 65 years.



27% were living with a disability or mental illness.

Knowledge, though wise, is far less comfortable

A client's recount

'When I first contacted Caxton Legal Centre about my intended purchase of a house in a manufactured house park I thought of the purchase as akin to buying a house in the ordinary housing market. I was bright eyed and bushy tailed.

What I didn't understand till I spoke to the Caxton Legal Centre was that the purchase was not like buying a house but more like buying a car. It was very disturbing to hear this. There is no Title to the house that I get to keep and the purchase does not undergo the same conveyancing process that house purchases do.

Whilst I better understood the differences and possible risks, I still went ahead with the purchase because the house met many of my needs – low maintenance, communal facilities and community - but instead of buying with a joie de vivre I bought with an apprehensive wariness. Ignorance was definitely bliss, knowledge though wise is far less comfortable.'

G.L.

Family: Parenting and Property

Dyslexia—a barrier overcome

Jodi, an Aboriginal mother of two primary-school-aged children, was referred to Caxton Legal Centre's family law duty lawyer at court and received assistance through our Family Advocacy and Support Service.

Jodi lives with dyslexia and finds writing quite difficult. She had been served with court documents by her ex-partner who lives interstate. He was seeking orders for their children to relocate to live with him, even though they had always lived with Jodi. Both children have disabilities that require special classes at school and multiple medical appointments.

Jodi was distressed on the day she came to see the duty lawyer. She had tried her best to write her story down on paper, but it would not be accepted by the court. An interim hearing was fast approaching.

On the day that she attended our duty lawyer office, our family law duty lawyer spent several hours with Jodi drafting the necessary court documents and helped Jodi to file her documents via the online Commonwealth Courts Portal.

Jodi contacted the duty lawyer after the interim hearing to say that the registrar allowed the children to stay with her. She was so relieved and said that she '... couldn't have done it without your help'.

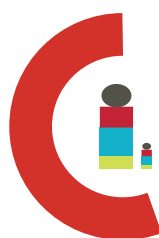
Caxton Legal Centre's family law program is in constant and high demand, with family law services accounting for 40% of the entire centre's services in the 2021–2022 financial year. These services range from discrete assistance in the form of advice and legal tasks through to full representation at court proceedings.

In line with our strategic priority to fill the gaps for clients experiencing legal issues around small property settlement pools, our lawyers represented clients at legal-aid-run family dispute resolution conferences.

We continued to forge strong relationships and collaborations with our community partners through warm referral pathways that seamlessly put us in contact with some of our most vulnerable client groups including women in refuges needing assistance with domestic violence and family law matters and First Nations grandparents with informal care of their grandchildren.

Areas of family law

40% of all legal services provided by the centre related to family law.



57% concerned parenting issues.



23% concerned property issues.

Family Law Duty Lawyer and Family Advocacy and Support Service

The Family Law Duty Lawyer Service and Family Advocacy and Support Service (FASS) provided legal and social work supports to self-represented litigants in the Brisbane registry of the Federal Circuit and Family Court of Australia. Through this service, we provided on-demand legal advice on clients' court days and assisted with oftentimes complex and lengthy negotiations for clients with parenting and property settlement matters. The majority of clients utilising this service needed assistance with parenting issues.

Referrals came from Legal Aid Queensland, the judiciary, from Caxton's family law advice program and from the Lighthouse Project.

Clients experiencing domestic and family violence were given additional assistance by way of social work supports that ranged from crisis counselling and court support through to short-term and long-term safety planning.

Family: Parenting and Property cont.

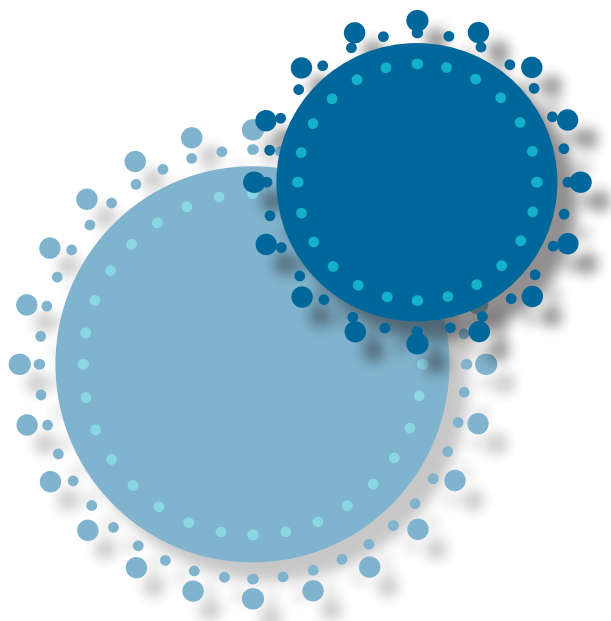
Our social worker identified clients' non-legal needs and linked them to contact centre services, health services and a range of other supports.

Additional legal supports were also available for clients experiencing domestic and family violence, including drafting urgent recovery applications on the day of first contact with the client and, in limited circumstances, court representation.

Last year we experienced a drastic decrease by 60% in the number of people being referred from the family courts (from 480 to 175) as a result of hearings being conducted online or by phone due to COVID-19. In response to this, we made a decision to overcome these access barriers in two ways.

Firstly, we embedded our FASS social worker at the Domestic Violence Duty Lawyer Service at the Brisbane Magistrates Court one day per week to bridge the physical and jurisdictional divide between the two courts. Secondly, we accepted referrals via telephone or email from domestic violence court stakeholders five days per week.

The impacts of COVID-19 on the family law duty lawyer and FASS services, exacerbated by the ongoing use of online or telephone court hearings, continued this year and resulted in ongoing reduced client numbers, albeit an increase from the prior year from 175 to 296. Whilst there are safety, remote access and other benefits to family law proceedings moving more online, we are extremely concerned that, without a system that includes duty services as part of online family court proceedings, many persons experiencing domestic and family violence, mental health issues or housing and financial distress, are not able to access the services that are available at the courts to support them.



Domestic and Family Violence

Staying safe and having your voice heard

Valerie, a pensioner in her 90s, was referred by police to the Seniors Legal and Support Service. Her son, Grant, who lives with Valerie and her husband, was their carer and assisted with tasks such as shopping, cooking and cleaning.

One night, while on the phone, Grant started to shout and bang on his bedroom door. Fearing for Grant's safety and wellbeing, Valerie and Isaac called police. Upon visiting the home, police believed Grant to be drunk and issued a police protection notice, ousting Grant from the house. Police also applied for a protection order on Valerie and Isaac's behalf. Valerie and Isaac felt upset by the police application as they did not fear Grant and depended on him for day-to-day care and assistance.

The domestic violence matter was listed for court the next day. Our social worker arranged for Valerie to meet with our domestic violence duty lawyer at court.

Valerie wanted Grant to live at home, but police wanted an order preventing Grant from returning to the home. The lawyer who represented Valerie assisted her to write an exception notice, so that Valerie could benefit from the protection order at the same time as allowing Grant to continue living at home.

Following the court mention, our lawyer provided follow-up advice and our social worker provided safety-planning assistance and advice regarding care in the home. A final protection order was made against Grant, that allowed Grant to enter the house only with Valerie and Isaac's written permission. Valerie and her husband were relieved that Grant could remain living with them as their carer.

If Valerie and Isaac no longer wish for Grant to live at their home, Valerie can withdraw written permission at any time. This outcome strikes an effective balance between protection and autonomy.

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.

50% of all our clients were affected by domestic and family violence.

COVID-19 domestic violence funding

In 2020, Caxton Legal Centre received additional funding to increase services to people impacted by domestic and family violence exacerbated by the COVID-19 lockdown. This funding was extended to April 2022.

Impact at a glance

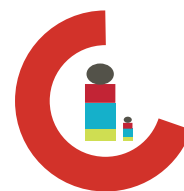
The extended COVID-19 domestic violence funding allowed us to provide an extra **540** services to **336** clients including drafting court documents and correspondence.



83% were affected by domestic and family violence.



29% identified as living with a disability or mental illness.



70% were caring for dependent children.

Domestic and Family Violence Duty Lawyer Service

The domestic and family violence duty lawyers provided a full service to respondent parties on their court date, including legal advice, engaging in negotiations and providing representation at court mentions at the Brisbane Magistrates Domestic Violence Court.

Through this on-demand service, three days per week, we routinely provided assistance during long court lists with complex matters including assisting with matters that required interpreters, clients with complex mental health issues, intellectual impairment, capacity issues, alcohol and drug abuse issues and convoluted cross applications.

In addition to providing specialist and holistic services to respondent clients, we also assisted clients who have been misidentified by police as respondents who were in fact victims of violence. We seamlessly linked these clients in with ongoing legal and support services, through both internal referrals to our family law advice and case work program, as well as external warm referrals.

We provided **665** domestic and family violence duty lawyer services.

Of our clients, **76%** identified as male, **42%** had dependants living at home, **26%** reported a disability, **13%** came from a culturally or linguistically diverse background, **10%** identified as First Nations peoples and **7%** were homeless.

Elder Abuse

Ageism, greed and intergenerational dynamics of abuse all contribute to the scourge that is elder abuse.

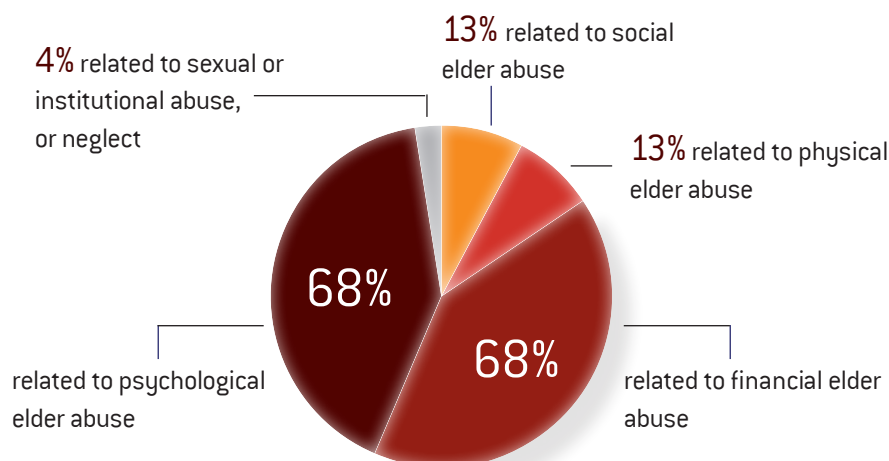
In December 2021, the National Elder Abuse Prevalence Report was released, the first landmark study of its kind conducted by the Australian Institute of Family Studies. This report revealed that one in six older Australians has suffered elder abuse. Since the report only includes results obtained from older Australians who had the capacity to report the abuse suffered by them, and did not include prevalence of elder abuse against those with a level of capacity impairment, this statistic is likely to be in reality much higher. The report found that 14.8% of older Australians suffered elder abuse in some form, including psychological, physical, financial and sexual abuse, as well as neglect. The most prevalent form of elder abuse was psychological abuse, experienced by 11.7% of older people.

