

Caxton Legal Centre

Annual Report



**2018 –
2019**

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Office hours: 9 am – 5 pm Monday to Friday

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

Call us to book an appointment.



President's Report

DAN ROGERS

It is an honour to write my first report as the president of Caxton Legal Centre. Last year, I accepted this nomination with an acute awareness of the significant responsibilities that attach to the role.

I am humbled to lead the organisation where my career in law began as a teenager on a school placement. Under the guidance of the wonderful Ros Williams, Caxton opened my eyes to what it means to practise law. It has been my pleasure to remain involved with the centre's work ever since.

The organisation has changed a lot over those 20 years and certainly over the past 10 years that I previously served as secretary. We have grown but our core values endure and continue to shape our thinking and our work.

Caxton is fortunate to have such a rich history thanks to the incredible contributions of many people over many years. Our clients and the community benefit greatly from our delivery of services, our community legal education and our law reform. Such success requires careful watch and an ongoing capacity to self-improve and embrace change.

The staff at Caxton deserve enormous respect within the profession and the broader community. I have great admiration for the challenging work undertaken by them. It's what drives me to give of my time. They have a job with real purpose and I thank them for their commitment.

As always, Caxton and its clients are the beneficiaries of countless hours of volunteer legal advice from busy people in the profession. This support is never forgotten and we thank our 200-plus-strong volunteers.

The past year has seen the introduction of a number of exciting new programs including the Bail Support Program and the Older Persons Advocacy and Legal Service. The readiness of government to choose Caxton to deliver important programs speaks volumes about the quality of our service delivery.

As an organisation, we have always valued the importance of law reform in our community. We seek to change laws that are unfair to our present and future clients. We are often a critical ear to government who is considering a new law. Occasionally, we focus on something big.

The campaign for a Human Rights Act was such an example. For four years, Caxton championed this reform with other like-minded organisations. The passing of the *Human Rights Act 2019* (Qld) was a wonderful occasion for Queenslanders. The legislation will not stop human rights abuses from occurring, but it will be an important tool for the entire legal profession and, in particular, Caxton's advocates as they serve the most disadvantaged in our community.

2018–19 has been a year of some change. Notably, Cybele Koning was appointed as Caxton's CEO. As an organisation, we will be well served by her leadership and long-standing commitment to Caxton. I look forward to working with her on the challenges that lay ahead.

Our management committee also saw some change against a background of many long-standing and loyal members. We farewelled Matt Woods, Barbara Kent and Alf Davis. We thank them for their careful stewardship over the years. In particular Matt Woods who served as a committee member for 30 years! They will all be missed. Their departure paved the way for some new faces and we welcomed Kim Forrester and Kristin Ramsey to our committee. Thank you to all of our committee members for giving generously of their time.

As part of this report, I want to particularly mention my predecessor, Mr Mark Thomas. Mark served as Caxton's president for some 15 years. Such was the scope of his tenure, he could not recall exactly how long it had been. He stayed on as the secretary of Caxton this year. I was grateful for his agreement to do that. It showed careful succession of an important role.

Under Mark's leadership, Caxton achieved enormous organisational growth and success. A small snapshot includes the purchase of a great Queenslander at Heal Street, which allowed us to then sell and buy at Manning Street. He oversaw the introduction of many new services such as employment law and the seniors program. He was a regular contributor to the Queensland Law Handbook and the Lawyers Practice Manual. He led important recruitment processes many times. As part of Caxton's strong commitment to law reform, he did countless law reform submissions. He was a mentor to staff and a great sounding board to our former director, Scott McDougall, and now to me. He chaired about 150 meetings of the management committee and, by good leadership and regular Shakespearean reference, led the committee through many tough decisions. On behalf of the organisation, I thank him for a decade and a half of service as president of the organisation.

Our strategic planning day on 4 November 2019 will be a great opportunity for us to shape the next few years of our work, particularly at a time of some change. We will approach that task carefully and responsibly. There are some exciting opportunities ahead for our wonderful centre.



CEO's Report

CYBELE KONING

It is my absolute privilege to deliver my first report as the Chief Executive Officer of Caxton Legal Centre. I love working at Caxton, with the staff and volunteers who make this organisation the amazing place it is and with the clients who I have assisted in my seven years at the centre.

