

2022
2023

ANNUAL REPORT

Caxton Community Legal Centre is a Queensland based independent, not-for-profit, non-government organisation working with partners from the community, government, university and private sectors towards a just and inclusive society where human rights are realised.

ACKNOWLEDGEMENT OF COUNTRY

Caxton Community Legal Centre 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.

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Caxton Legal Centre values the confidentiality and privacy of its clients but it is important that their stories are heard. Therefore no real names or images have been used in relating any of those stories in this report and they have been edited to protect privacy.
Image credits: p9/iStock; p21/Trilemedia on pixabay; p23,29/image by Freepik and p31/image by rawpixel.com on Freepik; p52/WEEAD images by Marc Grimwade.

ABOUT US

Caxton Community Legal Centre Caxton has played a central part in Queensland's legal landscape for nearly 50 years with a strong volunteer culture, successful strategic litigation practice, extensive contribution to legal information resources and law reform, and as pioneers of the multidisciplinary legal-social service delivery model for holistic outcomes.

OUR VISION

A just and inclusive Queensland.

OUR PURPOSE

To promote and protect human rights in Queensland through access to justice.

WHAT THIS PURPOSE MEANS TO US

We provide accessible legal information so people know their rights and can prevent or respond to legal problems. Prioritising those who experience disadvantage, trauma and marginalization, we provide free, high quality legal assistance and social supports. We advocate for reform to unfair laws, policies and systems. Working collaboratively with our volunteers and community partners we reach underserved populations. We do all of this to create a more just and inclusive Queensland.

HOW WE WORK

We will undertake our work in the "Caxton Way".

CLIENT-FOCUSED

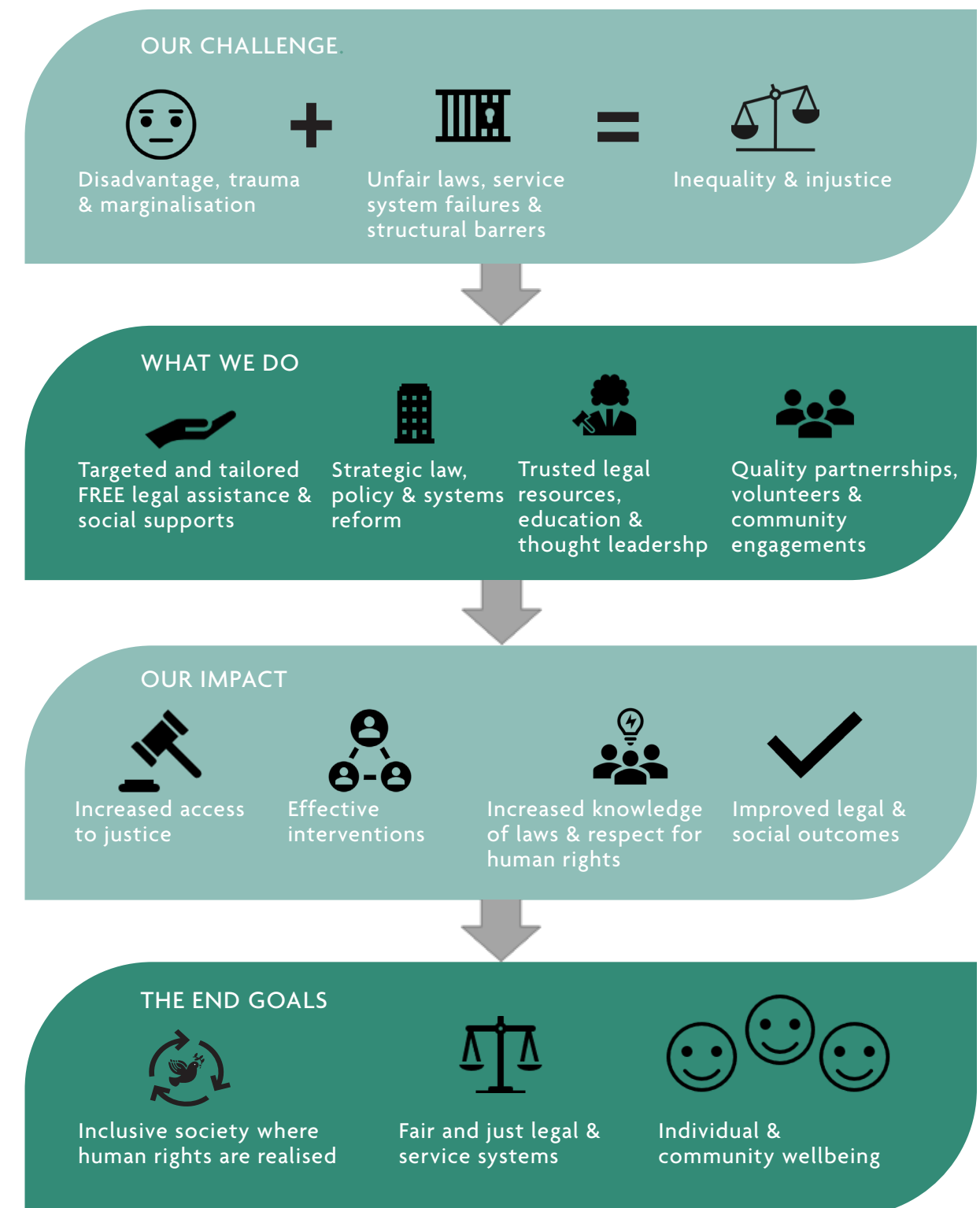
ACCESSIBLE

DESIRABLE
WORKPLACE

CONNECTED

AGILE

Our Theory of Change explains the impact that we hope to have through our actions.



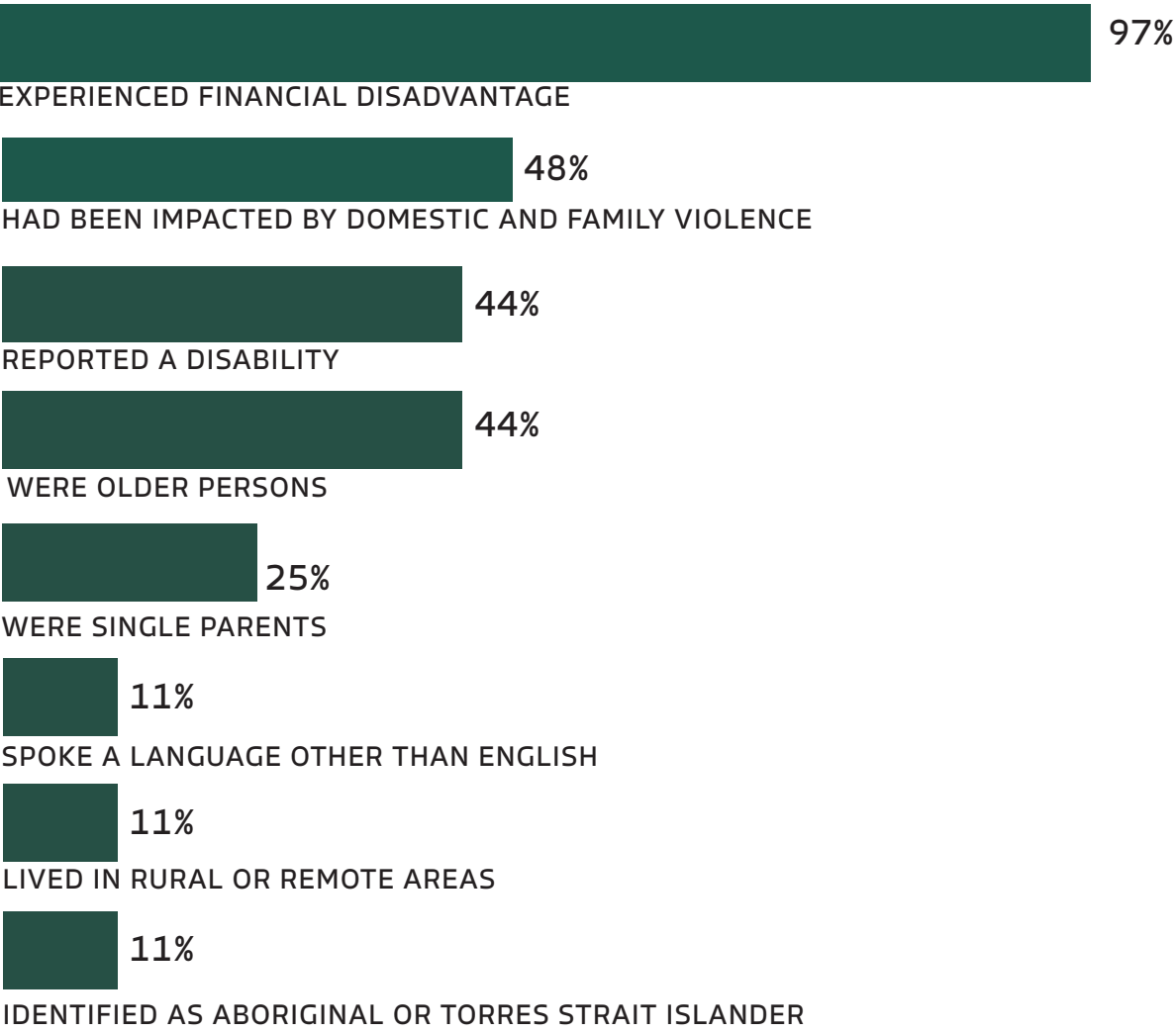
OUR CLIENTS

4977

RECEIVED ASSISTANCE ACROSS ALL PROGRAMS

CLIENT SNAPSHOT

PEOPLE WE REPRESENT



CLIENT SATISFACTION



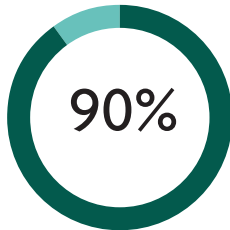
Clients said staff listened to their legal problem in a friendly and respectful manner