Within the community, many of us need to take the opportunity as informal 'first noticers' of elder abuse to call out abusive behaviours. Friends, health workers, general practitioners, in-home aged-care providers, hair dressers and neighbours are all in a position to take a stand against controlling and abusive behaviour towards older persons.

In March 2022, Caxton Legal Centre featured prominently at the National Elder Abuse Conference held in Tasmania. Our CEO, Cybele Koning, presented as part of an expert panel on the topic 'Future-proofing Australia's Longer-term Strategy'. Tilé Imo, coordinating senior lawyer of the Older Persons Advocacy and Legal Service presented on an expert panel on health justice partnerships 'One Size Doesn't Fit All: how health justice partnerships deliver client-centred care'. Helen Wallace, Social Work Practice Director, and Colette Bots, Family, Domestic Violence and Elder Law Practice Director presented 'Rights. Camera. Action', an analysis of a data sample of our elder abuse clients and how their human rights are realised and diminished.

For the past 17 years, Caxton has been at the forefront of delivering holistic services to older Queenslanders experiencing abuse and neglect, including coercive control at the hands of adult children and long-term abusive spouses.

Areas of elder abuse



Note: The total percentage is more than 100% as many clients presented with more than one type of elder abuse.

A granny flat issue solved

Ronald, a widower and age pensioner in his 70s, was referred to the Seniors Legal and Support Service by another Community Legal Centre. Ten years ago, he had given his son Mark and daughter-in-law Maeve \$130 000 for the purchase of a home with a granny flat for him to live in.

After Ronald remarried and his wife moved into the granny flat, Mark and his wife threatened to sell the home. They convinced Ronald to transfer his share of the property to them in return for a life tenancy and executed a written agreement.

In a bid to force Mark out of the granny flat and motivated by 'inheritance protection', his son and daughter-in-law became coercively controlling. They bullied and intimidated Ronald, smeared faeces on his car, keyed his car, hosed his dry washing, interfered with his water pressure and entered the granny flat without permission.

After his wife's death, Ronald could no longer endure the abuse, experienced suicidal ideation and moved out of the granny flat.

Our lawyer provided Ronald with detailed advice in relation to his legal rights and life interest. We issued a letter of demand to Mark and Maeve and subsequently engaged in lengthy negotiations with their solicitors.

Our social worker provided short-term emotional support throughout the negotiation process and engaged in short-term grief and loss counselling.

With our lawyer's help, Ronald received repayment of \$120 000 and now enjoys a greater financial security for his future.

Seniors Legal and Support Service

The Seniors Legal and Support Service (SLASS) is a statewide service delivered by five community legal centres. SLASS uses a fully integrated social worker-lawyer model and conducts home visits to older persons at their place of residence, aged-care facilities and other locations within the community.

We assist clients with a wide range of legal issues including:

- obtaining domestic violence orders against abusive adult children
- having adult children removed from the home by way of ouster orders
- engaging in lengthy negotiations to resolve 'granny flat' disputes involving assets-for-care arrangements gone wrong
- advocating for greater police assistance through liaising with the QPS Vulnerable Persons Unit
- recovering debts wrongly accrued by family members in the older person's name
- advocating for clients with banking issues.

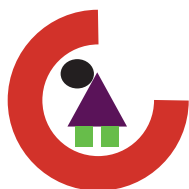
We assist clients whose attorneys under an EPA have acted improperly and without regard for the older person's basic human rights to autonomy and advocate for supported decision making instead of premature substitute decision making.

87% of clients had the majority of their needs met and were experiencing increased safety.

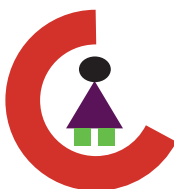
Integrated within our legal practice, our social workers provide expert short-term counselling, grief and loss counselling, short and long-term safety planning and court support including supporting clients through QCAT hearings in relation to guardianship proceedings.

We used the Vera Raymer hardship fund to meet the essential needs of our older clients experiencing legal issues who are in financial hardship. We assisted an older woman involved in a 'granny flat dispute', who had been living with her abusive adult child and family under untenable conditions, by using the funds to pay for her removalist costs enabling her to escape the abuse and also to purchase a new washing machine at her new residence. We also obtained urgent short-term accommodation for an older person during their ongoing dispute with the Department of Communities, Housing and Digital Economy after their residence was flooded and mouldy.

Our Seniors Legal and Support Service provided **795** legal and social work services to clients who experienced elder abuse.



73% of our clients experienced domestic violence.



68% were female, which supports that elder abuse is a gendered form of abuse.

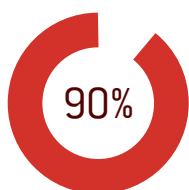


58% reported a disability.

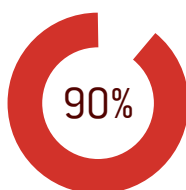
6% of clients were from a culturally and linguistically diverse background and **3%** were homeless.

Client survey 2022

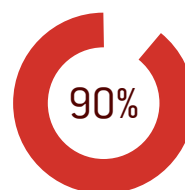
We invited clients who accessed the Seniors Legal and Support Service to partake in a client-satisfaction survey.



of clients would recommend our service to someone experiencing elder abuse.



were confident in the ability of our legal staff to assist with their problem.



of clients said we helped them to understand and deal with their legal problem.

Financial Protections Service

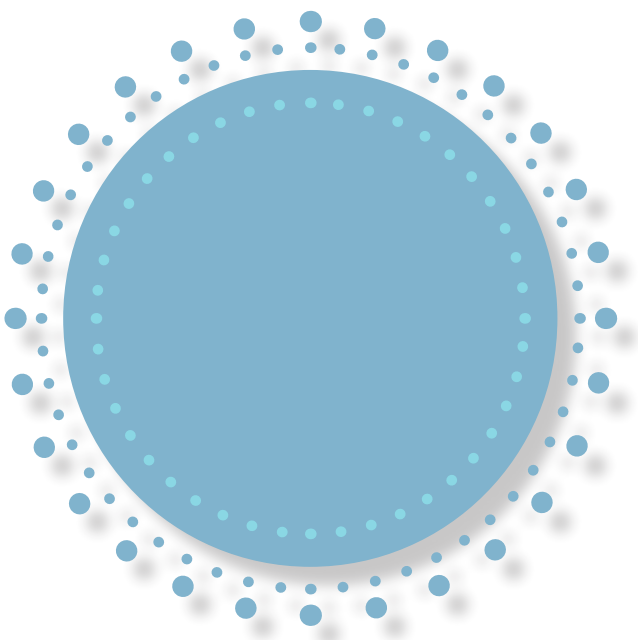
The Financial Protections Service (FPS) is a unique primary prevention service, co-designed with the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships and delivered in partnership with National Seniors Australia. It is aimed at preventing financial elder abuse.

This service is for individuals who are thinking about later life and want information about financial decisions and how to protect their finances.

With the exception of some disruptions to face-to-face service in early 2021 due to lockdowns, FPS continued its strong presence within the community by visiting and educating various community groups including at neighbourhood centres, over 50s groups, men's shed groups, women's social clubs and various events including Homeless Connect, Seniors Week, World Elder Abuse Awareness Day, NAIDOC and the Seniors Expo.

This year, FPS built strong connections within culturally and linguistically diverse (CALD) communities by providing regular outreach community legal education sessions to various CALD communities including the Chinese and Filipino communities.

We delivered community legal education sessions to **1846** people.



How can you tackle such a complex system?

Bob, aged in his 70s, was undergoing chemotherapy treatment and his wife was his full-time carer.

When our FPS community worker met Bob, he had already applied for My Aged Care's home support assessment 6 to 12 months prior. He specifically requested and identified the immediate need for garden maintenance and a railing to be installed in the toilet and bath. Bob did not have access to internet or email and found the complex system difficult to navigate. At the same time his health was deteriorating.

Our community worker called My Aged Care and confirmed that Bob was awarded a Commonwealth Home Support Program. Bob was unfamiliar with the program and needed guidance on how to access these services.

After many lengthy phone calls from our FPS worker, My Aged Care provided the details of the active referrals. We then advocated strongly to prompt the referral providers to action outstanding work, and succeeded in having a garden maintenance provider organise an assessment.

It took a lot more effort to finally locate a provider to conduct an OT assessment for the railing installation. Three months later, his wife advised FPS that the railings had been fully installed. Without the installation, Bob would likely have ended up prematurely entering into residential aged care. Bob was also able to save significant costs by not having to turn to the extremely expensive private market.

The next issue for the FPS worker to tackle was the referral for an aged-care assessment, which was eventually successfully conducted.

Bob and his wife would not have been able to navigate this complex system on their own, especially with Bob's declining health. The help from our FPS community worker was greatly appreciated.

Health Justice Partnership

Elder abuse—what goes on behind closed doors

Paula is in her 80s, from a CALD background and with moderate proficiency in English. She has significant vision impairment and a mental-health disorder. Referred to OPALS by a mental-health service, Paula contacted OPALS in distress because her daughter Martina said she can force her to sell the family home where Paula and her husband Alex reside.

Martina is the guardian/administrator for Alex and has also applied to be appointed Paula's guardian/administrator. Paula and Alex have two other adult children, Nicholas, who lives with them, and Lucia. Paula has cared for Alex for 20 years. Alex has advanced dementia, incontinence and mobility issues. Even with help from Nicholas and in-home care providers, Paula has carer's stress and wants Alex to move into aged care.

Paula and Alex can pay for Alex's aged care, but Martina insisted selling the family home will be necessary to fund the nursing home costs.

OPALS wrote to Martina seeking that she withdraw her QCAT application to be appointed Paula's guardian/administrator, consider alternative aged-care placements for Alex and obtain financial advice to understand if selling the family home will be necessary to fund Alex's aged-care costs.

While Paula was admitted to hospital for surgery, Martina arranged for Alex to stay in respite but insisted upon his return home as soon as Paula was discharged despite OPALS's urgent request to give Paula some time to recover. Shortly after, Alex was admitted to hospital due to declining health and the hospital refused to permit Martina to discharge Alex. He then died in hospital.