After a period of restructure in the early part of the year, Caxton has a strong leadership team of three Legal Practice Directors, Bridget Burton (Human Rights and Civil Law Practice), Klaire Coles (Coronial and Custodial Justice Practice), Colette Bots (Family, Domestic Violence and Elder Law Practice) and our Chief Operations Officer, Deborah Ferguson. Myself and the practice directors are the four principal lawyers, together sharing the responsibility for the varied and voluminous work performed by over 50 staff.

This year, while continuing to deliver legal services integrated with social work support across our core areas, we experienced unprecedented growth with the introduction of several new programs. The Bail Support Program helps men on remand at the Arthur Gorrie Correctional Centre, the Brisbane Correctional Centre and the Woodford Correctional Centre apply for bail and access social work support services. The Older Persons Advocacy and Legal Service (OPALS) is a health and justice partnership between Metro South Health and Caxton Legal Centre, bringing together lawyers, social workers and health professionals to achieve proactive early intervention for older patients who are at risk of or experiencing elder abuse. OPALS is being piloted at the Princess Alexandra Hospital and in related health services in Metro South Health, and will be expanded to other locations in the following two years. The Financial Protections Service is an outreach service delivered by our community worker and is for individuals who are thinking about later life and want to chat about financial decisions that need to be made, or about concerns they have about how to protect their finances and prevent circumstances of financial elder abuse.

To support this growth, we commenced our implementation of a new IT and data management strategy. The primary areas of focus have been: exploiting all the features of our client database CLASS provided by the National Association of Community Legal Centres as it is rolled out to community legal centres around Australia; completing the decommission of our old server and migration to cloud file storage; replacing end-of-life hardware; and improving the centre's data collection and reporting activities.

The passing of a Queensland Human Rights Act represents one of Caxton's most important law reform outcomes, the centre having taken a leading role in the preceding campaign to introduce this law. We will now gear up to provide community education and legal assistance to clients. Caxton's strong

practice in discrimination law will provide a neat springboard for upholding the additional rights afforded under the Human Rights Act, especially in the areas of social housing, education, disability, state health care and prisons.

In other areas of law reform, we prepared submissions to the Australian Law Reform Commission's Inquiry into the Family Law System, contributed to the submission to the Aged Care Royal Commission made on behalf of the National Association of Community Legal Centres and prepared a submission to the Property Council of Australia's proposed Retirement Living Code of Conduct. A number of other submissions were prepared throughout the year that relate to the various programs we deliver.

The centre articulated its integrated lawyer-social worker model in a discussion paper *Specialist Elder Abuse Service*. We also continued to publish a plethora of new self-help factsheets and updated chapters of the ever-popular online Queensland Law Handbook.



Caxton President Dan Rogers with The Hon Yvette D'Ath, Queensland Attorney-General and Minister for Justice, at the introduction of the Human Rights Bill.

On 22 and 23 July 2019, Caxton Legal Centre co-hosted with Aged and Disability Advocacy Australia the 6th National Elder Abuse Conference at the Brisbane Convention & Exhibition Centre. The theme was 'Rock the Boat' and over 500 delegates attended. The considerable planning and research efforts to present stories of older Australians and to bring together experts from diverse backgrounds culminated in a very successful conference. Attendees walked away with a



refreshed impetus to action, focussing on six themes:

- human rights—identifying ways to apply a rights-based lense to all services that support older Australians
- criminalisation of elder abuse—the desire to engage in ongoing discussion about the need for discrete laws that criminalise the abuse of older Australians
- awareness raising—there is a need for further education of older people, their families and friends, industry and the community about elder abuse, how to identify it and where to get support
- prevention—research should be focussed on increasing our understanding about what prevention activities will work, and then we need to adopt a collaborative approach towards implementing those activities
- ageism—joining together to combat ageism in all the ways it exists in Australian society
- older-person-led initiatives—older Australians should be empowered to take the lead on addressing elder abuse.

Our Reconciliation Action Plan (RAP) has informed the work we do to further our commitment towards engaging the Aboriginal and Torres Strait Islander community, providing culturally appropriate legal services and promoting reconciliation in the broader community. Some of the activities undertaken include: cultural awareness training

- attending functions hosted by Aboriginal and Torres Strait Islander organisations including NAIDOC
- engaging with National Reconciliation Week events
- drafting a new Terms of Reference for our RAP working group
- highlighting the reconciliation journey in regular social media posts.

Thank you to the members of our RAP working group who continued to guide us.