Clients said they would recommend Caxton to other people



Clients said it was easy to access the centre when they first needed help

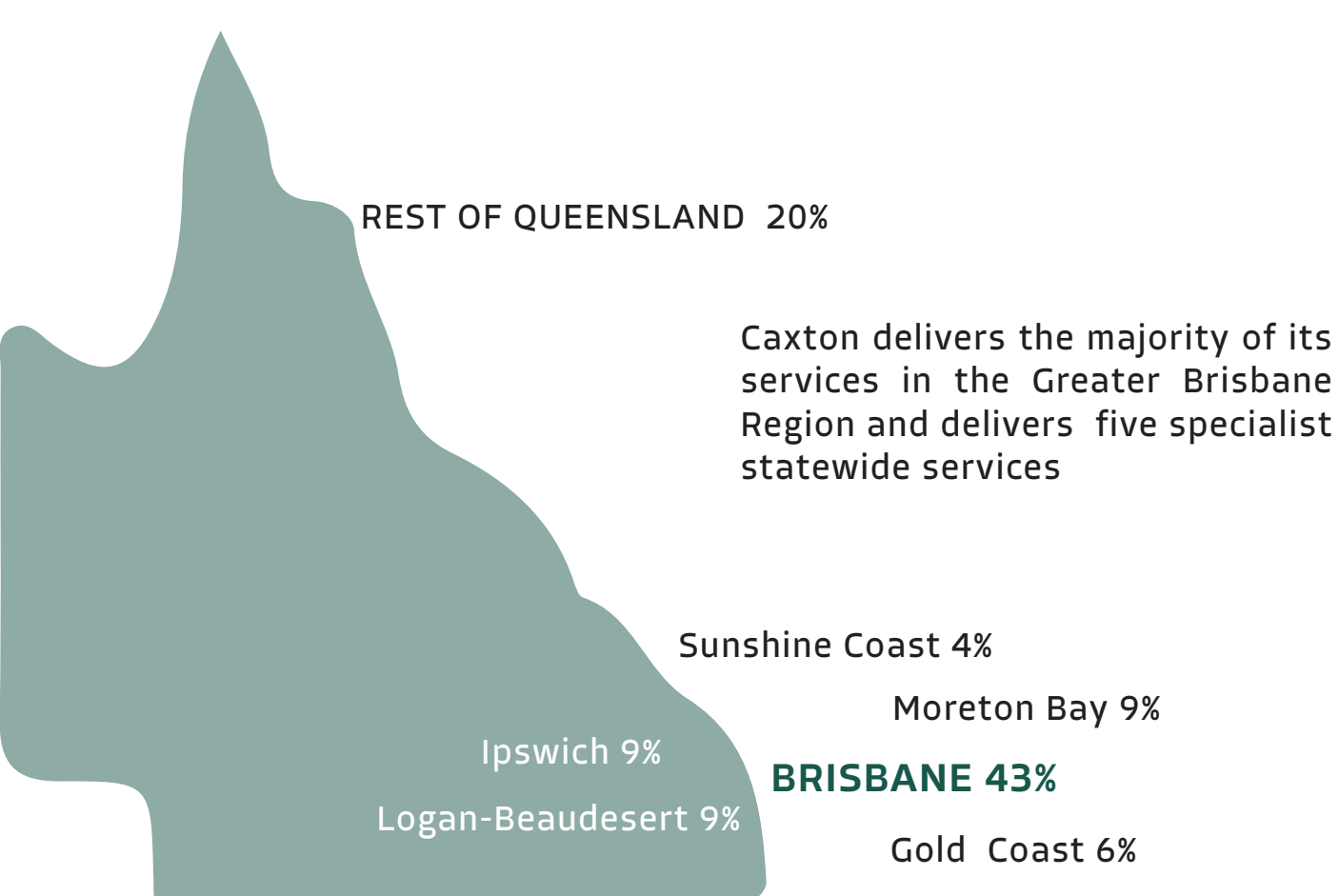


Clients said the centre was able to meet their specific cultural or personal needs

“After years of needing some legal advice intermittently, Caxton is the first legal office that has actually helped kindly, professionally, caringly and patiently. To help someone to feel better is a true quality and I have now experienced this with four staff altogether. This is a true testament not only to the individuals but to Caxton Legal Centre as a whole and their truly dedicated culture. Thank you.



Mariah Ritchie,
Lawyer



314,610

Visitors to the
QUEENSLAND
LAW HANDBOOK

\$1.1m+
Compensation,
waivers and
refunds obtained
for clients

A SNAPSHOT OF WHAT WE DO

21,442
PHONE CALLS
ANSWERED

19,860
INFORMATION
SERVICES

9147
REFERRALS

Services are provided using a range of methods and technologies including telephone, in-person appointments, email, video-conferencing, attendance at courts/tribunals and various outreach locations (hospitals, aged care, respite centres, refuges) and home visits. These figures are a snapshot of what we provided over the year 2022-2023.

6777
LEGAL SERVICES

1007
SOCIAL SUPPORT
SERVICES

673
ENGAGEMENT &
EDUCATION



REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER



CEO Cybele Koning



President Dan Rogers

OPPORTUNITY

From the Latin phrase *ob portum veniens*, “coming toward a port” in reference to a favorable wind blowing ships into the harbour.

The Voice to Parliament has been described as a once in a generation opportunity. Caxton supported the Voice and continues to support Voice, Truth and Treaty as the three key pillars of substantive reform necessary to rectify the power imbalance for First Nations people in Australia. We commit to this stormy journey of opportunity with big hearts and open spirits and we acknowledge the ‘voices in the water’ pointing towards Indigenous self-determination and equality. While disappointed with missed opportunity, we remain committed in our determination to advance the rights and interests of our First Peoples.

Opportunity is also the one word that comes to mind when reflecting on the year that has been for Caxton. The word’s modern usage is less so concerned with the safe passage of vessels than a set of circumstances that makes it possible to do something; the idea that there is a coming together of things in context and time that gives rise to a desirable state of being. Caxton’s vision (the desirable state of being) is for a just and inclusive Queensland. In the last 12 months Caxton has created exceptional opportunities to realise this vision.

The most important decision we made was to articulate a 2032 strategy to steer us through both chartered and unchartered territory. Our staff and management committee invested their time and energy to realise our strategic plan for the next decade. In doing so, we acknowledge that we are very much the same Caxton that we were in 1976 but we are determined to be relevant and meaningful for the coming decade.

If one does not know to which ports one is sailing, no wind is favourable.

– Lucius Annaeus Seneca,
Stoic philosopher

Caxton made a wise decision to invest heavily in opportunity employment principles. We promoted an accessible workplace, increased diversity and focussed on skill recruitment. We provided channels for feedback about our workplace and important organisation decisions. We shaped a new structure that supports wage increases, promotional pathways, growth, good leadership and supervision, a desirable workplace, volunteering and the positioning of

experienced staff as thought leaders. We made progress on building systems that support our staff to do their work. In this way, Caxton has faced the shore breakers of a global dynamic and challenging workforce environment to steer us towards calmer waters.

To reach underserved individuals and communities and to make our vision possible, we fashioned new opportunities and deepened existing ones, we:

- doubled our capacity to assist older persons experiencing abuse, especially in the Logan-Beaudesert and Moreton Bay North regions, and for First Nations older people through a partnership with the Institute for Urban Indigenous Health and the appointment of several dedicated First Nations positions;
- commenced a new statewide workplace sexual harassment and discrimination service, in partnership with Basic Rights Qld/Working Women Queensland, and collaborating with Gold Coast Community Legal Centre and Mackay Community Legal Centre;

- commenced a new health justice partnership providing general law services to people who experience mental unwellness from culturally and linguistically diverse backgrounds, in partnership with World Wellness Group;
- doubled our capacity and expanded from the Brisbane court to nearly every circuit court in Queensland to provide legal assistance and social supports/mental health supports to parties involved in family law proceedings who are impacted by domestic and family violence;
- doubled our capacity to assist persons who live with unresolved debt;
- commenced a new social connections worker project to address social isolation and loneliness, especially for older women who experience risk of homelessness;
- completed a multicultural project to co-develop financial rights information resources translated into priority languages;
- preparing to expand our:
 - > statewide coronial law service to include additional inquest capacity and social supports for bereaved family members;
 - > statewide retirement villages and parks service to include additional capacity for casework, sector capacity building and social supports for residents;

> casework supports for men who use violence;

- looking forward to bringing on board financial counselling services to complement our existing legal and social support services.

Our impact this past year has been significant and the following pages of this report attest to that. These favourable winds that have billowed our sails are not by chance but by passionately designed opportunity. Many people have blessed Caxton with their skills, time, energy and goodwill. Also, we have worked really hard to be client-focused, trauma-informed, and culturally safe, to hold key relationships, to be constantly improving the design and delivery of holistic services, to be financially stable, and to expertly deliver human-rights based and socially just outcomes for people experiencing disadvantage, trauma and marginalisation across a broad range of legal practice areas.

*Every moment is an organising opportunity,
every person a potential activist,
every minute a chance to change the world.*

– Dolores Huerta, feminist & rights activist

Next year we will move into our new premises in the city, embrace digital solutions where they will improve access to justice and make the most of existing and new opportunities to assist over 400,000 people per annum who use Caxton's resources and programs.

OUR ORGANISATION

Management Committee

Chief Executive Officer

OPERATIONS & ADMINISTRATION

- Client Services
- Administration & Business Services
- IT Services & Data Management
- Finance
- Volunteers

HUMAN RIGHTS & CIVIL LAW PRACTICE

- Human Rights & Discrimination Law Program
- General Civil and Criminal Law Program
- Qld Consumer Credit & Debt Service
- Qld Employment Law Service
- Qld Retirement Village & Park Advice Service
- Disaster Recovery Program
- Qld (Workplace) Sexual Harassment & Discrimination Service

FAMILY, DOMESTIC VIOLENCE & ELDER LAW PRACTICE

- Family Law & Domestic Violence Program
- Seniors Legal & Support Service
- Family Law Duty Lawyer
- Domestic & Family Violence Duty Lawyer
- Family Advocacy & Support Service
- Older Persons Advocacy & Legal Service
- Seniors Financial Protections Service

CORONIAL & CUSTODIAL JUSTICE PRACTICE

- Qld Coronial Legal Service
- Multicultural Advocacy & Legal Service

SOCIAL WORK PRACTICE

- Social work services available to all clients
- Social connections worker

COMMUNICATIONS & COMMUNITY ENGAGEMENT

- Community & stakeholder engagement
- Know Your Rights
- Publications

MULTIDISCIPLINARY APPROACH

Our multidisciplinary work has continued to evolve as a signature of Caxton’s service delivery. In general the multidisciplinary approach is valuable when working with people who have several vulnerabilities, complex matters and few informal supports. We have well-established approaches in some of our programs while in others we are in more of a development stage. However, the key elements are consistent:

- Client consent for the types of assistance they wish to proceed with;
- Good communication and professional respect within the partnership of equals – lawyers and social workers;
- Training and conversations for a clear understanding of the respective roles, and the knowledge and skills available;
- Practice which is client-focused, trauma-informed, culturally appropriate and flexible within the constraints of program parameters, funding obligations and our capability.

A few examples of how we have designed the multidisciplinary work to suit the client cohort within the program design are outlined opposite

PROGRAM	MDP TEAM MEMBERS	INTEGRATION MODEL
Seniors Legal & Support Service (HJP)	Social Workers Lawyers First Nations Older Persons Liaison Community Worker Community Engagement Workers Intake and Paralegal Hospital Social Workers (HJP) Community-controlled CLC Partner	Fully integrated Social work led intake Joint case plans Shared files Often joint attendance
Family Advocacy & Support Service	Duty Lawyer Social Worker Men’s Worker Mental Health Support Worker	Partially integrated Expectation is MDP is offered Lawyer or social worker initial intake Information sharing by consent Possible joint attendances
Domestic Violence Duty Lawyer Service	Duty Lawyers Women’s DV Worker Men’s DV Worker	Partially integrated Expectation is MDP is offered Lawyer or DV Worker initial intake Information sharing by consent Possible joint attendances
Multicultural Advocacy & Legal Service (HJP)	Lawyer Multicultural Advocate Multicultural Peer Support Workers	Lawyer co-located with health partner Multicultural advocate initial intake Information sharing by consent Possible joint attendances
Qld Coronial Legal Service	Lawyers Social Worker	Partially integrated Lawyer initial intake Information sharing by consent Possible joint attendances
Qld Workplace Sexual Harassment & Discrimination Service	Lawyers Social Worker	
Qld Retirement Villages & Parks Advice Service	Lawyers Social Worker Community Education Worker	
Human Rights, General Law & General Counselling	Lawyers Social Worker	
Flood Service	Lawyer Social Worker	
Seniors Financial Protections Service	Social Worker Community Worker	Stand-alone social supports Refer to legal where required
‘Stay Connected’ 12-month project	Social Worker	Stand-alone social supports Referrals from and to legal
‘Court Plus For Men’ 12-month project*	Social Worker	Stand-alone social supports Referrals from legal
Financial Justice Partnership	Financial Counsellor	Co-located in legal Referrals to and from legal Information sharing by consent

HEALTH JUSTICE PARTNERSHIPS

Health justice partnerships are an innovative model of service delivery that brings legal and health services together to assist clients. The strength of HJPs is that they provide early legal assistance to people vulnerable to complex need in the places they are most likely to seek help.

The key activities of all of these partnerships aside from case management, social supports, and legal advice, is the supports provided to health professionals via secondary consultations, information and legal education.