Martina initiated property settlement proceedings against Paula. Paula engaged a private lawyer to represent her in the family law proceedings and OPALS represented Paula at the final QCAT hearing to successfully defend Martina's application to be appointed guardian/administrator.

The Older Persons Advocacy and Legal Service (OPALS) is a health justice partnership that commenced between Caxton Legal Centre and Metro South Health (MSH) based at the Princess Alexandra Hospital in 2019. Since then, it has expanded across several of the hospital and health services within MSH including community and older persons mental health services. In November 2021, OPALS expanded its partnership and joined with World Wellness Group, a primary health service that partners with multicultural communities. At the end of June 2022, OPALS signed a service agreement and memorandum of understanding with Metro North Health to commence service solely at the Royal Brisbane and Women's Hospital (with a view to expand with Metro North subject to funding).

The OPALS health justice partnerships connect two ideas as a specialist service responding to elder abuse. It recognises that nearly 30% of older people who present to hospitals will disclose potential elder abuse concerns to their trusted health professionals. As such, it also recognises that health professionals are in a unique position to identify, respond and refer elder-abuse matters to legal services as a social determinant of health. The OPALS model integrates hospital social workers, health professionals with OPALS lawyers and community social workers to provide a holistic response that is person centred and respects the human rights and autonomy of older people.

In 2021–2022, OPALS consisted of two full-time lawyers, one part-time lawyer and two full-time social workers.

The OPALS team:

- delivered **235** secondary consultations. These are legal-information-sharing discussions between OPALS and health staff
- partook in **65** stakeholder engagement activities, including reference group meetings for OPALS, co-chairing the Community of Practice for the Commonwealth Attorney-General's Department health justice partnerships, and presenting to the Economic and Social Commission for Asia and the Pacific at a civil society review of the Madrid International Plan of Action on Ageing
- trained and informed **1526** health staff and other professionals.

Our client demographics



93% of clients experienced financial disadvantage.



65% were living with a disability or mental illness.



83% of clients experienced domestic and family violence.



11% spoke a language other than English.

Multidisciplinary Social Worker-Lawyer Model

Caxton's long history of multidisciplinary service delivery has again demonstrated the effectiveness of assisting people to address hardship, trauma, distress and health challenges while they receive legal services.

Over the year, we have had a very hardworking and skilled team of an average of 10 full-time equivalent social work/community work positions supporting clients across all Caxton's programs delivered by our three legal practice areas. Two excellent social work students on 18-week placements had great learning opportunities here and made valued contributions to our work as well. Unfortunately, we had to prepare for a couple of staff departures due to the conclusion of funding contracts.

Demand for our service again exceeded our capacity to respond. We prioritised those in higher-risk situations, worked hard with referral partners and advocated for clients to improve safety, quality of life and protection of human rights.

COVID-19 continued to isolate and/or complicate life for many clients this year. Also of note were the February 2022 floods, which had dire impacts for some people; and while the crisis receded for the general public, their struggles to be adequately housed, regain financial stability and restore a sense of safety persisted.

The lack of availability of in-home aged-care services or long waits for their commencement and long waits for Queensland Civil and Administrative Tribunal guardianship hearings continued to make life difficult for clients.

The greatest challenge for clients of all our programs has been the lack of affordable housing supply. For most people, homelessness or housing insecurity made it hard or impossible to problem solve or deal effectively with domestic and family violence, debt, mental-health needs and so on.

Our social work services

The main legal problem types that our clients are experiencing when our social workers provide supports to them are domestic and family violence, family law, elder abuse, discrimination, workplace issues including sexual harassment, consumer credit and debt issues, coronial and criminal law.

In our general counselling program, **76%** of clients were female, **93%** experienced financial disadvantage, **41%** have a disability and/or mental illness, **11%** identified as Aboriginal or Torres Strait Islander peoples, **11%** were culturally or linguistically diverse and **7%** experienced homelessness.

We delivered **910** social work support services.

A stellar example of our multidisciplinary model

Brenda was referred to our social worker because our lawyer had noted she sought the same legal advice several times over a five-year period and had been quite distressed as she discussed the process of selling and moving from her retirement village after 14 years there.

Brenda was widowed five years ago and had decided to move interstate to be near her sisters and extended family. However, she felt alone and overwhelmed with the complexities of exiting the village and struggled to absorb the detailed advice. She had also had a difficult experience with management and was confused about some different, complementary legal advice from another legal centre. Underlying all this was Brenda's grief at having lost her husband, who would have taken care of these tasks.

The lawyer and social worker helped Brenda to understand the legal advice she had received, and the social worker provided counselling, goal setting and building confidence with emotional support and encouragement on regular phone check ins.

Brenda began to make progress but got derailed by her anxiety about talking to village management, so the social worker had several conversations focused on preparing for different scenarios, problem-solving and building courage to have difficult conversations. Brenda ultimately negotiated a price, refurbishment fee and selling process she was happy with.

The social worker followed up with practical support to help Brenda sell furniture online, search for affordable and secure properties near her sister and find a removalist. Brenda stated that having someone to encourage her, check in and problem solve with her regularly gave her the courage to tackle what had seemed an insurmountable task. She said her quality of life and wellbeing had really improved.

A life much better lived

Wiremu is a 24 year old Maori from New Zealand. He was charged with one wounding domestic violence offence. Wiremu says he was protecting his sister from her partner who was assaulting her.

When Wiremu's parents referred him to the Bail Support Program (BSP), he had been on remand for 10 months.

Wiremu presented to the BSP team as a shy and nervous young adult, desperate to fulfill any requirements to support a bail application. He reported no significant drug or alcohol issues other than an occasional binge drink with mates and was happy to attend alcohol and other drug counselling. He had already successfully completed a 'Kicking Habits' program while in custody.

To demonstrate Wiremu was not a risk on bail and had good community backing, the BSP social worker asked the parents to provide a letter to the court stating their ongoing support of him. A cousin provided an employment offer letter and the Street University youth worker provided a powerful character reference for Wiremu's bail application.

The BSP lawyer prepared Wiremu's bail application in the Supreme Court including Wiremu's affidavit to explain how he would comply with any bail conditions and his father's affidavit setting out the family support. The social worker prepared her own affidavit setting out the supports that she had put in place for Wiremu.

The prosecution opposed the application but the BSP lawyer convinced the Supreme Court Judge that Wiremu should be released on bail.

Prior to his release Wiremu agreed to all bail conditions including contact with Beenleigh Alcohol and Other Drug Service, the Street University, no contact with his sister or brother in law and regular reporting to police. Wiremu has been on bail for more than 180 days, commenced his job, complied with all bail conditions and continued to engage well with support services.

The Bail Support Program (BSP) was funded by Queensland Corrective Services to assist men on remand at the Arthur Gorrie Correctional Centre, the Brisbane Correctional Centre and the Woodford Correctional Centre to apply for bail and access necessary social support services.

The program used a best-practice social worker-lawyer intervention model. It was delivered by specifically trained lawyers, social workers and support staff to provide human-rights-focused social work support and legal assistance to men to attain bail. It also empowered them to address their psychosocial issues that may lead to offending or the cycle of incarceration.

This human-rights-based approach positioned the person on remand as a rights holder, whose rights were only limited in a way that is necessary, justifiable and proportionate. Their rights to the presumption of innocence, dignity and equality before the law, their right to a fair hearing and to humane treatment were not diminished by the fact that they were held in custody.

This human-rights-based approach also positioned the community as rights holders to life and protection of family and children. These rights were promoted when persons on remand received appropriate supports and access to service. The BSP enhanced community safety and cohesion through legal assistance and social supports that promoted post-release compliance with bail condition, and reintegration supports that addressed long-term prosocial behaviours, community contribution and a decrease of recidivism.

Unfortunately, at the end of the 2021–2022 financial year, Queensland Corrective Services declined to continue to fund the Bail Support Program, and the program ceased operating on 31 August 2022. We are seeking alternative funding elsewhere.

In the 2021–2022 financial year, our team assessed **1127** people on remand for eligibility for legal and social work assistance to make a bail application:

- **61** prisoners received legal and social work assistance to make a bail application.
- **25%** identified as Aboriginal or Torres Strait Islander peoples.
- **13%** were from culturally and linguistically diverse backgrounds.
- **72%** had a disability.
- **77%** of our applications were successful.
- **96%** of people released on bail did **not** return to prison.

Social work connections and bail brokerage

The social work component of our program was essential in ensuring that bail was granted and that our clients were able to comply with their bail conditions.

Our social workers assisted to address risks of recidivism and ensured our clients accessed housing, appropriate medical and mental health care, alcohol and other drug rehabilitation, domestic violence and men's behaviour change programs, and training and employment opportunities. Our program's funding included an amount of brokerage funding, which is used by our social workers to ensure that our clients' needs are met.

Coronial

The Queensland Coronial Legal Service is delivered in partnership with Townsville Community Law Inc. and provides advice and representation to bereaved families who are unable to participate in the coronial process, which they find overwhelming and alienating. We receive requests for assistance at all stages of the coronial investigation, as well as in relation to inquests.

In the 2021–2022 financial year we provided **99** families with legal advice and assistance. We represented **22** families in inquests and assisted **2** people to have non-inquest findings published.

The scope of our service

We have assisted clients in relation to various aspects of the coronial process including:

- negotiating where there is a dispute between family members about the burial or cremation plans for a person who has died
- applying for burial assistance grants where there are inadequate funds for the cremation or burial of a person
- making right-to-information requests to obtain information for clients not obtained through the coronial process
- corresponding with the workplace health and safety prosecutor
- making human-rights complaints about decisions made by the Queensland Police Service and other government agencies
- communicating family concerns about the circumstances of a death to the coroner
- advising and assisting family members to request an inquest where appropriate
- representing at and advising about inquests
- reviewing decisions made by a coroner.

We have used the inquest process to highlight and push for reform in relation to a number of systemic issues. We raised systemic issues relating to the response to domestic violence in three separate inquests. In two inquests the coroner accepted our suggestions for reform and made a number of recommendations in relation to police training, police procedure and multidisciplinary service responses. In the third inquest we highlighted a gap in the police training that had not been picked up in the earlier inquests. We are waiting to receive the coroner's findings in this inquest.

In another inquest we advocated for changes to the police training and the procedure manual in relation to police pursuits. Our suggestions were adopted by the coroner in her recommendations and police have begun to implement the changes.