Our volunteer lawyers, students and pro bono partners continued to provide critical support to deliver Caxton's services. Selflessly giving of their time and expertise, volunteers attended the centre four nights per week to provide expert advice to clients who could not otherwise afford to access legal services. Students from the University of Queensland, the Queensland University of Technology and Griffith University continued to attend student clinics at the centre throughout the year where they experienced professional practice in a community legal centre. Many students stayed on to volunteer with us. As always, we acknowledge that we could not achieve the work we do without our wonderful volunteers.



Team Reports

HUMAN RIGHTS AND CIVIL LAW PRACTICE

In 2018–19, the Human Rights and Civil Law Practice comprised the:

- employment law service
- consumer law service
- general civil and minor crime advice service
- human rights and anti-discrimination casework
- Queensland Retirement Village and Park Advice Service
- social work service.

STAFF CHANGES

This year saw quite a number of changes to staffing in the Human Rights and Civil Law Practice. Some of these changes were due to the creation of a new practice area at Caxton, the Coronial and Custodial Justice Practice, and some to staff moving on to take up exciting new opportunities.

In October 2018, Amrit Prihar left our team and moved into a permanent role as a junior lawyer in the Family, Domestic Violence and Elder Law Practice.

In April 2019, Faye Austen-Brown left her role as lawyer in the Human Rights and Civil Law Practice to take up the role of Senior Lawyer in the new Bail Support Program.

In June 2019, senior lawyer Gillian Welsh also left on a period of unpaid leave to complete an Advanced Masters in European and International Human Rights Law at Leiden University in the Netherlands.

In July 2019, employment lawyer Georgia May took a period of 12-month leave without pay to take up an exciting opportunity working for UN Aids in Indonesia.

Toward the end of the financial year, we welcomed lawyers Anna Brasnett, Carol McPhail and Loretta Stellino to the practice.

From March 2019 until Bridget Burton returned to Caxton in August 2019, Klaire Coles was the Practice Director of both the Human Rights and Civil Law Practice and the Coronial and Custodial Justice Practice. Bridget Burton returned to her role as Practice Director of the Human Rights and Civil Law Practice in August 2019, and Klaire Coles commenced her role as Practice Director of the Coronial and Custodial Justice Practice full time.

EMPLOYMENT LAW

In October 2018, we commenced operating the Workplace Advice Service with the Fair Work Commission. Fair Work Commission registry staff book appointments with our lawyers for employees who need advice about unfair dismissal or general protections claims.

Our employment law program continues to offer daytime and evening advice session appointments. These appointments are in high demand and often book out two weeks in advance.

Our lawyers also regularly act for clients in unfair dismissal, general protections and discrimination proceedings in the Fair Work Commission, Federal Circuit Court, the Queensland Human Rights Commission and Queensland Industrial Relations Commission.

CONSUMER LAW

Our consumer law service continues to provide advice and casework assistance to individuals dealing with consumer law disputes relating to consumer credit or contracts for goods and services.

In the 2018–19 period, we have assisted a number of clients to achieve a reduction in the amount of their total debts via internal dispute resolution or the Australian Financial Complaints Authority (where there has been irresponsible lending or some other unfair conduct by financial service providers). We have also taken on casework matters for clients with vulnerabilities who found it particularly difficult and stressful to negotiate with creditors or deal with overly aggressive debt collectors, and were able to advocate on their behalf to achieve favourable outcomes for our clients.

While our main consumer lawyer Gillian Welsh has taken a period of extended leave, Brittany Smeed and Loretta Stellino are continuing to provide the consumer law service (with additional consumer law appointments available in the evening sessions).

HUMAN RIGHTS AND ANTI-DISCRIMINATION LAW

In October 2018, we also commenced operating an advice clinic with the Anti-Discrimination Commission Queensland (now the Queensland Human Rights Commission (QHRC)). In this advice clinic, intake workers and conciliators from the QHRC book clients who require legal advice and representation into appointments with our lawyers.

We also continue to receive a high volume of warm referrals from the QHRC and other organisations to represent clients in anti-discrimination complaints.

Our lawyers regularly appear for complainants and vulnerable individual respondents in anti-discrimination matters in the QHRC, Australian Human Rights Commission, the Queensland Civil and Administrative Tribunal and the Queensland Industrial Relations Commission.

QUEENSLAND RETIREMENT VILLAGE AND PARK ADVICE SERVICE

The Queensland Retirement Village and Park Advice Service (QRVPAS) provides legal advice and information to Queenslanders living in (or considering moving to) a retirement village or manufactured home park. This has been another busy year for QRVPAS as we continued to deliver a high number of legal advice appointments, provided ongoing casework assistance and managed a busy community legal education schedule.