Caxton has four health justice partnerships:

WORLD WELLNESS GROUP (WWG)

Caxton has two focus areas in the partnership with WWG. The first is the Multicultural Advocacy and Legal Service (MALS) which was established in June 2023. It was co-designed by Caxton and WWG. The service is for anyone from a multicultural background who has mental health issues and who needs legal help in relation to workplace issues, domestic and family violence, human rights and anti-discrimination, and general civil law issues.

The program brings together a lawyer, who works with a Multicultural Navigator/

Advocate and Multicultural Peer Support Workers from WWG, to provide timely, culturally appropriate, trauma-informed and strengths-based legal services to culturally and linguistically diverse people who have mental health issues and who are living in the Greater Brisbane region.

The second focus area is the delivery of the Seniors Legal and Support Service (SLASS) at WWG which provides legal services to multicultural older persons who are experiencing elder abuse.

INSTITUTE FOR URBAN INDIGENOUS HEALTH (IUIH)

Caxton has partnered with IUIH to co-deliver its elder law services to First Nations patients or clients of IUIH who may be experiencing, or at risk of experiencing, elder abuse. IUIH is a progressive health service with an existing internal health justice program with lawyers who specialise in delivering joint and holistic legal, social and health services to First Nations people. In this partnership, Caxton sub-contracts IUIH's internal health justice program to deliver elder law services to their communities. The partnership has been a great opportunity for Caxton to learn from IUIH about best practice for delivering legal services to First Nations people.

METRO SOUTH HEALTH AND HOSPITAL SERVICES (MSHHS)

Caxton's first formal health justice partnership has been operating within Metro South Health and Hospital Services since August 2019. It is a partnership between Caxton's elder law services and MSHHS which embeds SLASS lawyers within the major Metro South HHS, i.e. the Princess Alexandra Hospital, Logan Hospital, Redlands Hospital, and the Queen Elizabeth II Jubilee Hospital (with outreach to Beaudesert Hospital). This service integrates lawyers and hospital and/or community social workers, to co-deliver legal and social support services to people experiencing elder abuse. Previously called the Older Persons Advocacy and Legal Service (OPALS), it now operates under the umbrella banner of Seniors Legal And Support Service which is a larger service delivered in the community.

METRO NORTH HEALTH AND HOSPITAL SERVICES (MNHHS)

This partnership commenced in October 2022 at the Royal Brisbane and Women's Hospital and will adopt the same approach as that taken in Metro South Health to expand to the other major hospital services in the Metro North Health region.



On 20 August 2022 our Associate Director, Health Justice Partnerships, Tilé Imo was awarded the Queensland Law Society Emerging Leader Award recognising a high-performing practitioner with outstanding leadership attributes and a thirst for knowledge and improvement



NEW PROGRAMS

MULTICULTURAL LEGAL SERVICE FOR PERSONS WITH MENTAL HEALTH ISSUES

The Multicultural Advocacy and Legal Service (MALS) is a health justice partnership. By definition this means the service is built on collaboration. Caxton formally collaborates with its health partner, World Wellness Group (WWG), in a way that explicitly addresses the barriers experienced by intersectional disadvantage, in this case, the impact of having a culturally and linguistically diverse background and having mental health issues on an individual's capacity to access justice.

MALS commenced in early 2023. It is addressing its short-term objective of building mutual capacity to identify and manage legal/ mental health via:

- Embedding a Caxton lawyer at WWG, who works alongside a Multicultural Advocate who works with clients of MALS;
- Providing internal CLE to World Wellness Group staff to identify legal issues and refer to MALS;
- Engagement with WWG's Multicultural Peer Support Workers, MALS has been able to provide culturally appropriate client service delivery;
- WWG staff having direct access to the MALS lawyer for capacity building to identify and understand legal options for clients through secondary consultations;
- Warm referral pathways with RAILS, QPASST, Queensland Transcultural Mental Health Centre, Multicultural Australia and local MP's;

MALS staff are also participating members of a community of practice group with other CLC members who received the state government's mental health funding to discuss practice matters, issues, trends and challenges.

WORKPLACE SEXUAL HARASSMENT

The new service commenced in late 2022 and has already delivered

1661

services including:



Workplace sexual harassment and discrimination is prevalent and pervasive with 1 in 3 workers affected by it. It is gendered and intersectional in nature. Victim-survivors experience financial, social, emotional, physical and psychological harm.

The [Respect@Work: Sexual Harassment National Inquiry Report](#) recommends that vulnerable workers be provided with free information, support, advice, representation and advocacy to limit harm, promote recovery and get access to justice.

Caxton has a long history of delivering services to people experiencing workplace sexual harassment and discrimination in its general law practice. It has been successful in a Commonwealth tender to deliver a statewide workplace sexual harassment and discrimination

service in partnership with Working Women Queensland (a program of Basic Rights Qld).

QSHADS has strengthened referral pathways to this new service through:

- a direct connection with 1800Respect;
- targeted outreach to culturally and linguistically diverse communities, First Nations communities, DFV services, universities, disability organisations, and neighbourhood centres;
- surveying the CLC sector to identify service gaps;
- and holding a dedicated advice clinic for the Queensland Human Rights Commission and Fair Work Commission.

QSHADS has also hosted an all-day Employment Law Masterclass and hosts the Qld Employment Law Catch Ups.

ELDER ABUSE

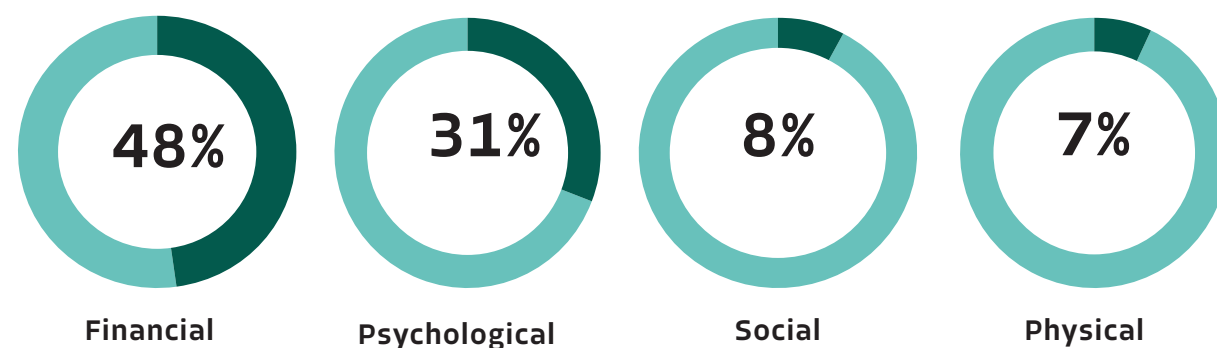
For 18 years, Caxton has been at the forefront of delivering legal assistance and social supports to respond to older persons living in the Greater Brisbane Region who experience abuse and neglect, including coercive control, at the hands of adult children, long-term abusive spouses, family members, friends and other trusted people in their lives.

The 2021 National Elder Abuse Prevalence Study found that 14.8% of the population aged 65 and over who live in the community (rather than residential care settings) have experienced elder abuse in the past 12 months. Therefore, almost one in

six older Queenslanders are affected by elder abuse¹.

Our elder abuse services have been expanded in the Logan-Beaudesert and Moreton Bay North areas with a particular focus on First Nations older people. In north Brisbane we work in partnership with the Institute for Urban Indigenous Health to deliver elder abuse services to First Nations elders. In south Brisbane, through various identified roles, we also engage in outreach and service provision to older First Nations persons. We have a lot to learn about how our First People experience elder abuse and what interventions work well to prevent and respond to it.

TYPES OF ABUSE



Other forms of abuse are >1% sexual and 2% neglect

¹Qu, L., Kaspiw, R., Carson, R., Roopani, D., De Maio, J., Harvey, J., Horsfall, B. (2021). National Elder Abuse Prevalence Study: Final Report. (Research Report). Melbourne: Australian Institute of Family Studies.



JOSIE, a First Nations woman aged in her early 80s was terminally ill and undergoing chemotherapy. After a hospital admission a few years ago, her nephew moved into her home. When Josie returned home, her nephew remained living there for the next two years, without contributing financially. He was listed as her Centrelink carer, but provided no care. He became verbally and psychologically abusive calling her names, stealing her belongings, and stealing her money (\$10,000) which was spent on gambling.

Josie asked him to leave but he refused.

She contacted the police who did not assist her.

Our lawyer-social worker team identified with Josie her preferences to live safely. In this instance, with our assistance, Josie chose to bring domestic violence proceedings to include a condition requiring her nephew to leave her home.

Having this protection gives Josie back her home, gives her peace of mind, enables Josie to make safe arrangements for her care and to focus on her health.

TARGETED PREVENTION	EARLY INTERVENTION	RESPONSE
Seniors Financial Protections Service Outreach sessions to encourage planning ahead for financial safety. Hosting special events including the Seniors Month dance and information day for the Filipino community. World Elder Abuse Awareness Day 15 June Public event with key partners providing education and cultural program. Multicultural Engagement Project Partnering with World Wellness Group to identify grass roots financial ‘hot’ issues and provide translated help sheets through key distribution points. Law Reform Submissions and consultation on relevant law and policy reform issues. Community Education and Engagement Information stalls, community presentations, professional training. Elder Abuse Action Australia board and advisory group member. Networks, committees, forums, panels.	Seniors Legal and Support Service (formerly OPALS) Health Justice Partnership with Qld Health Lawyers working in hospitals with social workers and health professionals. Seniors Financial Protections Service One on one support arising out of the outreach sessions to help people work out how to seek relevant financial advice, counselling, planning and other supports. Elder Financial Rights Mediation Mediation to resolve financial elder abuse with the assistance of pro bono counsel. Online Resources Self-help factsheets for those who can self-advocate.	Seniors Legal and Support Service Information, advice and Referral. First Nations Liaison worker and Intake worker. Case managed supports – social workers and lawyers together responding to elder abuse in the community and in aged care, providing full suite of legal and social support services. Vera Raymer Fund A bequest fund to assist older clients facing urgent financial hardship issues and barriers to address elder abuse.

ELDER ABUSE



LOTTIE, in her 70s, has a multicultural background and is an active member of her community. She sought help after being forced from the home she co-owned with her daughter, Simone.

Trouble set in when Simone’s partner, Richard, moved in. He dominated, had a volatile temper, had substance addiction issues, and began to ‘renovate’ without consulting Lottie. Simone took his side and Lottie retreated to her bedroom, ate alone and avoided him. One night she stayed with a friend for a break but returned the next day to find that most of her belongings had been thrown outside.

Lottie called police to seek help. She was advised it was “not their jurisdiction” and

they only stayed while Lottie picked up clothes and medication.