We also advocated for changes to the way that Queensland Health communicate with the substitute decision makers of people who lack capacity to ensure that the substitute decision maker is appropriately informed of all significant health information and health care decisions. The coroner adopted our suggestions and made recommendations for reform directed at Queensland Health.

Some comfort in sad times

Sheree approached us requesting representation at the inquest into the death of her brother. Craig died aged, 45 years, while resident at the Jacana Rehabilitation Centre [Jacana]. An inquest was held because Craig's death was a death in care in circumstances which raised issues about his care.

Craig had been fit and healthy until he was 43 years old when he suffered a cardiac arrest and spent 10 months in Cairns Hospital. Craig made a significant recovery but was left with major cognitive deficits such that he lacked capacity to make financial or health care decisions.

Craig's family were recognised as his statutory health attorneys and advocated strongly for him.

Craig spent a further 13 months at Jacana where many of his functional gains regressed. Psychotropic medications were initiated without consent. Tragically, Craig died of a recurrent cardiac arrest in 2017.

Caxton represented Craig's sister and engaged a pro bono barrister to appear at the pre-inquest conference and inquest into Craig's death. We made written submissions that the care at Jacana be included in the issues for inquest, and an expert cardiologist be called. We also assisted Sheree to draft a personal statement.

Coroner Clements adopted a number of our submissions in her recommendations which addressed Queensland Health communication and consent processes involving statutory health attorneys.

After the findings had been delivered, we assisted Sheree to make a complaint to the Office of the Health Ombudsman about the care Craig received at Jacana.

The coroner's recommendations will assist families of people who have impaired capacity and must navigate the healthcare system.

DEALING WITH COVID-19 REGULATIONS

Caxton, like many other organisations, was impacted by the COVID-19 plan. Whilst we learned over two and a half years to work remotely and converted thousands of paper files to digital files, it was never simple to pivot to work remotely during a lockdown. For Caxton this process looked like this:

- move 60+ staff remotely over 24 hours, which meant people needed to get equipment and files from the office (sometimes on a weekend)
- find out how each key stakeholder is operating including courts, prisons, hospitals, aged care, Legal Aid Queensland and universities
- build a new 'day-time-only' calendar and convert (plus cancel where necessary) hundreds of evening advice appointments (delivered by volunteers) to day-time staff appointments
- plan two weeks in advance the type of appointments our clients can receive because we have to make decisions about whether we will be in lockdown and working remotely
- contact over a hundred volunteers to cease evening advice sessions and/or move to remote service delivery and work with them about when and how to reintroduce the sessions and readjust their rosters
- reorganise dozens of students from their usual face-to-face clinics to newly created live student-client sessions with day-time staff who have to conference call the students in to appointments and supervise them remotely
- deliver court, prison, hospital and aged-care services remotely using various different platforms
- continue recruitment and induction of new staff remotely
- consider the impact of all decisions on whether or not we can meet our deliverables across all the separately funded programs
- communicate service delivery adjustments to stakeholders where necessary.

COMMUNITY ENGAGEMENT AND LEGAL EDUCATION

Caxton undertakes community engagement and legal education activities and produces unique resources to increase community knowledge and self-confidence around legal issues, and to improve collaboration and referrals between service providers.

Justice in Focus Series Webinars

Elder abuse and coercive control

This conversation discussed the ways in which older people experience coercive control as elder abuse. Experts in the field talked through this complex issue and considered what it would take to improve the safety of people of all ages.

Panelists Dr Heater Nancarrow, Thelma Schwartz and Helen Wallace explored the connections and differences in this form of violence as it plays out in intergenerational relationships and intimate partner settings.

The event was chaired by ABC Radio National journalist Paul Barclay.

Health justice partnerships: possibilities for Queensland

Many people experience problems outside their control that affect their health yet cannot be fixed by healthcare alone.

Internationally and increasingly in Australia, health justice partnerships are being utilised to bridge the gap and offer an innovative service model, with promising outcomes. Caxton Legal Centre's collaboration with Metro South Health, the Older Persons Advocacy and Legal Service Health Justice Partnership (HJP), is one such service.

In this webinar, chair Dr Anne-Louise McCawley and panelists Tessa Boyd-Caine, Tilé Imo and Fiona Trad discussed the ways that HJPs enable both legal and health partners to fulfill their mission of providing client-centered care, and the possibilities for the HJP model within Queensland.

International Human Rights Day

The International Human Rights Day acknowledges the adoption of the Universal Declaration of Human Rights by the United Nations General Assembly in 1948. This year's theme was 'Equality—Reducing Inequalities, Advancing Human Rights'.

To celebrate this important date, Caxton suggested to publish a series of human rights articles in the Queensland Law Society's law magazine *Proctor*.

The articles have been authored by Caxton staff, other community legal centres and members of the legal profession and included a write up about the UQ/Caxton Human Rights Case Law database, which aims to record a summary of key information of the case notes of every case that mentions the *Human Rights Act 2019* (Qld). The first 100 reasons/judgements that mentioned the Act were handed down between October 2019 and April 2021. Other articles addressed the restricted prisoner declarations, the housing crisis and disability discrimination.

Attorney-General's visit to Caxton

The Attorney-General, the Hon. Shannon Fentiman MP, visited Caxton on 23 March 2022 and met with our staff, management committee and volunteers to showcase the programs we deliver and discuss gaps in service delivery.



from left: Klaire Coles, Coronial and Custodial Justice Practice director, Dan Rogers, President, the Hon. Shannon Fentiman MP, Attorney-General, Cybele Koning, CEO, and Leanne Collingburn, MC member.

COMMUNITY ENGAGEMENT AND LEGAL EDUCATION CONT.

World Elder Abuse Awareness Day

Caxton Legal Centre joined forces with the Elder Abuse Prevention Unit, Brisbane City Council and Council on the Ageing to host a day of entertainment for seniors in the Queen Street Mall to celebrate World Elder Abuse Awareness Day and to raise awareness about elder abuse, financial protections and available support services.

The partners each contributed funds to cover the cost of performers and 15+ sector stakeholders participated.

We engaged 1000+ community members with plenty of entertainment on stage and at the connection space where service providers could initiate conversations about elder abuse and prevention.



from left: Mark Tucker-Evans, CEO COTA, Jonty Bush MP, our special guest the Hon. Dr Kay Patterson AO and a grannie on stilts



Nobody minds a little bit of dancing on a cold morning.
Everybody NOW heated up the space with an interactive dance performance.



Q & A with Tilé Imo, Older Persons Advocacy and Legal Service, and John Chesterman, Public Advocate

Welcome to Country (from left) Ashley Ruska, Rebecca Wilson, Mark Tucker-Evans, Jonty Bush, The Hon. Dr Kay Patterson AO, Caxton's CEO Cybele Koning and MC Kate McDonald.



COMMUNITY ENGAGEMENT AND LEGAL EDUCATION CONT.

Dame Quentin Bryce Award 2021

The Dame Quentin Bryce Domestic Violence Prevention Advocate Award recognises and rewards outstanding activities in the prevention of domestic violence in Queensland, and reflects the commitment and professionalism of the recipient. Celebrated once per year at the Legal Professional Breakfast, the announcement of the award is a moment when the legal profession acknowledges its shared vision to end all forms of violence against vulnerable individuals.

In 2021, our CEO Cybele Koning won this award in recognition of her tireless commitment to preventing elder abuse.



Community Legal Education Activities and Resources

Our community legal education (CLE) activities included:

- several CLEs for practitioners and community organisations about the Human Rights Act—trends, scope and how to use the Act in legal proceedings
- webinar on sexual harassment at work in Queensland
- credit and debt clinic training delivered to volunteers
- presentation at a community forum about challenging racism using the Anti-Discrimination Act and the Human Rights Act; organised by the Institute for Collaborative Race Research
- work with an alliance of discrimination lawyers to develop a law reform plan for the Anti-Discrimination Act
- delivery of 37 Queensland Retirement Village and Park Advice Service CLE group presentations to residents in manufactured home parks and retirement villages across Queensland
- webinar for Community Legal Centres Queensland on helping flood-affected clients with insurance claims
- contribution to five Insurance Council of Australia townhall meetings across South East Queensland (about floods)
- presentation of CLE on flood insurance at a townhall meeting by Yeronga Community Plus
- presentation of CLE about cash settlements to the flood-affected Yeronga/Rocklea/Oxley community
- presentation to staff and coroners of the Coroners Court of Queensland on the experience of clients in the coronial jurisdiction
- bi-lingual session with part of the Chinese community about elder abuse and financial protections
- Seniors Month event presentation on elder abuse as a guest of the Cooper Electorate
- Logan Loves Seniors stall at event organised by Logan City Council
- delivery of 34 Older Persons Advocacy and Legal Service information sessions to health professionals addressing elder abuse in health settings including red flags training.

WE ARE FIGHTING FOR JUSTICE

Law Reform

Caxton staff are passionate about advocating for the rights of our clients. Our senior lawyers are experts in their fields of practice and bring decades of experience to their work. Caxton lawyers work strategically within the sector, consulting other submissions and working cooperatively and supportively with other legal centres in order to efficiently gain the most impact from submissions.

This year, Caxton Legal Centre provided a submission to the Parliamentary Community Service and Support Committee in relation to the Criminal Law (Raising the Age of Criminal Responsibility) Amendment Bill 2021. This builds on our earlier work with Kingsford Legal Centre in New South Wales and the Human Rights Law Centre in Victoria coordinating submissions to the United Nations Universal Periodic Review of Australia's human-rights record.

The current legislated age of criminal responsibility overwhelmingly and detrimentally affects Aboriginal and Torres Strait Islander families and their children, who, consequently, also make up the majority of children in watchhouses. Our Human Rights and Civil Law Practice senior lawyers, along with pro bono partner and management committee member Matt Jackson have been advising families caught in this situation alongside their law reform advocacy. Although the Bill has been defeated, Caxton will continue to work with and support other community legal services in advocating to raise the age.