We have seen some changes to QRVPAS staffing over the past year and were very sad to be losing Nastassja Milevskiy, who has been an excellent lawyer and a valued member of our team. However, we were pleased to welcome Melody Valentine, Amanda Hess, Carol McPhail and Nali Wardell to the service, and have made some changes to staff responsibilities so that Brittany Smeed can spend more time on casework matters. We must also express our thanks to student volunteers Mona, Bella and Steven, who provided assistance to our lawyers through the QRVPAS student clinic.

Advice and casework

The service continued to receive a high number of advice queries, particularly as we saw various issues arising from the recent changes to the legislation. On many occasions we have been able to assist resident/homeowners committees to follow dispute resolution processes and go on to achieve successful results that benefited many people in their village/park.

The service has also secured a number of successful outcomes for casework clients over the 2018–19 period, including:

- successfully representing residents in both manufactured home parks and retirement villages to defend eviction proceedings in the Queensland Civil and Administrative Tribunal
- travelling to Kirra Beach Tourist Park on a number of occasions to provide outreach appointments for manufactured homeowners affected by the Gold Coast City Council's decision to phase out their site agreements
- assisting manufactured homeowners to negotiate buyback deals with their park owner and relocate to more suitable accommodation (where they would not otherwise have been able to afford to move out)

- assisting residents in villages affected by water ingress and mould to negotiate an immediate buyback (so that they could afford to relocate to alternative accommodation, without having to wait to re-sell their home)
- advocating for better accessibility of retirement village facilities (on behalf of people with impairments, and also to ensure emergency services have appropriate access to gated communities)
- assisting residents of manufactured home parks and retirement villages to navigate the assistance animal accreditation process, and have their pets approved to live with them as assistance animals.

Thank you to barristers Max Walker, Cate Hartigan, Ben McMillan and Simon Cleary who have helped us to achieve these outcomes.

Law reform

The service continued to be involved in law reform work relating to retirement villages and manufactured home parks. In recent times, QRVPAS made submissions and appeared at a parliamentary committee hearing in support of the 18-month mandatory buyback for freehold retirement village units, and also provided comments on the Property Council's draft 'Australian Retirement Village Accreditation Scheme' (the submissions were endorsed by the Association of Residents of Queensland Retirement Villages and COTA).



QRVPAS lawyer Brittany Smeed (left) with Aveo residents who were invited to speak at parliament.

Team Reports

CORONIAL AND CUSTODIAL JUSTICE PRACTICE

The 2018–19 financial year saw the creation of a third practice area, the Coronial and Custodial Justice Practice.

The practice comprises the Coronial Assistance Legal Service and the Bail Support Program for Men.

CORONIAL ASSISTANCE LEGAL SERVICE

The Coronial Assistance Legal Service is delivered in partnership with Townsville Community Law Inc. and provides advice and representation to bereaved families who are going through the coronial process.

Over the course of the financial year, Klaire Coles and Yatarla Clarke provided legal advice to 55 families and opened 20 new cases.

Klaire and Yatarla acted for families in seven inquests during this financial year.

We have provided advice to clients at all stages of the coronial process including:

- burial disputes
- applications for burial assistance
- in relation to whether a death is a reportable death under the *Coroners Act 2003* (Qld)
- ongoing coronial investigations
- inquests
- in relation to the reopening of coronial investigations
- appealing decisions of coroners including findings and decisions not to hold an inquest.

Klaire and Yatarla have also continued their work with the State Coroner and Coroners Court, the Department of Justice and Attorney-General, the Office of Industrial Relations, Townsville Community Law Inc. and a number of victim support services to improve the experience of families throughout the coronial process.

BAIL SUPPORT PROGRAM FOR MEN

Our Bail Support Program for Men is a new program set up 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 social support services.

The program became fully operational on 1 July 2019, and we look forward to reporting on the successes of the program in the 2019–2020 annual report.

FAMILY, DOMESTIC VIOLENCE AND ELDER LAW PRACTICE

The Family, Domestic Violence and Elder Law Practice is a multidisciplinary practice consisting of lawyers and social workers who work collaboratively to deliver seven different services. We combine the strengths of legal and social work disciplines to provide a holistic service to vulnerable clients in the areas of family law, domestic violence and elder abuse.