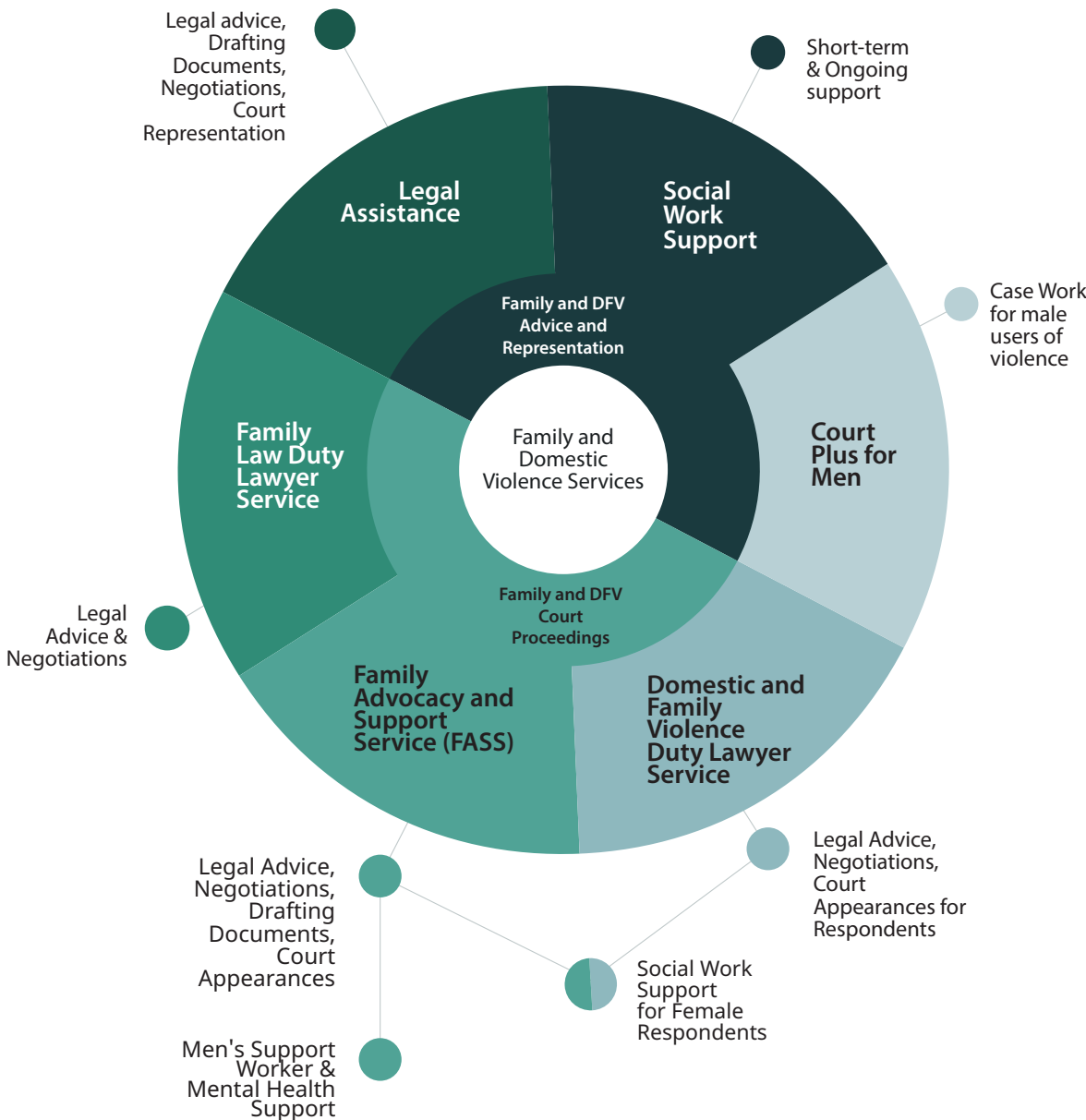
Our social worker identified Lottie’s goals to be financially independent and rehouse. We focused on safety planning and strategies to manage Lottie’s mental health including panic attacks. We helped Lottie to find a removalist. Our lawyer and pro bono barrister represented Lottie at a shuttle mediation so that Lottie could participate but not have to face her son-in-law and daughter. This resulted in a settlement to Lottie of over \$400,000.

We advocated with police to assist Lottie with domestic violence proceedings to increase her personal safety in her new premises.

EXPANDING

FAMILY AND DOMESTIC VIOLENCE

Caxton plays an important role in the provision of services to people who both experience and who use violence within intimate partner relationships. Nearly 50% of all Caxton clients are affected by DFV so this is the most common issue for which people seek assistance. The chart below shows the many entry points at which people affected by DFV can gain access to these services



There has been a doubling of the Family Advocacy and Support Service so that it now offers statewide services delivered either in person or remotely (phone icon).

	Lawyer	Social Support	Men's Support	Mental Health Support
BRISBANE				
TOOWOOMBA				
SOUTHPORT				
MAROOCHYDORE				
HERVEY BAY				
BUNDABERG				
ROCKHAMPTON				
MACKAY				
TOWNSVILLE				
CAIRNS				

I appeared in the Brisbane magistrate Domestic Violence court today and was fortunate enough to come across the Caxton duty lawyer. This was my second appearance after adjourning my first appearance due to lack of understanding and information provided by a different duty lawyer three weeks ago. Not only did Caxton's lawyer explain everything in detail which made me comfortable but achieved a great result as his conduct in court and knowledge of the Judges is second to none.

I wish I had Caxton's lawyer on the first appearance and I would not have had to take a second day off work and go through three weeks of stress.

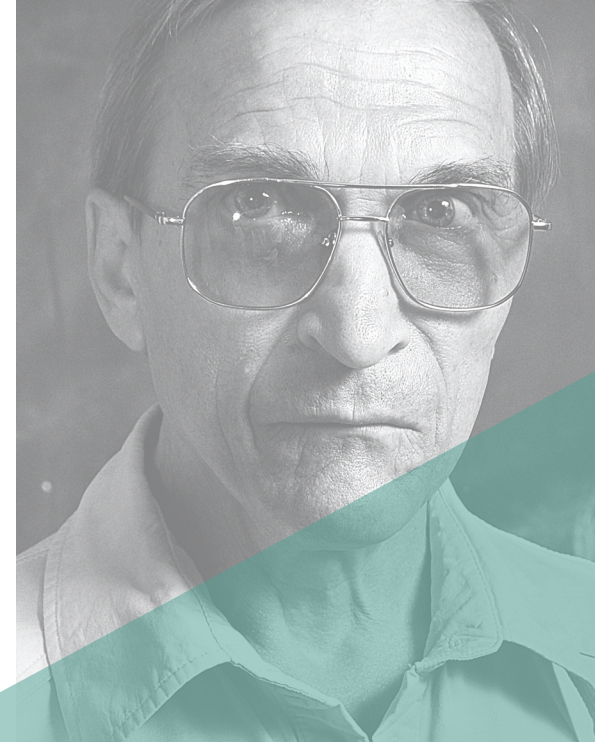
CORONIAL LEGAL SERVICE

The Queensland Coronial Legal Service is a multidisciplinary, legal-social support, statewide service delivered in partnership with Townsville Community Law Inc. Bereaved families are assisted at all stages of the coronial investigation, as well as in relation to inquests.

A number of systemic issues have been identified and addressed by the service in inquests this year:

- Systems responses to domestic and family violence including in relation to the protection of children;
- The assessment of risk of activities for children in out of home care;
- Police use of lethal force on young men presenting with acute mental illness;
- The use of solitary confinement in prison;
- Systems fragmentation in relation to workplace health and safety and the investigation of events surrounding work related deaths;
- Post death investigations and communication with the families of people who have died.

With the expansion of the Coroners Court, additional funding is being made available to the service to expand its capacity to represent families and to provide wrap-around social supports.



GEORGE witnessed his friend and colleague die in a workplace incident over 20 years ago. He held the belief that his friend's death was covered up and felt that the employer was never properly investigated or held accountable for what occurred.

George suffered from post-traumatic stress disorder because of this incident and was never able to return to work. George has dyslexia, making it difficult for him to read or write. He also has depression, anxiety and agoraphobia.

We wrote to the Coroners Court to request the findings and the coronial investigation documents. The court released the findings but required more information about how George was involved in the incident before releasing the coronial investigation documents. Our social worker and lawyer spoke to George together to clarify his version of events in order to demonstrate to the Coroner that he had sufficient interest in the documents. The Coroner authorised the release of these documents.

Our social worker and lawyer read

through these documents with George and explained that a coronial inquest was conducted into his friend's death and a workplace health and safety investigation was conducted which resulted in the employer being prosecuted for their contribution to the death. They were required to change workplace processes as a result. We also explained the evidence that was considered by the Coroner in making the findings.

By providing this information to George he was able to accept that his friend's death was fully investigated, the truth was made publicly available, that the employer was held accountable, and that the best evidence to determine what occurred was relied upon to make the findings.

George was grateful for our assistance in helping him understand the investigations conducted into his friend's death. George said that finally understanding what had occurred has stopped the guilt he felt for not doing anything to make the truth of his friend's death known. He said that knowing that there were repercussions for the employer has given him some closure and helped him to move on.

EXPANDING

RETIREMENT VILLAGES AND PARKS

The Queensland Retirement Villages and Parks Advice Service (QRVPAS) continued to experience increased high levels of demand this year due to the increased number of older Queenslanders living in parks and villages and the impact of the increased cost of housing and of living generally.

Clients approached Caxton for assistance with the following problem types:

- Information about moving in;
- Contract terminations;
- Site Rent increases;
- Disputes with park owners and scheme operators;
- Intimidation and harassment;
- Problems selling and moving out;
- Discrimination and accessibility;
- Pets and assistance animals.

The service has been over-subscribed for a number of years and is now expanding with additional funding from the Department of Housing.

In the 2023-2024 financial year the team will include a dedicated social worker who will work collaboratively with QRVPAS lawyers to provide trauma-informed short-term support, as well as ongoing casework for vulnerable clients as they receive legal advice and assistance. The new social worker will also contribute to the service's community education offering.

The addition of another lawyer and a dedicated team paralegal will also increase the capacity of the team to provide legal services and community education. This will mean:

- An increased number of advice appointments available to people living in parks and villages – a cohort that has increased by 25% over the past 5 years;
- Increased casework assistance for ageing and vulnerable clients - 80% of people accessing the service are aged over 65 years and 40% are aged over 75 years, with clients becoming increasingly frail;
- An updated and expanded community education offering which will address emerging issues and resident needs;
- Greater capacity to engage in strategic casework, law reform, stakeholder support and sector development;
- Increased capacity to meet demand from an increased resident population: 25% increase in number of residents in villages and parks in the last 5 years;
- More equitable service delivery in some areas of high demand – Greater Brisbane Region, Cairns, Gold Coast, Ipswich, Logan-Beaudesert, Moreton Bay North, Sunshine Coast, Toowoomba, Townsville and Wide Bay;
- Community education to more parks/villages in Wide Bay, Central Qld, Mackay/Whitsunday and Far North Qld;
- Professional development and resources for the legal professions.



FRANK, a homeowner in a manufactured home park, suffers from Multiple Sclerosis. Over the past few years Frank's care needs have increased to the point where he requires assistance from a live-in caregiver. His nephew Adam has agreed to move in with him to provide this care.

Soon after Frank informed the park owner that Adam would be moving in, he received a letter stating that the terms of his site agreement prohibit him from having long-term visitors or subletting his home and that Adam would need to become a party to the site agreement as a joint home owner.

Frank does not want to give Adam an interest in his home as he intends to leave it to his daughter in his will. He approached QRVPAS for advice.

QRVPAS wrote to the park manager reminding them of their obligations under relevant state and commonwealth discrimination laws and pointing out that their refusal to allow Adam to provide live-in care unless he is a party to the site agreement is an act of discrimination. QRVPAS negotiated with the park owner who ultimately provided written acknowledgement of Frank's right to have Adam live with him as a caregiver.

GENERAL LAW AND HUMAN RIGHTS

Caxton's General Law and Human Rights practice has been part of the legal landscape in Queensland for more than 40 years. With additional funding, some specialist areas of practice are delivered as separate programs (for example, coronial, workplace sexual harassment). Also, processes have changed over the decades but the program still focuses on providing high quality legal advice and task-based assistance to large numbers of people and is delivered by a mixture of staff and volunteer lawyers.

This program provides thousands of services each year, most of those on a one-off basis supporting unrepresented people to resolve their own legal issues. Demand for this service considerably outstrips supply and we apply a human rights framework for access that maximises our reach without compromising the quality of the service we are able to provide to target clients.