Other work included submissions to the:

- Parliamentary Review of Queensland's Anti-Discrimination Act (contribution to joint *Ten Point Plan for a Fairer Queensland* discussion paper)
- Parliamentary Inquiry into Serious Vilification and Hate Crime
- Parliamentary Taskforce on Coercive Control and Women's Experience in the Criminal Justice System
- Queensland Law Society (QLS) Elder Abuse Joint Issues Paper (feedback via Joint Issues subcommittee to the QLS Elder Law Committee)
- Parliamentary Review of Inspector of Detention Services Bill 2021 (attendance at the consultation workshop)
- Queensland Parliament Inquiry into Social Isolation and Loneliness in Queensland

- Parliamentary Inquiry into Child Protection Reform and Other Legislation Amendment Bill 2021 (feedback submitted through QLS)
- Parliamentary Inquiry into Working with Children (Indigenous Communities) Amendment Bill 2021
- Queensland Law Reform Commission, A Framework for a Decriminalised Sex Work Industry in Queensland
- *Workplace Health and Safety Act 2011* (Qld) s 231 (letter to the minister)
- Magistrates Courts Criminal Procedure Review
- Law Council of Australia's 'Missing Middle' project (November 2021)
- Consultation on the Queensland Government's development of the National Legal Assistance Partnership Strategy and Action Plan (November 2021)
- Consultation with the Public Advocate on an adult safeguarding regime (December 2021)
- Participation in the Australian Housing and Urban Research Institute research project business models, consumer experiences and regulation of retirement villages
- Participation in Elder Abuse Action Australia's sector-led input into the next National Plan on Elder Abuse
- Speaking at UN Economic and Social Commission for Asia and the Pacific briefing of stakeholders on a consultation in the Pacific regarding elder abuse and furthering the review of the Madrid International Plan of Action Ageing.

Community Engagement and Networks

We connected the legal issues our clients experience with sector networks to collaboratively bring about legal and social reform and improved services. We regularly attended the:

- Community Legal Centres Queensland management committee
- ASIC forum for stakeholders to discuss credit issues
- Queensland Human Rights Commission Human Rights Advocates Forum
- Victims of Crime/Victims Assist forums
- Employment Law Network and the Queensland Employment Law Catch Up convened
- Community Legal Centres Australia Human Rights Network

WE ARE FIGHTING FOR JUSTICE CONT.

- Financial Literacy Action Group Information Exchange
- Consumer Advocates Forum
- National Elder Abuse Conference in February 2021 [delivered presentations]
- National Financial Counselling Conference [delivered presentations]
- Elder Abuse Action Australia (EAAA) board membership, a peak body funded by the Commonwealth Attorney-General's Department
- Elder Abuse Prevention Unit Reference Group
- EAAA Advisory Group as a member to guide their work
- Gold Coast Elder Abuse Response Panel
- Older Persons Legal Services Network of CLCs providing elder abuse services (supported by Community Legal Centres Australia)
- meeting of Queensland CLCs delivering Seniors Legal and Support Services
- CLC Community Services Network linking social work and community services professionals around Australia (supported by Community Legal Centres Australia)
- Seniors Financial Protections Service networks and partners:
 - » National Seniors
 - » World Wellness Group
 - » Financial Counselling Association of Queensland
 - » Beenleigh Community Centre
 - » Brisbane Central Seniors Network
 - » Central Interagency Network
 - » Financial Literacy Action Group in Logan
 - » Healthy Ageing Hub
- Nurse Navigator Network meeting
- OPALS presentation to Rural and Remote Social Work Network meeting
- Redlands Seniors Expo
- Homeless Connect event (SLASS and OPALS presented an information session)
- Queensland Law Society's:
 - » Access to Justice and Pro Bono Committee
 - » Human Rights and Public Law Committee
 - » Elder Law, Family Law, and Health and Disability Law committees
 - » cross-committee working group on domestic and family violence law reform issues
- EAAA Content Committee for the national elder abuse knowledge hub Compass
- EveryAGE Counts Coalition as part of our strategic commitment to focus on the legal needs of older persons experiencing elder abuse with ageism being at the heart of this problem
- Best Practice and Evidence Based Working Group Legal Assistance Forum
- Community Legal Education Legal Assistance Forum
- Child and Family Legal Assistance Forum steering committee
- Family Law Pathways Network steering committee
- Brisbane Magistrates Court (domestic violence) stakeholders group
- Elder Abuse Prevention Unit reference group
- Gold Coast Elder Abuse Response Panel
- Health Justice Community of Practice
- QCOSS CEO Network.

WE ARE FIGHTING FOR JUSTICE CONT.

Human Rights and Guardianship Reforms project

Caxton has delivered its signature human-rights project of the year. The major portion of the project is a suite of modules including:

- Module 1: Human-rights practice, older people and adults with disabilities
- Module 2: Supported decision making
- Module 3: Future planning and enduring documents
- Module 4: Assessing capacity for decision making: foundational
- Module 5: Assessing capacity for decision making: advanced.

These were developed with a grant from the Legal Aid Queensland Community Legal Education collaboration fund and secondment of Dr Anne-Louise McCawley from Queensland Health for specialist input. The Age Discrimination Commissioner the Hon. Dr Kay Patterson AO launched the modules for us in June 2022 at the office of Clayton Utz, our pro bono partner in delivering the project. This is being followed up by high-level round-table forums to bring human rights to the forefront in discussions about guardianship and decision making.

Multicultural Justice Involved Network

People from multicultural backgrounds are increasingly over-represented within the criminal justice, prison and forensic mental-health settings. They often face unique experiences of disadvantage within these systems due to language, and cultural and racial differences, which lead to poorer outcomes for individuals and the community as a whole. The Multicultural Justice Involved Network has been developed in response to this with the aim to:

- bring together services and stakeholders working within the multicultural, criminal justice and forensic mental-health settings
- identify existing supports and gaps in the supports for people from multicultural backgrounds involved in the criminal justice system
- create a platform for advocacy to address the systemic issues identified for people from multicultural backgrounds
- identify opportunities for funding and partnerships to deliver direct services to people from multicultural backgrounds involved in the justice system
- consult with multicultural communities to develop a community-informed response to the issues identified, both with advocacy and direct services.



WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES

First Nations Plan

The current Caxton First Nations plan was developed by the First Nations working group, the management committee, and the executive management team of Caxton over a period of 12 months with consultations led by Samantha Wild, a senior consultant with Awakening Cultural Ways. A First Nations deliverables group was tasked with putting the plan into action.

The First Nations Plan falls within Caxton's Strategic Pillar 3 *Working Together* to '...deepen[ing] our reconciliation journey in ways that are localised and contextual to the community we serve'.

Our First Nations Plan has been in operation since March 2021. The Chair of our First Nations working group and staff have made an enormous contribution to our reconciliation activities under our four First Nations Plan pillars: relationships, respect, opportunities and governance.

The First Nations Plan deliverables group held an introspection meeting on 30 June 2022 to assess our progress mid-way through the plan.

The past 12 months have been a difficult time for community due to the continuing presence of COVID-19 and flooding earlier in 2022, which affected people's health and energy levels. This has, inevitably, had flow-on effects for progress on our First Nations Plan.

There are some things that we were doing really well, including work that has arisen organically. In some activity areas we were making slow but good progress. There were other areas where a realignment with our strategic priorities would bring greater opportunities to achieve our reconciliation aims.

Relationships

In the relationship realm, in particular, we have made most progress in areas that align with our ongoing work. We have built a strong relationship with Uniting Care Time for Grandparents where Caxton provides legal advice, casework, education and social support for First Nations grandparents. Our relationship with the Institute for Urban and Indigenous Health enables warm referral pathways and joint advocacy on law reform.

Caxton supported NAIDOC activities in Logan Central and at the Murri School. We typically provide information, face painting and hair spraying, activities that are very popular with young children. Many community members and other organisations seek out information about our services.

CLASS reports indicate that the proportion of First Nations clients across all of our programs was **6.68%** in 2020–2021 and **6.98%** in 2021–2022. Ongoing, we propose to maintain this proportion as a minimum and aim to double this proportion for casework clients.

We have embedded a tradition of acknowledging National Reconciliation Week, including National Sorry Day, and providing staff, volunteers and the management committee with opportunities for reflection and participation in events to mark these important remembrance days.

Our plan and other information have been published on our website, and our CEO reports regularly to the management committee and executive management team on First Nations Plan activities. Staff are kept informed via CEO updates and on Yammer. We have not, as initially planned, distributed a dedicated quarterly newsletter.

First Nations issues were addressed in all law reform submissions where relevant. Caxton collaborated with First Nations organisations to develop submissions. The Chair contributed via the Queensland Law Society's First Nations Committee and as a member of the Law Council of Australia. We are currently supporting the Raise the Age campaign and have commissioned research on cultural reports for our Justice in Focus Series.

The Chair was monitoring and providing guidance on engagement opportunities for the Path to Treaty. Only recently have governments at state and federal level started actively pursuing progress on this process.

We have identified four other organisations with Reconciliation Action Plans and have started working with three of them for the purpose of actioning our plan. This is short of the number of organisations that we intended to identify, and we have not had opportunity to review their plans and identify common goals.

WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES CONT.

Caxton set out to articulate a human-rights-based partnering and engagement approach for its work with First Nations people and organisations. Upon reflection, our capacity to engage in culturally safe and appropriate ways is better served through more opportunities for cultural awareness training and immersion. We have focused on this instead.

Rather than generating new content for the current website, we have concentrated our efforts on ensuring that Caxton's website is culturally safe and inclusive for First Nations individuals and organisations seeking to engage with Caxton.

Since the plan commenced, the management committee has reviewed its priorities for communications and community engagement. The strategy is now aimed at providing legal information and drawing attention to law reform submissions that we have prepared on systemic issues. Instead of preparing a social media blog for each program every year that tackles systemic issues that impact Aboriginal and Torres Strait Islander peoples' human rights and access to justice, the revised deliverable realigns to the communications strategy. We published legal information that is not otherwise available that will assist First Nations peoples to better understand and advocate for their rights. We published selected law reform submissions to highlight areas of systems reform that are needed to improve the fairness of laws and systems for First Nations peoples.

Respect

We are doing particularly well on those aspects of the plan that can be managed internally. For example, we have included cultural awareness materials in our induction packages, enabled staff and committee members to attend cultural-awareness training and learning opportunities, shared resources and experiences internally through Yammer and regularly reported on activities. We analysed and communicated to staff and the sector data about Aboriginal and Torres Strait Islander clients, legal problem types and social support needs for the purpose of improving our service delivery to First Nations clients.

We have developed, and widely use, an Acknowledgement of Country. We ensured appropriate referencing and terminology in our publications and have developed a list of key contacts to do a Welcome to Country at significant events.

While client services staff undertook cultural-competency training with all staff members, it was still desirable for them to receive specific training for their role.

The sale of the Manning Street building has precluded us following through with the collaborative art project listed in the plan. This will be revisited when new premises are secured.