In the 2018–19 financial year, our Seniors Legal and Support Service continued to undertake complex elder abuse case work, and we provided both family law duty lawyer and domestic and family violence duty lawyer services in Brisbane. Our family law advice and the case work program were also in high demand.

Two new programs have commenced within our practice, the Older Persons Advocacy and Legal Service and the Financial Protections Service.

STAFF CHANGES

Our team has seen significant change and movement amongst staff this year with our previous director, Cybele Koning, being appointed as CEO in July 2019. Following this, Colette Bots transitioned from the senior lawyer role into the role of director in August 2019.

Tilé Imo moved into the Older Persons Advocacy and Legal Service (OPALS) as the senior lawyer, while our former Family Advocacy and Support Service (FASS) social worker, Sally Richardson, took on the role as community social worker.

Sue-Ellen Wright departed in August 2019 to return to the Bar and to pursue her own mediation practice. Gareth Walters and Keryn Ruska also left the team in January 2019 to pursue a career in private practice and take on a role in government respectively.

Following these changes, we welcomed four new lawyers into our team. Miriam Barber and Alice Nagel joined us in July 2019. Claire Nolan and Nicky Mitchell joined the team in October 2019.

Saad Asghar was appointed as the new FASS social worker in August 2019, having completed his social work student placement with our Seniors Legal and Support Service.

With the new Financial Protections Service having commenced in May 2019, Wendy Revell joined the team as a community worker. She also completed her social work student placement with us.

We are very pleased to now call Saad and Wendy our colleagues after watching them grow their professional skills as students within our team.



FAMILY LAW ADVICE SERVICE AND CASEWORK PROGRAM

The demand for our family law advice program was unwavering, with appointments routinely being booked out two weeks in advance. We provided face-to-face and telephone family law appointments on three days per week, as well as during our Thursday family law evening advice sessions.

At these appointments, our lawyers provided advice in relation to parenting, property settlement, child support and domestic violence for both aggrieved and respondent clients. At our face-to-face appointments we often assisted self-represented clients by reviewing court documents.

Terry Stedman continued to supervise the Griffith Family Law Student Clinic, together with a supervisor from Griffith University. Through this program, we offer clients much-needed assistance with family law document preparation, particularly in relation to parenting and property settlement matters.

Amrit Prihar and Alice Nagel are now coordinating the family law evening advice sessions, having taken over from Colette after she took on the role of director of the practice.

FAMILY LAW DUTY LAWYER SERVICE AND FAMILY ADVOCACY AND SUPPORT SERVICE

Our Family Law Duty Lawyer Service continued to operate five days per week at the Federal Circuit Court and Family Court of Australia in Brisbane, providing assistance to self-represented litigants in parenting and property settlement matters primarily by way of legal advice and assistance with negotiations for clients who are in court that day.

Operating alongside the Family Law Duty Lawyer Service was our Family Advocacy and Support Service, which is an on-demand service that provides both legal and social work support to vulnerable clients, including court appearances and drafting urgent recovery applications.

The FASS lawyer-social worker model enabled us to provide a holistic service for clients who are experiencing domestic and family violence by offering various supports, including emotional support in court and referrals for various counselling and parenting programs.

Our team of FASS lawyers have drafted numerous recovery applications this year for mothers, fathers and grandparents, and have had great success in achieving urgent court dates within a week or two of lodging applications.

DOMESTIC AND FAMILY VIOLENCE DUTY LAWYER SERVICE

The Domestic and Family Violence Duty Lawyer Service continued to operate during the Brisbane Magistrates Court discrete domestic violence list days, three days per week. We provided a full representation service primarily for respondent clients on their mention date, working collaboratively with court stakeholders, including Mensline, Anglicare, Legal Aid, Queensland Police Service and court network volunteers. As part of this service, we also assisted aggrieved clients and identified and assisted respondent clients who were the person most in need of protection.

The clients we assisted at court commonly suffered from a myriad of issues, including mental health issues, drug and alcohol abuse and homelessness.

As duty lawyers, we identified vulnerable clients in need of further legal assistance and were able to seamlessly refer these clients across to our other legal services. We have referred a number of clients to our Seniors Legal and Support Service. We routinely provided advice and referrals for clients who have concurrent family law disputes.

SENIORS LEGAL AND SUPPORT SERVICE

The Seniors Legal and Support Service continued to provide legal and social work support to older persons who were experiencing or at risk of experiencing elder abuse. Through a human-rights-based framework, we empowered older persons by providing them with an extensive range of legal and social support options. We also provided home visits to the clients to overcome access barriers.