The program is also often the first service to respond to fluctuations in demand in the community and in this financial year we saw a notable growth in legal issues arising from increased cost of living and other pressures.

Around 3% of clients who seek advice from our General Law and Human Rights practice also receive some additional casework

support from us. This casework assistance is generally either help to negotiate directly with another party to reach a resolution, or representation in a mediation process including at the Queensland Human Rights Commission (QHRC).

It focuses on legal work that will improve people's lives, inclusive of these outcomes:

- Safe, equal educational experiences for a number of students with specific cultural and religious needs, from primary school to university;
- The return of goods held by one person to their rightful owner;
- Waiver of debts and releases from other difficult obligations;
- Approval or return of blue cards;
- Sparking investigations that might otherwise never have happened by complaining about police, other public agencies, accommodation providers and many others;
- Policy improvements and changes including in critical health care;
- Access to community services and social inclusion;
- Fairer sentences including reduced penalties and no convictions recorded;
- Stopping evictions.



A SINGLE MOTHER with limited English purchased a second-hand essential appliance for her family. When she took it home she discovered it was damaged and tried to return it, but the seller refused to give her a refund. We gave her legal advice about consumer protection laws and a letter of demand. When that failed to resolve the issue, we also helped her to fill in an application to QCAT. She represented herself and was successful, receiving a full refund of the purchase price.



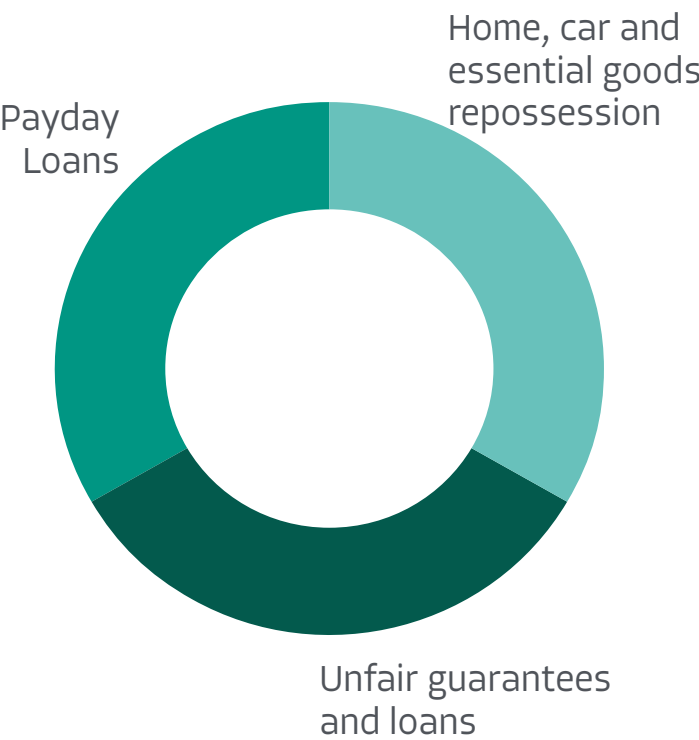
On 7 September 2022 Caxton was awarded the inaugural Queensland Community Impact Award for Human Rights which recognises the contribution of an organisation towards advancing a human rights respecting culture in Queensland.

On 17 April 2023 Caxton was declared a public entity under the *Human Rights Act 2019* after it voluntarily 'opted in'.

FINANCIAL RIGHTS

Queensland still does not receive funding to have a specialist financial rights service as exists in NSW, Victoria, Western Australia, South Australia and ACT. Caxton responds to a fraction of this enormous unmet legal need mainly via donations, student clinics, volunteer/pro bono assistance.

Our specialist service focuses on



Alice’s story

Alice purchased a second-hand phone. The business had told her that the phone had not been broken and it had a six-month warranty. After five weeks it stopped working. She took the phone back to the business and they said she must have damaged it. They refused to repair or refund the phone.

English is Alice’s second language, and she was not confident writing in English. She received advice and assistance throughout the QCAT process from Caxton’s credit appointments (including the student clinic).

Alice succeeded at QCAT and the business was told to refund her money. She was very pleased with the outcome.

FREE CLINICS FOR CLIENTS

Volunteer Credit and Debt Clinic

Caxton runs a volunteer-led credit and debt advice clinic, under the supervision of an experienced staff lawyer, supported by individual lawyers and students as well as these firms:

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

Student Clinic

The student clinic has been running for more than 15 years. It delivers high-quality discrete legal assistance under the supervision of our staff lawyer. Caxton hosts 5-6 students from the University of Queensland as part of their clinical legal education.



DISASTER RESPONSE AND RECOVERY

Caxton is funded until June 2026 to provide frontline services in response to the flood/weather events of 2022

We have worked in the community and with key stakeholders:

- community organisations – flood recovery centre (Yeronga Community Centre - read more about our collaboration below – and Kingston East Neighbourhood Group), Red Cross, Salvation Army;
- community legal education – financial counsellors and impacted communities;
- stakeholder engagement – various neighbourhood centres (Yeronga, KENG, Sandbag, Gympie, Benarrawa, Hervey Bay, Goodna, Gold Coast), Community Recovery, Metro South Mental Health.

Disaster management and assistance necessarily requires a sharing of responsibilities for a particular period of time. The 2022 floods and Caxton's involvement in this highlighted our capacity to collaborate intensively for the benefit of impacted households.

We immediately joined forces with Legal Aid Queensland, other Community Legal Centres in the affected areas, Community Legal Centres Queensland and pro bono partners to organise services, outreach and information.

We worked closely with Yeronga Community Centre (CommunityPlus), the recovery centre for the Brisbane City Council area and the 'service navigator' which helps community members navigate the Structural Assistance Grant and Resilient Homes Grant processes. This collaboration lasted from the emergency response through to the recovery phase. We presented legal education sessions on insurance issues at their neighbourhood centre, at the local bowls club in Oxley, on the front steps of a home in Rocklea, and to financial counsellors. We attended the Resilient Homes Fund community

information events across SE Queensland and the Oxley Resilience Festival.

Throughout the year Caxton also participated in the Qld Disaster Legal Assistance Forum and the Disaster and Climate Justice Exchange. We engaged with the Disaster Flood Team Metro South Addiction and Mental Health Services, Benarrawa Community Centre, Community Recovery and Resilience Officers, Human and Social Recovery Flood Support Service mapping, Brisbane North Community Connections, National Disaster Resilience Network, Aveo and Public Trustee.

Yeronga are very connected to their local community and are a great example of community-led disaster response and preparedness. To be able to work well as part of a community, it is essential to earn and retain trust. Almost two years post the February 2022 floods, shared values of transparency, social justice and human rights and dignity have allowed Caxton and Yeronga (each in their own right as well as together) to continue to work with integrity to assist clients to achieve housing safety and security.

ASSISTANCE

Assistance has mainly been for insurance related claims including:

- delays
- cash settlements
- lodging a complaint with the Australian Financial Complaints Authority
- negotiations with insurance companies
- registering with the Resilient Homes Fund
- helping clients apply for, and appeal, decisions about government grants.

STRATEGIC LITIGATION

Each year Caxton selectively litigates cases with the goal of creating broader changes in society that promote and protect human rights

AUSTRALIAN CHRISTIAN COLLEGE MORETON LTD & ANOR V TANIELA

The Australian Christian College Moreton Ltd sought to unenrol five-year-old Cyrus Taniela unless he cut his long hair, usually worn in a bun, to satisfy the school's uniform policy. Cyrus is of Cook Islander and Niuean descent. It is a tradition or cultural practice associated with Cook Island/Niuean culture for the eldest son to undergo a hair-cutting ceremony at a time of choosing of the parents. QCAT (Appeal Division) found that this requirement amounted to unlawful indirect discrimination because the school had imposed a requirement which Cyrus could not comply with on the basis of his race.

Barrister Dr Chris McGrath provided pro bono representation throughout the course of the proceedings.

Media reporting of the case included:
[Cook Islands boy wins legal case against Brisbane school that threatened expulsion if he didn't get haircut | SBS News](#)

ATHWAL V THE STATE OF QUEENSLAND

Initiated Sikhs are required to carry a Kirpan which is a ceremonial knife. In a landmark decision, the Queensland Court of Appeal found that section 51(5) of the Weapons Act which prohibits Sikhs from carrying a Kirpan into a school is discriminatory and inconsistent with s10 of the Racial Discrimination Act 1975 (Cth), and therefore invalid by operation of s 109 of the Commonwealth Constitution. This means that our client and other initiated Sikhs can now freely participate in school communities whilst carrying the Kirpan.

Saul Holt KC, Ron Merkle KC, Matt Jackson and Katharine Brown of Counsel provided pro bono representation throughout the course of the proceedings.

The case received significant media attention, including:
[Queensland mulls options after court overturns ban on religious weapons in schools | Queensland | The Guardian](#)

[Sikh Queenslanders allowed to carry ceremonial knives in schools after court ruling - ABC News](#)

[Court overturns state ban on Sikhs carrying ceremonial knives in public | SBS Punjabi](#)

YOUTH EMPOWERED TOWARDS INDEPENDENCE INCORPORATED V COMMISSIONER OF QUEENSLAND POLICE SERVICE & ANOR

The practice of detaining children in police watch houses, sometimes for excessive periods of time alongside serious adult offenders, was challenged on behalf of 8 children by writ of habeas corpus in the Queensland Supreme Court.

If the Government must detain children at all, it ought to do so in places where they have access to education programs, cultural supports, disability, health, drug and alcohol treatment services and contact with family. The case changed rapidly over the course of several days and ultimately the State Government conceded that it had been detaining children unlawfully in police watch houses across the state because remand orders were not being properly made. The court ordered the children's immediate transfer to Youth Detention Centres.

The State's immediate reaction

was to introduce laws which suspend its own Human Rights Act to allow police watch houses to be used as youth detention centres. It later announced that a pop-up remand centre will be built near the Brisbane Youth Detention Centre.

Media reporting on this case and the related issues has been extensive.

Thank you to Grata Fund and to barristers Emrys Nekvapil KC, Kasey McAuliffe-Lake and Joshua Underwood who represented YETI during the proceedings.

There is an ongoing complaint filed on behalf of three children in the Queensland Human Rights Commission alleging age discrimination under the *Anti-Discrimination Act* 1991 with a piggy-back human rights complaint in relation to the conditions of detention in the Cairns watch house.



Caxton is a member of the Raise the Age Leadership team coordinated by QCOSS in partnership with Change the Record which campaigns to raise the age of criminal responsibility to at least 14 years old.

LAW REFORM

There are many unfair laws, service system failures and structural barriers that contribute to inequality and injustice. Caxton has a long history of advocacy based on our clients' experiences and this year participated in more than 60 law reform activities. Two significant projects are:

1 ELDER ABUSE LAW REFORM AGENDA

Society needs to adopt a holistic approach towards preventing and responding to elder abuse. Over the course of the year, Caxton made significant progress to put elder abuse on the map:

- At the Inquiry into the Policing of Domestic and Family Violence (DFV) we gave evidence about how police have not adequately responded to elder abuse when it involves family violence or neglect. Following this, we are now, at the request of Queensland Police Service (QPS), providing training to police on elder abuse which has been co-developed and is co-delivered;
- At every stage of the law reform agenda regarding coercive controlling DFV, Caxton provided a submission on what this looks like in situations of elder abuse and how it impacts older persons;
- The Public Advocate held a public forum at Parliament House on Adult Safeguarding and Caxton presented on how a human rights safeguarding response is needed to promote and protect older person's rights where there is a risk of elder abuse;
- Caxton provided a submission to the United Nations Independent Expert on elder abuse in Australia to highlight how Australia is responding to this phenomenon and recommendations for change.