The plan committed Caxton to identify and apply for funding to undertake small projects that focus on the preservation of First Nations languages, and projects in communities that focus on the preservation of history and elder stories from an Aboriginal perspective. In retrospect, Caxton did not have the capacity to undertake projects that are not well integrated with the services it delivers. It would be preferable that the focus for small projects is on building the cultural capability of staff to provide culturally safe and inclusive services to First Nations clients. Nor did we have the capacity to produce an audio visual resource on Welcome to Country. However, our Acknowledgement of Country is observed at important meetings, on email signatures and on Caxton's website.

Opportunities

Caxton's leave entitlements policy has been reviewed with respect to cultural leave entitlements. We also have recruitment procedures in place to advertise to First Nations peoples and have not identified any barriers in our employment contracts. Two of our management committee members identify as Aboriginal and we have three full-time staff who identify as First Nations peoples (6% FTE), twice the state and national average for percentage of staff. Caxton regularly procured goods and services, especially catering, from our list of First Nations preferred suppliers.

The schools project has had some success and some hurdles. The Chair has worked closely with Mabel Park State High School and we have attempted to introduce student workplace opportunities. The CEO worked with Hymba Yumba to arrange a meeting but this did not progress. The CEO has also been working with a law firm to explore mentoring at Glenala High School. We attended the Murri School NAIDOC event, and a management committee member is providing some connections with the school for a laptop redistribution program. All of these activities are very time intensive so we progress them slowly.

WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES CONT.

Engagement with universities to support First Nations students has at times been well progressed and at other times patchy. We have reached out to University of Queensland, Queensland University of Technology and Griffith University, we have attended the 'meet the profession' events and we have engaged with cultural liaison and support units, and staff. We have a dedicated pathway on our website for First Nations students to undertake practical legal training and social work placements, and legal clinics.

A scholarship/internship program is desirable to create an identified role and opportunity to support First Nations students to build their capacity to deliver legal and/or social work services.

Governance and Tracking Progress

Most of the deliverables under this section have been completed or were reported on a regular and ongoing basis. The Chair continues to be allocated a day a fortnight for First Nations activities.

First Nations external working group meetings have been very difficult to arrange throughout the COVID-19 pandemic, though internal First Nations deliverables group meetings have continued. There was a need to provide external members with a redefined and targeted role that is respectful, supportive and meaningful but that does not act as a drain on their resources. A reimagined role that provides external members with meaningful engagement but that can be filled on an individual basis is required so that work on and review of the plan are not reliant on having all external members available at the same time.



Terry Stedman is a descendant of the Kamilaroi people. He works as a lawyer in the Family, Domestic Violence and Elder Law Practice.

Highlights of our Reconciliation Work

Learning about culture

In October, Margaret Hornagold, an external member of our First Nations Action Plan reference group, hosted a lunch-time Yarning Circle on Advocacy, Activism and Allyship for staff, students and volunteers at Caxton.

In November, members of the management committee and the executive management team undertook cultural-awareness training with Tom Kirk (pictured). Tom's engaging presentation taught our members a lot about First Nations peoples' perspectives, kinship structures and the struggle to find a way forward together.

He encouraged us to explore feelings, not just gain head knowledge.



Caxton staff at the cultural-awareness training with Tom Kirk.

WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES CONT.

Celebrating NAIDOC

2021 NAIDOC activities were held in September rather than July due to COVID-19. The face painting and hair spraying that we ran from our stall at the celebrations in Logan Gardens were a big hit with the little ones and the not-so-little ones.



Caxton staff visited the Royal Brisbane and Women's Hospital acknowledging National Sorry Day.

National Sorry Day

We had two activities on National Sorry Day in May. Ten of us were able to travel across to the Royal Brisbane and Women's Hospital where we were guided by Geoff Binge to view Uncle Reg Knox's sculpture in a grotto under the hospital.

Geoff also introduced us to staff from the Indigenous Unit who spoke about their work and took us on a tour of their office and historical displays. This visit opened opportunities to develop new connections and referral pathways as we establish a Health Justice Partnership with Metro North from mid-2022.

In the afternoon, we enjoyed afternoon tea while watching and then discussing videos from the Logan Elders' Aunties and Uncles Digital Stories Project.

WE ARE GUIDING THE NEXT GENERATION OF LEGAL PROFESSIONALS

Student Clinics

This year we welcomed law students from the Queensland University of Technology (QUT), Griffith University and the University of Queensland (UQ) to participate in our dedicated family law, consumer law and general law clinics.

The clinic experience at Caxton provides students with an invaluable work-integrated learning environment. Depending on the particular clinic, students have the opportunity to take instructions from clients, conduct legal research, draft legal advice under supervision, observe the provision of legal advice given by staff and volunteer lawyers, and observe our duty lawyers in action in the Magistrates Court and family law courts.

The February 2022 weather and flood event led to affected individuals requiring specialised legal advice. On short notice, the UQ student consumer clinic pivoted to focus on flood-related legal issues and provided for students to develop expertise in a topical issue impacting the community. In addition to giving advice, the clinic drafted letters of demand and initial correspondence to help clients resolve their issues on their own. Clients assisted by the clinic received more intensive help than they otherwise would have if staff were providing those services on top of their existing workload.

We also hosted students at our evening advice sessions and within our Family Law and Domestic and Family Violence Duty Lawyer services. As usual, this clinic is popular amongst students and contributes to the successful running of our client services.

Zak Cassells, QUT Student provided the following feedback:

'The support, inclusivity and learning opportunities at Caxton ensured my placement experience was one of the biggest highlights of my legal studies. During placement, I witnessed first-hand the hardships disadvantaged members of our community face when dealing with the Australian legal system. By volunteering alongside talented lawyers, I learnt that legal practice is not always as cut and dry as a textbook or lecture might make it seem. Evening advice sessions illuminated the lasting, life-altering impact legal issues can have on vulnerable clients' mental, physical, reputational and financial wellbeing. Learning opportunities during client-advice sessions went well beyond what could

be achieved in a classroom, plus I had the chance to get to know a variety of outstanding legal role models. The lessons and exposure Caxton provided has renewed a personal ambition to prioritise community service and will undoubtedly serve as an invaluable asset to my ongoing development as a future lawyer.

Secondment at Caxton

Caxton has had the privilege of various secondment arrangements with our pro partner law firms Norton Rose Fulbright, Barry.Nilsson. and HWL Ebsworth. These secondments are for graduate lawyers who are embedded into one of Caxton's programs as part of their graduate rotation program. The secondment is for a minimum of eight weeks and up to six months. The secondees played a critical role at Caxton. They helped us meet some of the demand for services and provided a connection for client work between our services and more specialist assistance from our partner law firms. Thank you to the firms who have so generously collaborated with us on our secondment program.

My experience as a secondee

I had the great pleasure of undertaking a six-month secondment at Caxton Legal Centre as part of Norton Rose Fulbright's pro bono program. I worked in Caxton's Family, Domestic Violence and Elder Law Practice and assisted its lawyers and social workers across all programs. In particular, I provided advice to a number of clients experiencing issues with domestic violence, and worked closely with individuals experiencing elder abuse.

It was very much an eye-opening experience in a number of ways. I learnt a lot about areas of law that I would have never otherwise experienced and learnt so many lessons from Caxton's talented and dedicated lawyers.

Working closely with social workers and seeing how Caxton's multidisciplinary social worker-lawyer model works was a key highlight of my time. Where the legal support I was able to provide could not address all of a client's issues, I knew I could turn to a social worker to help the client through their problems.

I am really grateful to the entire team and organisation for being so welcoming and allowing me to get involved. I will certainly remember many of Caxton's colourful and brilliant clients throughout my career.

VOLUNTEERING IS WORTH A MILLION DOLLARS

The Extraordinary Contribution of our Volunteers

10 062 hours of assistance per annum at a value of **1.4 million dollars**

Each year we cannot thank you enough. To our clients you provide thousands of hours of legal advice and pro bono representation. To our centre you provide research and organisational support. You answer phone calls, provide legal information and referrals, and perform administrative, paralegal and intake duties. You fill management committee roles and provide rotating secondments.

Your time and talent is priceless, and words rarely match the level of gratitude we would like to show you, our incredible volunteers—it goes far beyond a humble THANK YOU!

A survey amongst our volunteers was answered by 44 people representing approximately 50% of volunteers in any given month.

95% of volunteers feel like their contribution has an impact.

98% feel their contribution is valued and acknowledged by Caxton.

91% feel well supervised and supported while providing legal services at Caxton.

82% have been able to improve their understanding of broader community issues through volunteering at Caxton.

73% say volunteering offers a unique opportunity to gain experience in new and different areas of law.



Our Patron The Hon. Margaret McMurdo AC with Caxton staff at the volunteers party.

from left: Margaret Hornagold (external member, First Nations Action Plan reference group), our Patron the Hon. Margaret McMurdo AC, Dan Rogers, President, and Terry Stedman (Chair, First Nations Plan) at the volunteers party.



VOLUNTEERING IS WORTH A MILLION DOLLARS

Thank You! to our Amazing Volunteers and Pro Bono Partners

Law Firms

Allens
Ashurst
Barry.Nilsson.
Clayton Utz
Hall & Wilcox
Herbert Smith Freehills
Hopgood Ganim
Maurice Blackburn
McInnes Wilson
MinterEllison
Norton Rose Fulbright
Sean Thomas Lawyers

Barristers

Ben Taylor
Bianca Mendelson
Bridget O'Brien
Damien Payard
Duncan Marckwald
Emily Lewsey
Jenna Bonner
Michael Holohan
Nicholas Andreatidis
Patrick Wilson
Pawel Zielinski
Reiman Hii
Scott Carter
Shane Monks
Sophie Harburg
Stephen Colditz

Lawyers

Aaron Santelises
Abigail Braid
Adam Moschella
Alexander Stewart
Andrew Owens
Andrew Wydmanski
Anita Marie Hall
Ashleigh Shea
Avril Cowarn
Bradley Ellacott
Brianna Bullock
Brittany Anderson
Cameron Niven
Carly Traeger
Carolyn Buchan
Chloe Heterick
Claudia Richardson
Damien Janbroers
Daniel Clare
Dean McNulty
Ebony-Jade Dignan
Ed Whitton
Elena Marchetti
Elizabeth Harvey
Ellie Basingthwaight
Emma Kirkby
Erin Cunningham
Eustacia Yates
Fergus Savage
Fiona Banwell
Grace Hooper
Graeme Haas
Harry McDonald
Helen Donovan
Hongi Han
Isaac Douglas
Jack Crittenden
Jack Holmes
Jack Kennedy
Jacob O'Shaughnessy
Jaimee-Lee Jessop
Jake Magee
James Hall
James Torcetti