Our multidisciplinary framework promoted and facilitated our clients' ability to increase their autonomy by enabling them to make their own informed decisions in order to determine what is best for them.

The most common issues continued to be financial and psychological abuse by adult children who are often living in the older person's home. Common scenarios included clients contributing their life savings towards 'granny flat' agreements without obtaining any legal interest in the property, as well as misuse of enduring power of attorneys.

SLASS has undertaken complex case work in the following areas:

- Queensland Civil and Administrative Tribunal matters in relation to guardianship and administration
- obtaining domestic violence orders to oust financially and emotionally abusive adult children who live with their parents



- directly negotiating with family members to obtain successful monetary outcomes
- advocating for clients who have been denied basic human rights (such as the right to legal advice and the right to make their own decisions) by aged-care facilities in conjunction with attorneys who are misusing their powers
- negotiating with lenders and Telco companies to obtain waivers of large debts accrued by adult children in their parents' names
- settling property matters in the Federal Circuit Court of Australia intertwined with issues of domestic violence
- advocating on behalf of clients with the Public Trustee and Office of the Public Guardian
- facilitating family conferences.

OLDER PERSONS ADVOCACY AND LEGAL SERVICE

Through our new Health Justice Partnership with Metro South Health, we commenced the Older Persons Advocacy and Legal Service in July 2019. Lawyers, social workers and health professionals are actively working together to achieve proactive early intervention for older patients who are at risk of or experiencing elder abuse. Senior lawyer Tilé is now stationed at the Princess Alexandra Hospital to discuss any legal issues with the patient, and Sally offers ongoing assistance after the patient's discharge from hospital.

The duo has also been tirelessly conducting red-flag training for hospital staff and community health professionals on how to identify elder abuse and make the appropriate referrals. We look forward to reporting on its success in the next annual report.

FINANCIAL PROTECTIONS SERVICE

The Financial Protections Service commenced in May 2019. This service is provided to people who are approaching retirement and undertaking decision making for later life. Our community worker Wendy Revell works predominantly out in the field, and has been solidly conducting community education in order to facilitate access to free and independent financial information and advice.

The service was co-designed by Townsville Community Law Inc. and Caxton Legal Centre, and has partnered with the National Seniors Financial Literacy Service.

COMMUNITY ENGAGEMENT

All members of the Family, Domestic Violence and Elder Law Practice are actively engaged in social and legal reform, particularly in relation to the prevention of elder abuse and to address systemic issues around domestic and family violence. We actively participate in relevant networks and groups by:

- being steering committee members of the Child and Family Assistance Forum
- being a member of monthly EAAA board meetings
- being a member of the Guardianship Implementation Reference Group and the Capacity Guidelines sub-group
- attending quarterly meetings of the EAPU reference group
- attending Brisbane Magistrates Court Domestic Violence stakeholder meetings
- attending Federal Circuit Court of Australia stakeholder meetings
- being a member of the Queensland Law Society Domestic and Family Violence Committee
- attending Older Persons Legal Services Network meetings
- being members of the Family Law Pathways Network Steering Committee.

Team Reports

SOCIAL WORK SERVICE

Caxton Legal Centre engaged eight social workers and one community worker, full time and part time, across its three practices in the 2018–19 financial year. Four new positions became available in our new programs.

The Family Law, Domestic Violence and Elder Law Practice employed three social workers in the Seniors Legal and Support Service, one social worker in the new Older Persons Advocacy and Legal Service, one social worker in the Family Advocacy and Support Service and one community worker in the new Financial Protections Service.

The Human Rights and Civil Law Practice employed one social worker, who also received referrals from the domestic violence duty lawyers, the coronial service lawyers, the evening advice sessions, the family lawyers at court or from appointments at the student clinics.

The Coronial and Custodial Justice Practice also employed two social workers in the new Bail Support Program for Men.

A SNAPSHOT OF A TYPICAL DAY'S EFFORT OF THE SOCIAL WORK TEAM

A snapshot of a particular day's work in the lives of our team provides a great insight of the work they did, and the issues and challenges our social workers faced on an average day.