QUEENSLAND LAW SOCIETY COMMITTEE PARTICIPATION

Caxton lawyers are members of these Queensland Law Society committees:

- Disability and Health Policy Law Committee Meeting
- Access to Justice and Pro Bono Committee
- Human Rights Committee
- Elder Law Committee
- Family and Domestic Violence Committee
- First Nations Committee

2 HUMAN RIGHTS AND GUARDIANSHIP REFORMS PROJECT

HUMAN RIGHTS IN PRACTICE - LEARNING MODULES

This is a signature human rights mixed law reform, community engagement and education project for Caxton. Initially a series of learning modules were developed to improve human rights practice in the guardianship and decision-making context. This was made possible by virtue of a Legal Aid Qld CLE collaboration fund, support from Clayton Utz, support from other key partners and was rolled out with our Health Justice Partner Qld Health. This led to a tri-series of high level round table forums to bring human rights to the forefront when talking about all aspects of decision-making

HIGH LEVEL SECTOR ROUND TABLES

There were two round tables held in this year. The round tables were titled 'Realising the human rights of older people: decisions and discharge from hospital to aged care' and explored the issues that arise for people during and after discharge from hospital and in aged care.

The round tables were attended by executives and higher-level management from the Department of Justice and Attorney-General, Department of Health, Queensland Health, aged care sector, Queensland Civil and Administrative Tribunal, Office of the Public Guardian, the Public Trustee Queensland, Aged Disability Advocates and more. The round tables were chaired by Queensland Public Advocate, Dr John Chesterman.

KEY ISSUES

Some of the issues highlighted were:

- The systems failures associated with promoting the rights of older persons, with some impairment of capacity, to participate meaningfully in decisions about their ongoing care and accommodation;
- The impact of siloed treatment of persons with temporary and/or decision-making impairment;
- The lack of shared understanding and practice approaches towards supported decision making;
- The practical, social and legal issues that arise during discharge planning; and
- The complexity of the guardianship system.

OUTCOMES

The consensus was that solutions to these problems are systemic and require a systemic change. However, some outcomes from these round tables were:

- Key stakeholder education with Metro North and Metro South co-delivered by Caxton and the Public Advocate;
- Increased promotion of our self-paced modules 'Human Rights in Practice: Decision, Capacity, Options' available for all on iLearn, including promotion through QCOS;
- An update to the QCAT website with sections added "Do I need a guardian appointed" and "Do I need a guardian appointed to enter an aged care home?"
- Other health sector education ideas are currently under consideration.

Caxton is routinely consulted on proposed new laws and systems reform work. Due to finite resources, much of this work is undertaken by our staff pro bono

FAMILY, DOMESTIC VIOLENCE AND ELDER LAW

- 1. Inquiry into the Policing of Domestic and Family Violence. Provided evidence at the hearing. Invited to deliver 5-day DFV training to police. (July 2022)
- 2. Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Bill 2022. Provided feedback by invitation and appeared as a witness at the public hearing. (August 2022)
- 3. Consultation on a Nationally Consistent Scheme to Access Digital Records Upon Death or Loss of Decision-making Capacity. Submission. (September 2022)
- 4. Combating Coercive Control Bill. Appeared at a public hearing. (November 2022)
- 5. Family Law Amendment Bill 2023 (Commonwealth). Submission. (February 2023)
- 6. UN Independent Expert on the Enjoyment of all Human Rights by Older Persons. Submission. (March 2023)
- 7. Adult Safeguarding Reforms. Panel presentation. (March 2023)
- 8. National Plan to Respond to the Abuse of Older Australians. Participation in consultation process. (June 2023)
- 9. Queensland forum for Australia’s Disability Strategy (DSDSATSIP &

- QDN) Forum participation. (June 2023)
- 10. Elder Abuse Prevention and Intervention Service System Workshop Day.
- 11. NARI National Plan Evaluation - group meeting to provide feedback on the National Plan to end the Abuse of Older Persons.
- 12. Submission to UN Independent Expert on Elder Abuse.

HUMAN RIGHTS AND GENERAL LEGAL ISSUES

- 13. Decriminalisation of Certain Public Offences, and Health and Welfare Responses. Joint submission and appearance as witnesses at the public hearing with the Institute for Urban Indigenous Health. (August 2022)
- 14. Safeguarding Independence: Exploring the Need for a Judicial Commission in Queensland. Submission. (January 2023).
- 15. Strengthening Community Safety Bill 2023. Submission. (February 2023)
- 16. Criminal Code (Serious Vilification and Hate Crimes) and Other Legislation Amendment Bill 2023. Provided feedback by invitation. (March 2023)
- 17. Statutory Review of the Queensland Civil and Administrative Tribunal Act 2009. Attended stakeholder consultation. (March 2023)
- 18. Queensland Raise the Age Leadership.
- 19. Interview published in Pandora’s Box journal on social origin discrimination and the ADA review.
- 20. Litigation Guardian Issues Paper.

- 21. Submission to Law Council of Australia on Guidelines for Access to Justice – Online vs In-Person Proceedings.
- 22. Inquiry into Queensland Policing of Domestic and Family Violence appearance.

WORKPLACE LAW

- 23. Power to Prevent coalition review cost model.
- 24. Costs in Federal Discrimination Matters. Endorsed the submission by Kingsford Legal Centre and the Power to Prevent Coalition statement. (April 2023)
- 25. Fair Work Commission draft sexual harassment benchbook consultation.

CORONIAL LAW

- 26. Asia Pacific Coroners Society Conference about the Queensland Coronial Legal Service and the ways that Coroners and the Court can better support families through the coronial process.
- 27. Law Council of Australia and the ALRC consultation on discrimination in religious schools - teachers and students.
- 28. Discussion paper on proposals for reform of Coronial Jurisdiction compiled by the Coronial Family Representatives Community of Practice.

FINANCIAL RIGHTS AND HOUSING SECURITY

- 29. Site Rent and Home Sale Issues Paper. Feedback provided. (August 2022)
- 30. Housing Legislation Amendment Bill 2022 (Bill) Queensland Parliament. Provided a submission and attended the public hearing. (November 2022)
- 31. ASIC Consumer Regulator Forum.
- 32. Meeting with national lemon cars working group.



Human Rights and Civil Law Practice Director at Caxton, Bridget Burton (left) and Keryn Ruska (IUIH) appeared as witnesses at the public hearing for the Decriminilisation of Certain Public Offences, and Health and Welfare Responses, August 2022.



“

We firmly commit to keep future governments and decision-makers accountable to what the Voice is supposed to achieve...

FIRST NATIONS REPORT

The Voice Referendum

Caxton took the time to listen deeply to our First Nations colleagues and advisors about the Voice referendum. The focus of our internal activities throughout the year was to provide access to quality information and resources to assist staff and our partner organisation, World Wellness Group, to consider the Voice proposal. We released a statement supporting the Voice proposal, as follows...

Caxton Legal Centre supports a Yes vote on the Voice to Parliament. We consider the Voice as the most available way towards realising the Uluru Statement from the Heart including Voice, Treaty and Truth.

We observe through 46 years of work that First Nations people disproportionately bear the burden of legal issues and human rights violations that contribute to injustice and exclusion including racial discrimination, over-policing, child removal, incarceration, victims of abuse and violence, housing and financial insecurity, and health service inequity.

The proposed Voice to Parliament aims to provide Constitutional recognition for First Nations people which is long overdue. It also aims to provide processes that will better protect First Nations people's human rights, and promote equality and self-determination by allowing First Nations people to have a say on the laws and policies that impact them. Caxton shares this aspiration. If the intent of the Voice is realised, it will

in turn contribute to the fulfillment of Caxton's vision, which is for a more just and inclusive Queensland.

Caxton offers this public statement in support of the Voice to Parliament to the hundreds of thousands of people in Queensland who have trusted us over the last 46 years and continue to do so. We do so on the understanding that Caxton has always been an organisation that carefully scrutinises government proposals and whether they fairly balance human rights, especially for First Nations people.

We recognise and respect the diversity of First Nations communities and peoples' views on the enshrinement of a First Nations Voice in the Australian Constitution. We firmly commit to keep future governments and decision-makers accountable, to what the Voice is supposed to achieve, through our ongoing strategic legal action and advocacy and through promoting the voices and human rights of First Nations people.

FIRST NATIONS

Caxton has an active First Nations (RAP) plan and prioritises being a service which is not only culturally aware but culturally safe, for staff, clients and communities we engage with. We also prioritise our representation services for First Peoples by delivering 11% of these to Aboriginal and Torres Strait Islander clients. Some programs are particularly focused on representing First Nations clients because of the legal issue, for example in coronial law (25% First Nations), workplace sexual harassment and discrimination (21% First Nations).

WORKPLACE REPRESENTATION

Caxton actively supports the employment of Aboriginal and Torres Strait Islander people as follows:

- Senior Lawyer – Family, Domestic Violence and Elder Law; Chair – First Nations Working Group; Chair – Queensland Law Society First Nations Working Group; Member – First Nations Policy Consultative, Law Council of Australia; and Member – Aboriginal and Torres Strait Islander Elders Consultative Committee, Metro South Health;
- Lawyer – Human Rights & Civil Law
- First Nations Older Person's Liaison Worker – dedicated role
- First Nations Intake and Paralegal – dedicated role
- Support Worker
- Management Committee members (2) – volunteer roles



REPORT

We support First Nations communities in a number of ways, from learning about culture on country to singing with deadly voices...

CULTURAL IMMERSION DAY

Caxton closed its office for a whole-of-staff Cultural Immersion Day hosted by Leoni Lepetti (Life without Barriers) and the Traditional Owners of the Scenic Rim area at Camp Goomeri. Everyone participated in arts-based activities, helped with food preparation, yarned about culture and community and walked on country. The day was preceded by cultural learning opportunities held at Caxton's office and the event itself was strongly collaborative and culturally led, intentionally supporting team building and whole-of-organisation cultural development in the planning and approach. It was an ideal opportunity for Caxton management and staff to demonstrate and add to their cultural awareness through this process.

VOICES IN HARMONY NAIDOC WEEK

We partnered with Queensland Caxton supported local Law Society to form a Deadly NAIDOC celebrations at Voices Choir, singing 'From the newly opened Kingston Little Things Big Things Grow', Butter Factory in Logan where by Paul Kelly and Kev Carmody, we offered fun face-painting as part of an inaugural event alongside our information stall involving more than 500 choirs. as part of our commitment to provide specialist services

STUDENT SESSION

in the Logan-Beaudesert Caxton sponsored Hopgood region to First Peoples. Ganim's Breakfast Panel for The event provides unique First Nations law students and opportunities to connect with high school students at the local communities and other Brisbane Convention Centre. service providers.

WORK INTEGRATED LEARNING

Caxton hosts law and social work students throughout the year in a program of work integrated learning placements and student clinics

6

PARALEGALS

Students are immersed in everyday legal work and assist practice teams in part-time paralegal roles

8

CLINICS

Each semester law students learn practical skills while they assist real world clients in a variety of practice areas

80

DAYS

An intensive 80-day hands-on Practical Legal Training program is offered within particular practice teams

500

HOURS

Placements of 500 hours are offered twice a year to students undertaking degrees in social work

These students hail from SEQ universities and occasionally further afield. everyday legal work and provide much needed assistance to our legal teams.

Legal clinics are provided in various areas of practice, bringing together a teaching and practice learning environment to assist clients with more straightforward legal issues. With guidance and supervision from senior lawyers they assist with client interviews, take instructions, carry out legal research, draft letters, assist the duty lawyer and receive additional helpful training in our multidisciplinary approach from social workers.