Jane Guerin
Jane Kam
Jay Tseng
Jessica Grumelart
Jessica Heron
Jessie Schreiber
Joe Sherman
John Nguyen
Jonathan Law
Josh Mennen
Joshua Williams
Julian Walsh
Kaitlin De Souza
Kate Adnams
Kay Rosolen
Ken Mackenzie
Kurt McDonald
Kylie Bell
Leo Strachan
Lily Porceddu
Linda Cho
Lisa Walker
Louise Hogg
Luke De Michele
Lynette Vanderstoep
Matthew Proctor
Maxwell Walker
May-Ann Chen
Melina Chalmers
Melody Martin
Michael Bonasia
Michael Rodrigues
Michelle Cowan
Mitchell Cunningham
Natalie Morris
Neha Pillalamarri
Neil Paris
Nick Dowse
Nicole Smith
Nigel Saines
Niki Schomberg
Paul Cameron
Paul Lucas
Phil Hall
Polly Richardson
Rachel Smith
Robert Stevenson

Sally Newman
Samantha Ramsay
Sarah Pascoe
Sarah Plasto
Scott Thompson
Sean Mei
Shannon Chen
Shaun Chng
Sherrieanne McInnes
Stephanie Ewart
Stuart Unwin
Sue Weber
Susan Donkin
Tayla Kilkeary
Tayleigh Jenkins
Thomas Allen
Tiana Harris
Tiela Morrison
Tim Murray
Tim Wise
William Chan
William Schoenmaker
Yusuf Furgan

Law graduates and students

Ann Nguyen
Astrid Easton
Brooke Denholme
Chloe Blumfield
Ellie Conroy
Imogen Forster
Lara Boland
Leah Clapa
Lucy Duke
Nicola Baker
Robert Clarke
Sally Browne
Sally Ross
Sebastian Kerr
Shaahid Hussain
Sophie Blatcher
Stephen Fyfe
Thomas Bell
Zak Cassells

TREASURER'S REPORT

Caxton Legal Centre finished the 2021–2022 financial year with a surplus of \$1 556 074 on a revenue base of \$8 011 459.

Non-extraordinary income for the year increased by 2.8%, indicating that 2021–2022 was a year of stabilisation as the effects of COVID-19 gradually reduced and one-off funding support from the federal and state governments eased.

Overall income was heavily impacted by the sale of Caxton's primary location of 1 Manning Street, which occurred late in the financial year. The gain on sale of this asset was \$1 835 093.

Setting aside the sale of 1 Manning Street, Caxton Legal Centre had an operating loss of \$279 019. Key factors in this loss are:

- an expenses increase of \$525 876 for the financial year. 16% of expenses for the year were operational, with the remaining 84% related to employee expenses
- the nature of Caxton's pay cycle, which means there were 27 instead of 26 full pay runs in the 2021–2022 financial year. This largely explains the loss attributable for the financial year as revenue was based on only 26 fortnights
- the exit of several long-term staff, which saw entitlement payments increase by 85% compared to the previous financial year.

While this helped improved the balance sheet position, it did have an adverse impact on the financial result for the year.

The opportunities available to Caxton following on from the sale of 1 Manning Street are vast. We continue to look for an appropriate building for the centre.

The balance sheet position is excellent with a current ratio of 4.45. Our net equity was \$4.4 million. Caxton is well placed to enter the 2022–2023 financial year with this strong balance sheet and significant cash at hand to redeploy to meet its strategic objectives. The next five to ten years of Caxton's financial future will be determined by the prudent, careful and strategic decisions made by the management committee over the coming months.

Wage pressures will affect Caxton throughout 2022–2023. The SCHADS Award enjoyed a 4.6% increase for award-based employees while most funding was indexed to 2.88%. Negotiations about improving these indexation amounts for all affected organisations are ongoing with Cybele Koning and the management committee.

Since the completion of the financial year, new funding has been secured and the organisation is set to operate its largest headcount and highest funding quantum ever. The resilience of the administration and professional teams are strong and the organisation is engaged with and excited by the opportunities presenting themselves in the months and years ahead as we advance our strategic priorities.

OUR MANAGEMENT COMMITTEE

President: Dan Rogers
Secretary: Kristin Ramsey
Treasurer: Louise Cox

General members:

Alf Davis
Amanda Alford
Bernard Curran
Kevin Lambkin (retired September 2021)
Leanne Collingburn
Margaret Arthur (retired September 2022)
Mark Thomas
Matt Jackson
Wendy Mulcahy (retired September 2021)

FUNDING SOURCES AND PARTNERSHIPS

Caxton Legal Centre gratefully acknowledges our state and national funding bodies for the various programs across our four practices that deliver frontline services for vulnerable Queenslanders. In particular, we acknowledge the Commonwealth Attorney-General's Department, and state departments of the Justice and Attorney-General; Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships; Communities, Housing and Digital Economy

and Queensland Corrective Services. We would also like to thank our partner Metro South Health for the ongoing support for the very successful Older Persons Advocacy and Legal Service. Thank you also to our partners at the three major Brisbane universities, who helped to organise and staff the university law student clinics, and co-presented the Justice in Focus Series events.

Funding



Australian Government

Funded by



**Queensland
Government**

Partners

**Metro South
Health**



National Seniors
AUSTRALIA



FINANCIAL REPORT

1.

CAXTON LEGAL CENTRE INC. STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022	2021
Revenue	2	6,092,481.63	5,899,774.16
Other Income	2	83,885.87	108,722.17
Gain on sale of Land and Buildings		1,835,093.41	-
Employee benefits expense		(5,431,571.73)	(4,977,624.07)
Depreciation and amortisation expense		(43,589.37)	(85,726.99)
Insurance		(23,044.19)	(16,956.53)
Motor vehicle and travel expenses		(41,318.31)	(33,354.88)
Property Expenses		(72,720.23)	(55,629.85)
Staff training and development expenses		(88,477.51)	(81,283.31)
Audit, legal and consultancy fees		(60,697.45)	(40,793.77)
Client support services expense		(335,803.55)	(293,925.17)
Other operating costs		(358,163.63)	(344,216.74)
Current year surplus before income tax		1,556,074.94	78,985.02
Income tax expense		-	-
Net current year surplus		1,556,074.94	78,985.02
Other comprehensive income		-	-
Total comprehensive income for the year		1,556,074.94	78,985.02
Total comprehensive income attributable to members of the entity		\$1,556,074.94	\$78,985.02

The accompanying notes form part of these financial statements.

2.

CAXTON LEGAL CENTRE INC.
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2022

	<u>Note</u>	<u>2022</u>	<u>2021</u>
ASSETS			
Current Assets			
Cash at Bank - On Hand	3	5,672,358.28	1,646,180.91
Debtors & Prepayments		157,887.93	323,212.29
Deposits		48,918.33	585.00
Total Current Assets		5,879,164.54	1,969,978.20
Non-Current Assets			
Fixed Assets	4	9,051.39	2,508,305.01
Right of Use assets	5	-	12,435.00
Total Non-Current Assets		9,051.39	2,520,740.01
TOTAL ASSETS		\$5,888,215.93	\$4,490,718.21
LIABILITIES			
Current Liabilities			
Creditors & Accruals		398,018.90	395,405.74
Employee Provisions		580,480.54	558,832.72
Contract Liability	7	343,058.71	491,382.47
Lease Liability		-	12,120.00
Total Current Liabilities		1,321,558.15	1,457,740.93
Non-Current Liabilities			
Employee Provisions		170,091.59	192,486.03
Total Non-Current Liabilities		170,091.59	192,486.03
TOTAL LIABILITIES		1,491,649.74	1,650,226.96
NET ASSETS		\$4,396,566.19	\$2,840,491.25
MEMBERS FUNDS			
Retained Surplus		4,396,566.19	2,840,491.25
TOTAL MEMBERS FUNDS		\$4,396,566.19	\$2,840,491.25

The accompanying notes form part of these financial statements.

3.

CAXTON LEGAL CENTRE INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2022

	<u>Retained Surplus</u>	<u>Total</u>
Balance at 1 July 2020	\$2,761,506.23	\$2,761,506.23
Comprehensive Income		
Surplus for the year attributable to members of the entity	\$78,985.02	\$78,985.02
Total comprehensive income attributable to members of the entity	\$78,985.02	\$78,985.02
Balance at 30 June 2021	\$2,840,491.25	\$2,840,491.25
Balance at 1 July 2021	\$2,840,491.25	\$2,840,491.25
Comprehensive Income		
Surplus for the year attributable to members of the entity	\$1,556,074.94	\$1,556,074.94
Total comprehensive income attributable to members of the entity	\$1,556,074.94	\$1,556,074.94
Balance at 30 June 2022	\$4,396,566.19	\$4,396,566.19

The accompanying notes form part of these financial statements.

4.

CAXTON LEGAL CENTRE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022

	<u>2022</u>	<u>2021</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Interest	349.35	469.77
Other	260,503.28	260,505.99
Cash flows from Government Grants	5,921,315.75	5,924,699.72
Payments		
Suppliers and Employees	(6,453,712.40)	(5,671,282.53)
Net cash provided by (used in) operating activities	<u>\$(271,544.02)</u>	<u>\$514,392.95</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for purchase of plant & equipment	-	-
Sale of Plant & Equipment	6,822.73	-
Sale of Land & Buildings	4,303,192.66	-
Net cash provided by (used in) investing activities	<u>\$4,310,015.39</u>	<u>-</u>
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Repayments of Lease Liabilities	(12,294.00)	(12,812.00)
Net cash provided by (used in) financing activities	<u>\$(12,294.00)</u>	<u>(12,812.00)</u>
Net increase (decrease) in cash held	4,026,177.37	501,580.95
Cash at beginning of the reporting period	1,646,180.91	1,144,599.96
Cash at end of the reporting period	<u>\$5,672,358.28</u>	<u>\$1,646,180.91</u>
RECONCILIATION OF NET SURPLUS/DEFICIT TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		
Operating Result	1,556,074.94	78,985.02
- Depreciation	43,589.37	85,726.99
- Interest	174.00	695.00
- Gain on Sale of Fixed Assets	6,822.73	-
- Gain on Sale of Land & Buildings	1,835,093.41	-
- (Increase)/Decrease in Receivables	165,324.36	(230,798.81)
- (Increase)/Decrease in Deposits	(48,333.33)	4,500.00
- Increase/(Decrease) in Payables	2,613.16	78,550.10
- Increase/(Decrease) in Provisions	(746.62)	105,001.54
- Increase/(Decrease) Contract Liability	(148,323.76)	391,733.11
Net cash provided by (used in) operating activities	<u>\$(271,544.02)</u>	<u>\$514,392.95</u>

The accompanying notes form part of these financial statements.

