



**24 353**  
phone calls or  
**104**  
calls per day answered



**24 649**  
pieces of legal  
information given



**7287**  
legal services provided



**9131**  
referrals made



**910**  
social support services  
provided



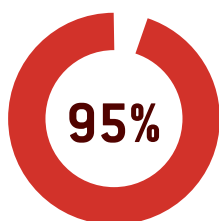
**343 806** visitors to the Queensland  
Law Handbook Online website



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

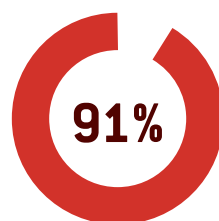
## OUR CLIENTS—OUR FOCUS

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.



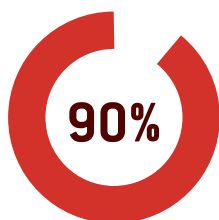
95%  
of clients said staff  
listened to their legal  
problems in a respectful  
and friendly manner.

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.



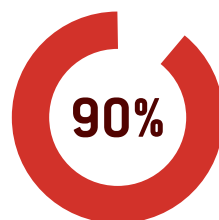
91%  
would recommend  
Caxton's services to  
other people.

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



90%  
of clients said Caxton helped  
them understand how to deal  
with their legal problems and  
provided them with options.

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.



90%  
said they felt  
confident in Caxton's  
ability to assist them.

The data was gathered from an annual client survey designed by our peak body Community Legal Centres Queensland.

## OUR AMAZING VOLUNTEERS AND PRO BONO PARTNERS

### The extraordinary contribution of our volunteers

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

Without you, many of our clients would not be able to receive the help and care they deserve. **95%** of our volunteers feel like their contribution has an impact and **98%** feel it is valued and acknowledged by Caxton.

## MORE ABOUT OUR CLIENTS



**50%** of clients were impacted by domestic and family violence.



**78%** of clients experienced financial disadvantage.



**28%** of clients reported a disability.



**17%** of clients were older persons.

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



**24%** of clients were single parents.

**9%** of clients spoke a language other than English and **127** clients required an interpreter.

## CLIENTS' VOICES

'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] ...'

'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.'

'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.'

'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.'

'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.'

## MAKING A DIFFERENCE

We have focused on accessing and enhancing our clients' human rights and addressing breaches of rights, and achieved a wide range of positive outcomes for our clients including:

- increased safety at home, work and school
- improved relationships and enhanced dignity for residents of manufactured home parks and retirement villages
- stopped evictions from retirement villages
- move of clients to more suitable accommodation
- granny flat contribution repaid
- adjustments for disability including a number of assistance-animals matters in a range of accommodation types
- cases or charges against clients dropped or resolved including a number of criminal charges and several workplace-related complaints
- reinstatement to employment
- reduced/mitigated sentences for a range of criminal matters
- debt collection activities ceased
- assistance with access to appropriate health care
- property settlement for client with physical impairment experiencing physically abusive wife
- loan repaid.