Students can also complete a very hands-on 80-day Practical Legal Training program within particular teams.

We have six part-time paralegal roles that enable students to be immersed in

Two to four social work placements are offered each year to students undertaking bachelor or masters of social work studies. These are usually 500-hour placements. Students have a variety of experiences including direct client work (in the office, at home or community visits and at courts); community event attendance to provide information or presentations; client feedback surveying; running meetings/taking minutes; specific research or other projects to support Caxton's work.

We invest time to ensure students have appropriate tasks and are well-supervised. Students value the Caxton placements and we appreciate their many contributions.

SECONDMENT PROGRAM

Caxton regularly supervises graduate lawyers in its secondment program. Secondmentees work a minimum two days per week over two months up to full-time placements over 12 months in various practice areas. Secondmentee Tim Chia, shares his experience below...



Tim Chia, Norton Rose Fulbright

I have had the great pleasure of undertaking a secondment at Caxton Legal Centre (Caxton) as part of Norton Rose Fulbright Australia's (NRFA) pro bono program.

During my time at Caxton I assisted the lawyers in its Family, Domestic Violence and Elder Law Program. There were some particularly useful insights the experience provided me, such as the following:

IT PAYS TO DIG UNDER THE SURFACE

Clients would often present to Caxton with discrete legal problems, but after a little bit of digging, other issues would soon become apparent. In these circumstances the clients often wouldn't have known what to ask a lawyer for, or may have thought their situation had no solution and would never have otherwise come forward. Caxton would then use their relationships with other community organisations to find these clients the help they needed.

HOLISTIC SUPPORT HELPS

Caxton is a leader in championing an integrated

model of lawyers and social workers working together. Clients coming to Caxton often are confronting the greatest challenges in their lives or experiencing break downs in family relationships. The outcomes that we were able to achieve would not have been nearly as helpful without the assistance of Caxton's social workers.

CLIENT CENTRICITY IS KEY

One of Caxton's core values is going above and beyond what is expected for its clients. On countless occasions I saw Caxton staff go the extra mile in their services to vulnerable clients.

This client centricity is a value that NRFA shares in all of the work we do. This is a key way of working I hope to emulate moving forward for all of our clients, including our pro bono clients.

I am extremely grateful for having had the opportunity to undertake a secondment with Caxton. It was a rewarding experience to be able to contribute to an important organisation furthering social justice in Queensland.

STUDENT CLINICS

Julia Hegarty is a student in her penultimate year of a dual degree in Law and Commerce at UQ and attended the Consumer Law Advice Clinic at Caxton for one day each week in the first semester of 2023 (February to early June). Here's what she says about her experience...



Inside a clinic: a student's view

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When I first came to the clinic, almost all the topics were unfamiliar to me and covered a broad range of matters often related to consumer guarantees and faulty goods, complaints about faulty second-hand cars or insurance related issues such as claims that had been rejected, as well as matters concerning consumer credit and debt.

It was interesting to see things more from the perspective of the consumer and to see the breadth of issues that the clinic covers. I think my understanding of what community legal actually was before I came to the clinic was quite limited. For example, I didn't realise they dealt with all these commercial issues as well.

Speaking to a lot of the clients, it was really clear how flawed the laws are around certain issues especially when it comes to commercial and consumer law because they all tend to operate on the assumption that people understand what they are getting into and have read and fully understand what they are signing and that's certainly not the case for so many transactions that happen day to day. It really opened my eyes to the kind of remedies or avenues that are available for pursuing an issue don't always fit neatly into the needs of a lot of people because you have to go through all these extensive processes and it's really

confusing. It's something you would really struggle to navigate without some kind of legal advice and trying to find an answer to a problem wasn't always as clear-cut as you would think it is.

The experience also broadened my understanding of how community legal centres help people. I didn't realise the more holistic benefit to the community that they provide. For example, seeing the collaboration between lawyers and social workers was a new approach for me and provided an insight to the more human aspect of being a lawyer. It certainly has influenced how I will approach speaking to clients in practice in future even if I don't go into community legal work. It was a really valuable learning experience.

I would recommend (and have recommended already) students get involved. The things that I learned at Caxton Community Legal Centre supplemented the things I learned at university and it really rounded out my overall understanding of how a lawyer operates.

Even if students don't want to go into community legal work it is so valuable to at least see how the law affects certain people in different ways. In the 12 weeks that I was there I learned so much more than I would have doing a traditional university subject sitting in a classroom.

The Seniors Legal and Support Service can provide **FREE** legal and social work support.

We can help you with:

- family conflicts that make you feel disrespected or scared
- family agreements that are going wrong
- free information sessions for your group.

Know Your Rights

WHAT'S WHAT'S

Sup d

50

Alongside this project Caxton has been able to undertake a digital audit, update its brand, and review our communications and engagement activities. The Know Your Rights project and these aligned activities will play an important part of our strategy to deliver trusted and accessible legal information and have meaningful engagement with the communities we serve.

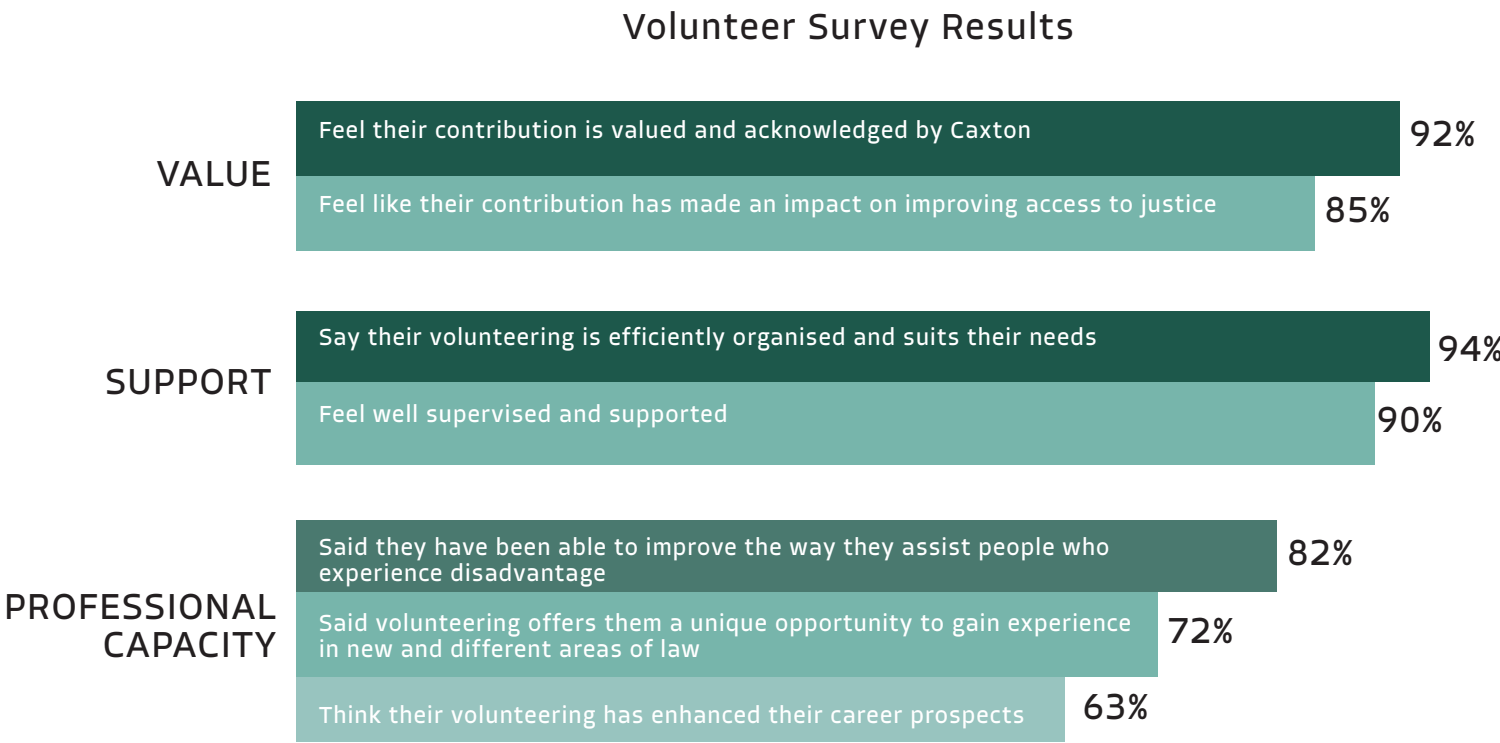
THE VALUE OF VOLUNTEERING



Many people give generously of their time, experience and skills to assist Caxton in the delivery of services to clients. These are the different ways they contribute



Caxton carries out a survey of volunteers each year to find out about their experience. This is what they said.



I love volunteering at Caxton. I have been supported by a senior lawyer who is always making sure that the volunteers are well looked-after, non-judgemental and willing to assist and/or give feedback if needed. The other volunteers and staff are great. As well as career opportunities, the networking opportunities with other solicitors and barristers is excellent.

THANK YOU VOLUNTEERS

Volunteering and Caxton go hand in hand. We cannot do the work we do without every person who so generously donates their time, skills and goodwill towards our clients. Here, we mention each person so that you know we “thank you”

LAW FIRMS

Allens
Ashurst
Barry Nilsson
Clayton Utz
Hall & Wilcox
Herbert Smith
Freehills
Gilshenan & Luton
Hopgood Ganim
Lawyers
HWL Ebsworth
Kingston Reid
Maurice Blackburn
McInnes Wilson
Lawyers
Minter Ellison
Murphy Schmidt
Norton Rose
Fulbright

BARRISTERS

Matt Jackson
Paula Morreau
Ron Merkel KC
Saul Holt KC
Mitch Rawlings
Patrick Wilson
Rebekah Bassano
Lucy Barnes
Lara Soldi
Ben Taylor
Douglas Freeburn
Grace Deaveraux
Renee Berry
Simon Hamlyn
Harris
Clare O'Connor
Peter O'Connor
Peta Willoughby
Matthew Jones
Nicholas Congram
Bruce Wacker
Brent Cooper
Katharine Brown
Damien Payard
Duncan Markewald
Morgan Clarke
Rachel Varshney
Hamish Clift
Bianca Stringer
Pawel (Pav)
Zielinski
William Isdale

LAWYERS

Aaron Santelises
Abigail Braid
Adam Moschella
Alexander Stewart
Amelia Atkinson
Andrew Owens
Andrew Wydmanski
Anita Marie Hall
Ashleigh Shea
Avril Cowarn
Ben Taylor
Bradley Ellacott
Brianna Bullock
Brianna Kerwin
Briar Blount
Bridget O'Brien
Brittany Anderson
Cameron Niven
Carly Traeger
Carolyn Buchan
Chloe Heterick
Ciara Furlong
Claudia Richardson
Damien Janbroers
Daniel Clare
Daniel Gosewisch
Dean McNulty
Dermot Peverill
Ebony-Jade Dignan
Elena Marchetti
Elizabeth Harvey
Emma Davidson
Emma Hart

Emma Kirkby
Erin Cunningham
Eustacia Yates
Fiona Banwell
Grace Hooper
Graeme Haas
Harry McDonald
Hongi Han
Isaac Douglas
Jack Crittenden
Jack Holmes
Jacob
O'Shaughnessy
Jaimee-Lee Jessop
Jake Magee
James Hall
Jane Guerin
Jane Kam
Jessica Grumelart
Jessica Heron
Jessie Schreiber
John Nguyen
Jonathan Law
Josh Mennen
Joshua Williams
Julia Harvey
Julian Walsh
Kate Adnams
Kay Rosolen
Ken Mackenzie
Kieran Hunter
Kimia Zarei
Kurt McDonald
Kyllie Bell