5.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

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) and Australian Charities and Not-for-Profits Commission Act 2012. 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) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Operating Grants, Donations and Bequests

When the entity receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Entity:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

If a contract liability is recognised as a related amount above, the Entity recognises income in profit or loss when or as it satisfies its obligations under the contract.

Capital Grant

When the entity receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The entity recognises income in profit or loss when or as the entity satisfies its obligations under the terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

6.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(b) Leases

The Association as lessee

At inception of a contract, the Association assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Association where the Association is a lessee. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Association uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest. Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset, reflects that the Association anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

Concessionary Leases

For leases that have significantly below-market terms and conditions principally to enable the Association to further its objectives (commonly known as peppercorn/concessionary leases), the Association has adopted the temporary relief under AASB 2018-8.

7.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(c) Property, Plant and Equipment

Plant and Equipment are carried at cost less, where applicable, any accumulated depreciation.

Depreciation is calculated on the prime cost basis and is brought to account over the estimated economic lives of all fixed assets commencing from the time the asset is held ready for use.

The depreciation rates used are as follows:

<u>Class of Fixed Assets</u>	<u>Depreciation Rate</u>
Plant and Equipment	20-25%

(d) Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over to recoverable amount is recognized in the income and expenditure statement.

(e) Employee Provisions

Provision is made for the organisation's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee Provisions have been measured at the amounts expected to be paid when the liability is settled.

(f) Cash and Cash Equivalents

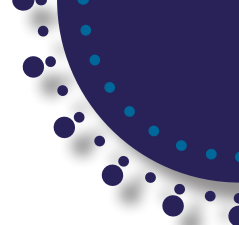
Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

(g) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(h) Income Tax

No provision for income tax has been raised as the organisation is exempt from income tax under Section 50.5 of the Income Tax Assessment Act 1997 (Cth).



8.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

(j) 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.

(k) 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.

(l) Significant Management Judgement in Applying Accounting Policies

The board evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the organisation.

9.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	<u>2022</u>	<u>2021</u>
2. REVENUE AND OTHER INCOME		
Revenue		
Revenue from Government Grants		
Legal Aid Office (Queensland)	1,417,716.00	1,394,329.00
Legal Aid Office (Queensland) - Other Projects	423,784.84	424,842.00
Office of Legal Aid & Family Services - Commonwealth	1,010,181.00	992,101.00
Department of Seniors, Disability Services and ATSI Partnerships	1,220,550.00	1,329,173.00
Department of Communities, Housing & Digital Economy	485,650.91	373,260.91
Queensland Corrective Services	818,181.84	818,779.70
Attorney General's Department	505,000.00	362,481.00
	<hr/> 5,881,064.59	<hr/> 5,694,966.61
Other Revenue		
Non-Recurrent Funding	150,400.01	130,512.22
Interest	349.35	469.77
Clinic Fees	48,300.00	61,272.73
Royalties	12,367.68	12,552.83
	<hr/>	<hr/>
TOTAL REVENUE	6,092,481.63	5,899,774.16
Other Income		
Donations	10,455.71	5,086.41
Membership	1,035.00	540.00
Sundry Income	65,572.43	103,095.76
Gain on sale of Fixed Assets	6,822.73	-
	<hr/>	<hr/>
TOTAL OTHER INCOME	83,885.87	108,722.17
	<hr/>	<hr/>
TOTAL REVENUE AND OTHER INCOME	\$6,176,367.50	\$6,008,496.33
	<hr/>	<hr/>
3. CASH AT BANK, ON DEPOSIT & ON HAND		
Petty Cash	200.00	142.95
Westpac - Cheque account	3,502,586.14	119,477.49
Westpac - Cash Reserve Account	1,437,899.10	1,387,577.49
Westpac - Cash Reserve Account	131,341.12	138,651.06
Westpac - Term Deposit	600,000.00	-
Pay Pal Account	331.92	331.92
	<hr/>	<hr/>
	\$5,672,358.28	\$1,646,180.91
	<hr/>	<hr/>

10.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	<u>2022</u>	<u>2021</u>
4. FIXED ASSETS		
Land & Buildings - At Cost		
- 1 Manning Street, South Brisbane	-	2,717,675.25
- Depreciation Building	-	(224,991.00)
	<hr/>	<hr/>
	-	2,492,684.25
	<hr/>	<hr/>
Office Equipment, Furniture and Motor Vehicles		
Written Down Value 1 July 2000	15,620.76	64,812.75
- Depreciation	(6,569.37)	(49,191.99)
	<hr/>	<hr/>
	9,051.39	15,620.76
	<hr/>	<hr/>
	\$9,051.39	\$2,508,305.01
	<hr/>	<hr/>
5. RIGHT-OF-USE ASSET		
The organisation leases two motor vehicles for 2 to 3 year terms.		
i) AASB 16 related amounts recognised in the Balance Sheet:		
RIGHT-OF-USE ASSETS		
Leased Motor Vehicles	-	35,858.00
Accumulated Depreciation	-	23,423.00
	<hr/>	<hr/>
TOTAL RIGHT-OF-USE ASSETS	-	\$12,435.00
	<hr/>	<hr/>
i) AASB 16 related amounts recognised in the Statement of Profit or Loss:		
Depreciation Charge related to Right-Of-Use Assets	12,435.00	11,540.00
Interest Expense on Lease Liabilities	174.00	695.00

11.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	<u>2022</u>	<u>2021</u>
7. CONTRACT LIABILITY		
Attorney-General's Department	169,000.00	294,000.00
Legal Aid (Queensland)	40,967.16	130,416.00
Department of Children, Youth Justice and Multicultural Affairs	35,700.00	-
Clinic Fees - Queensland University of Technology	24,000.00	-
Queensland Corrective Services	66,966.47	66,966.47
Gambling Community Benefit Fund	6,425.08	-
	<u>\$343,058.71</u>	<u>\$491,382.47</u>

8. EVENTS AFTER THE REPORTING PERIOD

The impact of the Coronavirus (COVID-19) pandemic is ongoing, and while it has not had a financial impact for the entity up to 30 June 2022, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries.

12.

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.

1. In the opinion of the committee the financial report as set out on pages 1 to 11 are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012 and:
 - (i) Comply with the Australian Accounting Standards applicable to the entity; and
 - (ii) Give a true and fair view of the association's financial position as at 30 June 2022 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
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 Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.



President



Treasurer



Date

13.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

CAXTON LEGAL CENTRE INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Caxton Legal Centre Inc., which comprises the statement of financial position as at 30 June 2022, the statement of profit & loss and other comprehensive income, statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report of Caxton Legal Centre Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD).

- 1) Giving a true and fair view of the associations financial position as at 30 June 2022 and of its performance for the year then ended; and
- 2) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the Auditor Independence Requirements of the ACNC Act and ethical requirements of the Accounting Professional and Ethical Standards Board's APES110: code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and the Associations Incorporation Act (QLD), and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

14.

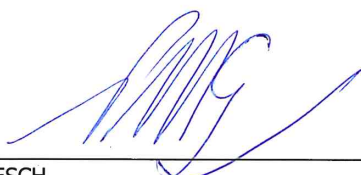
Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PETER GESCH
HAYWARDS CHARTERED ACCOUNTANTS
Level 1 / 488 Lutwyche Road
LUTWYCHE QLD 4030

Dated this 5th day of October 2022

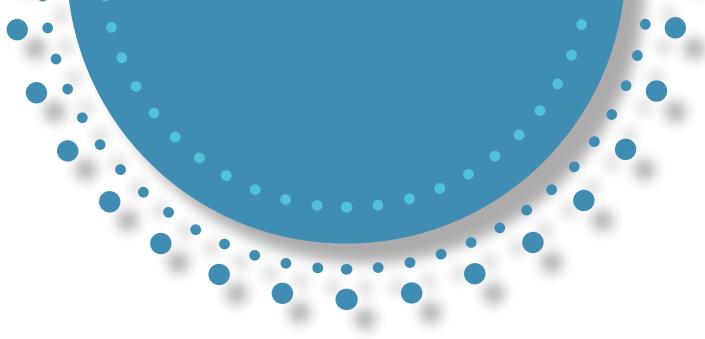
15.

CAXTON LEGAL CENTRE INC.
SUPPLEMENTARY INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

COMMUNITY LEGAL CENTRE

	<u>2022</u>	<u>2021</u>
<u>INCOME</u>		
Grant Received	1,010,181.00	992,101.00
Legal Aid Office (Queensland)	1,417,716.00	1,394,329.00
	<hr/> 2,427,897.00	<hr/> 2,386,430.00
Other Income	73,764.23	83,111.54
	<hr/>	<hr/>
<u>TOTAL INCOME</u>	\$2,501,661.23	\$2,469,541.54
<u>LESS EXPENSES</u>		
Salaries and Wages	2,027,194.23	1,979,229.27
Staff Training	26,266.00	25,696.94
Staff Recruitment	8,315.00	6,571.96
Premises Costs	101,769.00	100,616.25
Communication Expenses	20,000.00	23,499.57
Office Overheads	38,000.00	40,005.47
Insurance	5,000.00	7,783.46
Finance & Accounting Fees	2,960.00	4,171.77
Travel	9,223.00	10,799.30
Library, Resources & Subscriptions	14,000.00	15,517.84
Programming & Planning	220,000.00	221,079.60
Minor Equipment	8,934.00	10,902.47
Depreciation	10,000.00	11,000.00
Client Disbursements	10,000.00	12,667.64
	<hr/>	<hr/>
<u>TOTAL EXPENSES</u>	\$2,501,661.23	\$2,469,541.54
	<hr/>	<hr/>
<u>NET SURPLUS/(DEFICIT) FOR THE YEAR</u>	\$NIL	\$NIL

The accompanying notes form part of these financial statements.



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Fax: (07) 3846 7483

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www.caxton.org.au

www.facebook.com/caxtonlegalcentre

www.twitter.com/CaxtonLegal

Office hours: 9 am – 4.30 pm Monday to Friday

Caxton Legal Centre holds free legal advice sessions
for people on a low income or who face other disadvantage.

Call us to book an appointment.