Eight social workers and one community worker— 65 hours worked in one day

31	hours communicating with clients and the public
12	hours researching, advocating or arranging resources for clients
22	hours documenting

Ninety clients and members of the public reached

27	clients directly contacted
3	clients contacted via family, Office of the Public Guardian or prison officer referrals
60	clients contacted through public outreach by the Financial Protections Service

OUTCOMES FOR OUR CLIENTS

It is hard to put an accurate quantitative value against the services provided to our clients. However, on a particular day, staff documented the following outcomes.

No. of persons	Outcomes
7	people gained access to essentials for daily living such as money, charitable trust grants, electricity, ID, medication, food, clothing, transport cards or phones
1	person was rehoused to escape domestic violence
11	people received flexible support through legal and social work support such as counselling, help to cope with crises, identifying needs and understanding implications of options for taking action, referrals for ongoing help to cope with impacts of abuse and manage anxiety
60	people increased their awareness regarding decision making in later life and the prevention of financial abuse

THE ISSUES OUR CLIENTS PRESENTED WITH

The main issues people needed help with were rather varied and at times challenging for our social workers. In no particular order they were:

- domestic violence
- housing and living arrangements
- insufficient money
- elder abuse
- case coordination and advocacy so that access to support/resources is effective
- emotional and psychological needs (including grief and loss)
- family relationships/estrangements
- decision making and future planning
- health problems
- mental health problems
- historical child sexual abuse
- unemployment
- complaint against disability service provider.



SYSTEMIC OR INTERPERSONAL BARRIERS TO CHANGE

Some of the barriers clients and social workers encountered as they tried to problem solve:

- Private legal fees to collect debt outweighed the amount of debt the client needed to collect.
- The client was unable to afford an effective psychologist of choice due to the gap fee and their bulk-billing psychologist was not helpful.
- Older clients sometimes faced exclusion from Caxton's services due to our conflict-of-interest policy (a systemic barrier that needs to be addressed).
- Clients with mental health issues struggled to interpret events objectively and understand legal advice.
- There are no DV refuges for men, which was very challenging for older male clients with disability.
- Communication with Centrelink was too slow in some urgent domestic violence situations.
- It was very difficult for people in prison or on remand to access comprehensible legal information and pre- and post-release support due to the excessive caseload of relevant stakeholders.
- There was a major lack of affordable crisis/non-crisis housing, exacerbated by landlords and property managers being reluctant to rent to Centrelink beneficiaries.
- Language barriers were a big problem when interpreter services lagged behind the emergence of new language groups such as Hmong.
- It was very difficult to access justice for historical domestic violence and child abuse.
- Youth unemployment, living on Newstart or being trapped in a dysfunctional home all contributed to the hardship experienced by our clients.
- Clients often did not have access to ID or other key documents when these were misplaced, destroyed in natural disasters or were being withheld by others.

STAFF REFLECTIONS ON THE DAY

Despite the often challenging workload of Caxton's social workers across all of our services, we maintained a healthy, caring and supportive culture amongst colleagues.

The intersecting factors and systems relating to mental health, disability, primary healthcare needs and criminal justice services created systemic barriers for criminalised populations needing complex care coordination.

The chronic lack of crisis and affordable housing, particularly in regional and remote areas was a huge road block in helping people with a criminal history.

Caxton's much-valued multidisciplinary model of lawyer-social worker intervention proved to be very successful for our clients, particularly when confronted with bridging generational gaps (e.g. between a parent and their violent teenage child), or when the client found it difficult to understand or accept legal advice due to mental health issues.

The model also greatly benefitted staff by avoiding burn-out through emotional support, shared effort and debriefing about complex and traumatic matters.

Our community legal education presentations were always well received and stimulated welcome feedback, which was gladly accepted and, if constructive, put into practice. Our community worker from the Financial Protections Service has been our champion, providing a plethora of information about financial matters and future planning to the community while raising awareness of Caxton's other services.

We look forward to another year full of 'typical days' providing social work services to our Caxton clients and communities.

Our Organisation



Caxton Legal Center's **community legal education**, **clinical legal education** and **law reform** engagements involve input from all sectors across the organisation.

Our CEO as well as all three practice directors hold principal practising certificates issued by the Queensland Law Society.

OUR VISION

To build a just and inclusive society that values difference and diversity, and the human rights of all people.

To influence the development of law to recognise the needs of people who are socially or economically disadvantaged.

To assist people who would otherwise be denied access to justice.

OUR GOALS

To promote access to justice.

To provide free legal advice and information.

To empower people to address their legal problems.

To increase community awareness.

To produce clear, easy-to-read publications.

To work to change unfair laws.