Larissa Sutter
Laura Summerville
Leo Strachan
Levanna Lam
Lily Porceddu
Linda Cho
Lisa Walker
Luke De Michele
Lynette
Vanderstoep
Madeleine Harling
Marcela Salgado Mar
Marnie Hills
Matthew Proctor
May Chen
Mel Karibasic
Melina Chalmers
Melody Martin
Michael Rodrigues
Michelle Cowan
Mitchell
Cunningham
Natalie Corica
Natalie Morris
Neha Pillalamarri
Neil Paris
Nick Dowse
Nicola Bowes
Nicole Smith
Niki Schomberg
Patricija Grigutyte
Paul Cameron
Paul Lucas

Phil Hall
Quintessa Denniz
Rees O'Brien
Robert Stevenson
Samantha Ramsay
Sarah Pascoe
Sarah Plasto
Sarmad Aljassim
Scott Thompson
Sean Mei
Shannon Chen
Shaun Chng
Sherrieanne
McInnes
Sian Retchless
Stephanie Ewart
Stevie Adams
Stuart Unwin
Sue Weber
Susan Donkin
Tabitha Gulley
Tayla Kilkeary (nee
Mojidi)
Tayleigh Jenkins
Tiana Harris
Tiela Waller
Tim Murray
Tim Wise
William Chan
William
Schoenmaker
Xavier Burton
Yusuf Furgan

LAW GRADUATES AND STUDENTS

Adriana Fernando
Alex Semmens
Alex Xu Lee
Amelia Kousary
Astrid Easton
Brandon Luyt
Brooke Denholm
Campbell Garrett
Chloe Blumfield
Christel Goh
Cody Munday
Damien Hamwood
Douglas Huang
Ellie Conroy
Georgiana Vine
Grace Carlson
Griffin Tomasella-Walker
Heath Huelin
Inho Ju
Jade Parlour
Jenny Mitchell
Julia Hegarty
Lara Boland
Leah Clapa
Madeleine Eaton
Megan Armstrong
Mercedes Frew
Nalika Burns-Pillay
Paul Kirkman-Scroope

Robert Clarke
Sally Ross
Sebastian Kerr
Shaahid Hussain
Simona Varga
Sophie Blatcher
Stella Bogdanovic
Tanzih Ahmed
Tyler Lim
Vinicius Rottgering
Vishal Kapadia
William Cvitic
Zane Playle

FUNDING SOURCES AND PARTNERSHIPS

We gratefully acknowledge our state and national funding bodies for the various programs across our 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.



Australian Government



Funded by

Queensland Government

Caxton works closely with community organisations and groups, government departments and key individuals to improve the co-ordination and delivery of legal and social support services across the justice system.

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STAKEHOLDER
ENGAGEMENT
ACTIVITIES

SOME OF THE ORGNISATIONS WE PARTNER WITH



2022-2023 REVIEW

GROWTH

The 2022-23 financial year has the theme of growth – growth in revenue, growth in staff numbers, growth in funding areas and program types, and growth in opportunity and challenges for the employees of Caxton, the Executive Management team, and the Management Committee.

MANAGEMENT COMMITTEE

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

General Members
Alf Davis
Amanda Alford
Bernard Curran
Leanne Collingburn
Mark Thomas
Matt Jackson

TREASURER'S REPORT

PROGRAMS

A number of our programs expanded in the 2022-23 financial year, adding on additional service areas or geographic locations for providing legal and social worker support. The somewhat staggered nature of this growth across the financial year shows a 22.4% growth in funding revenue for the year – this will be higher again in 2023-24 as these programs become fully operationalised.

PROPERTY

This year, the proceeds from the sale of the building were prudently invested in safe financial instruments which have provided a steady and dependable income stream while the longer term financial strategy for the organisation is formulated. We are transitioning our premises needs from owner-occupied to leasing, which has the benefit of freeing up capital for long-term investments in additional program areas, added internal capability and external services, and to ensure the ongoing financial health of Caxton is stable now and into the future. We have an extraordinary opportunity at present to lay the foundations of stable, dependable and strategic investment growth and capital protection to help ensure Caxton's staff and volunteers are able to meet client needs and our overall long-term objectives well into the future.

RECRUITMENT

One of our key challenges this year has been staff recruitment. We have managed well when it comes to staff retention, as the ongoing story of Caxton's growth and change management strategy has

invigorated existing staff and seen lower overall turnover than average, but recruiting staff to meet the needs of our expanded programs provided a significant challenge throughout the first half of the 2023 calendar year.

RESTRUCTURE

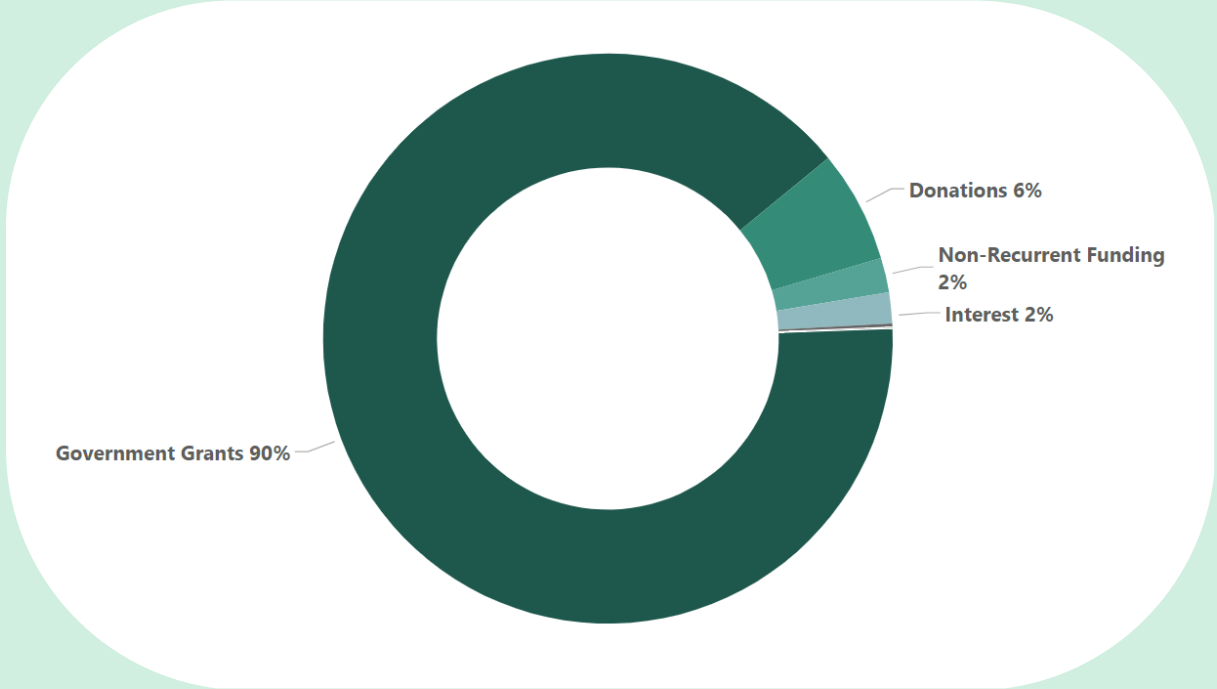
In response to the above, our investment income has allowed the CEO and COO to restructure the organisation for 2023-24, creating multiple promotion pathways for our lawyers and social workers in recognition of the expanded scope of our programs, the responsibilities and experience these programs require from staff, and our strategic need to ensure that both potential and existing staff understand the depth of career opportunities available to them.

TECHNOLOGY

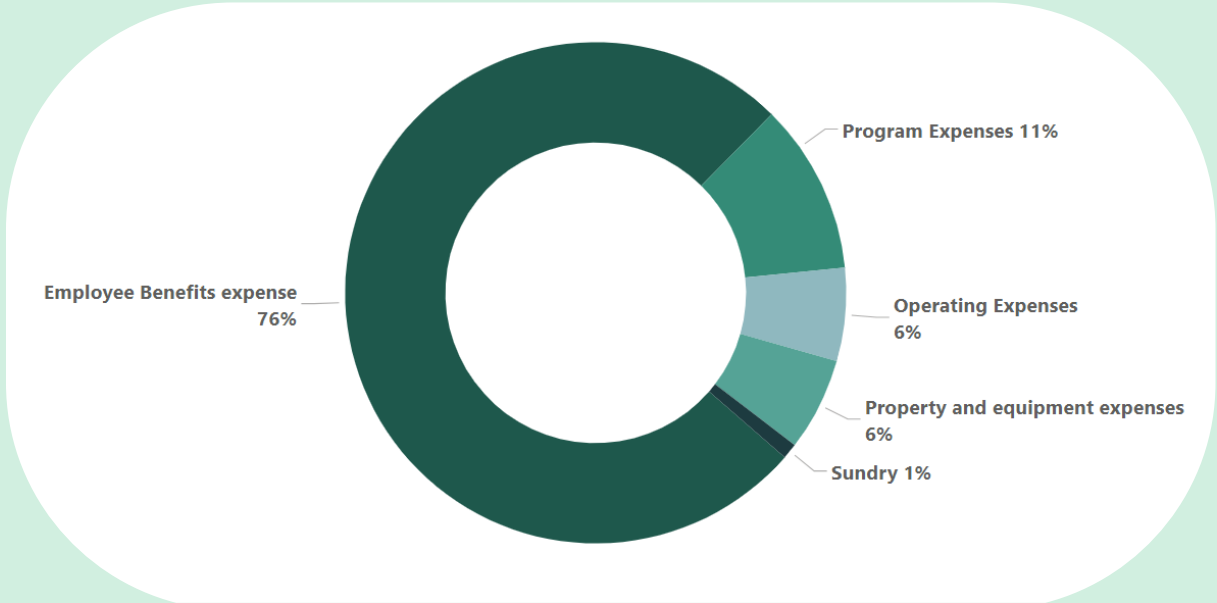
Additionally, we have invested in back-of-house capabilities and general IT technology in order to better understand the data we produce and how we can use this information to advocate for better outcomes for Queenslanders as they come into contact with the law. These investments began in the 2022-23 financial year and will continue with greater focus into 2023-24 and beyond.

Our net equity at the end of the financial year was \$5.1 million. Caxton has a strong balance sheet and is well-positioned to handle short-term challenges, take advantages of opportunities as they arise, and engage with and consider long-term strategic financial possibilities.

INCOME



EXPENSES



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
Revenue	7,879,814.08	6,176,018.15
Finance Income	139,887.58	349.35
Gain on sale of Land and Buildings		1,835,093.41
Employee Benefits Expense	(5,654,758.20)	(5,520,049.24)
Property and Equipment Expenses	(431,350.00)	(180,672.11)
Operating Expenses	(411,856.86)	(416,293.95)
Program Expenses	(818,662.76)	(335,803.55)
Finance Expenses	(1,815.01)	(2,567.13)
Net Profit	701,258.83	1,556,074.93

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

	2023	2022
Assets		
Current Assets	7,106,361.77	5,879,164.54
Non-current Assets	2,926.03	9,051.39
Total Assets	7,109,287.80	5,888,215.93
Liabilities		
Current Liabilities	1,855,525.81	1,321,558.15
Non-current Liabilities	155,936.97	170,091.59
Total Liabilities	2,011,462.78	1,491,649.74
Net Assets	5,097,825.02	4,396,566.19
Equity		
Accumulated surplus	5,097,825.02	4,396,566.19
TOTAL MEMBERS' FUNDS	5,097,825.02	4,396,566.19

CAXTON

COMMUNITY LEGAL CENTRE

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Email: caxton@caxton.org.au
Website: www.caxton.org.au

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Office hours:
9am-5pm Monday to Friday

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

Call us to book an appointment.



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