WHO WE ARE

Caxton Legal Centre Inc. is Queensland's oldest, non-profit, community-based legal service.

WHAT WE DO

Caxton provides free legal advice and information services, specialist legal casework services, clinical legal and community education programs and social work support services.

OUR CLIENTS

Our legal service aims to assist people in Queensland who are on a low income or otherwise disadvantaged and in need of relief from poverty, distress, misfortune, destitute and helplessness.

Thank You

VOLUNTEER BARRISTERS, LAWYERS, LAW STUDENTS AND LAW FIRMS

Volunteering is not something that is required nor is it an obligation!

Our volunteer lawyers and law students do not give their time for the pursuit of money or recognition. These great people are optimistic and idealistic, and rightly believe that they are capable of inciting change.

Your empathy and awareness, combined with accurate practical legal advice, continued to make an enormous difference in the lives of our vulnerable clients. The many grateful acknowledgements that we have received over the past year are a glowing testimony to the amazing work you do.

Caxton Legal Centre is extremely privileged to be able to rely on your commitment to social justice, which enabled us to serve the many disadvantaged people that came into our office for help. Thank you so much for your invaluable time!

We would also like to extend a special thank you to the members of the Bar. Their priceless assistance with a number of matters in court was undoubtedly instrumental to the many favourite outcomes for our clients.

Many thanks to Allens for their continual support in providing the layout for this report.



BARRISTERS WHO PROVIDED COUNSEL

Andrew Boe
Andrew Crowe QC
Ben McMillan
Cate Hartigan
Charles Martin
Dan Fuller
Danae Younger
Donna Callaghan
Jade Marr
John Farren
Josh Creamer
Hugh Mackenzie-Scott
Kate Eastman QC
Katrina Kluss
Matt Jackson
Maxwell Walker
Michael Woodward
Mitchell Rawlings
Morgan Clarke
Nathan Edridge
Patrick Wilson
Paula Morreau
Polina Kinchina
Rachelle Logan
Sally Robb
Scott Seefeld
Stephen Carius
Sian McGee
Simon Cleary
Simon Hamlyn-Harris
Stephen Keim SC
Travis O'Brien

VOLUNTEER LAWYERS

Aaron Santelise
Adam Moschella
Adam Ray
Adele Garnett
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Alice Husband
Amanda Kent
Ambyr Cousen
Amy Hehir
Amy Honan
Andrew Gillard
Andrew Lander
Anita Marie Hall
Anna Lloyd
Ann-Maree Russo
Ashton Marini
Aurora Porras
Austin Hoo
Brent Stowers
Bridget O'Brien
Carolyn Buchan
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Chloe Bennett
Chris Templeton
Clare McDonald
Claudine Kasselis
Colin Townes
Damien Payard
Dan Pratt
Daniel Clare
Daniel Johnston
Daniel Posner
Darren Townsend
Dean McNulty

Dermot Peverill
Douglas Van de Hoef
Duncan Marckwald
Ebony-Jade Dignan
Edmund Robinson
Elena Marchetti
Elizabeth Harvey
Ellie Basingthwaight
Elliot Boddice
Emily Lewsey
Emily O'Hagan
Emma Kirkby
Emma Thompson
Emmeli Stenlund
Erinn Griffiths
Eustacia Yates
Faith Valencia-Forrester
Fiona Banwell
Flora Lee
Frances Stewart
Gareth Walters
Gary Tan
Gavin Rebetzke
Genevieve Nuttall
Graeme Haas
Grant Furiosi
Harry McDonald
Hongi Han
Jack Longley
Jacob Redden
Jade Barker
Jaimee-Lee Jessop
James Hall
James Saikovski
James Treganza
James Wieden



VOLUNTEER LAWYERS cont.

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Jane Guerin
Jane Kam
Jane Vasey
Jasmine Lam
Jennifer Hewson
Jessica Carroll
Jessica Grumelart
Jonathan Law
Joseph Ludwig
Josephine Nicholson
Joshua Mountford
Justin Sibley
Kate Brodnik
Kate Fuller
Kate Witt
Kathleen Anderson
Kay Rosolen
Ken Mackenzie
Kristin Ramsey
Kurt Wildermuth
Leila Aria
Lisa Walker
Louise Mary Hogg
Luke Percy
Luke Steel
Lyn Han
Lynette Vanderstoep
Martin Mallon
Matt Forbes
Matthew Price
Maxwell Walker
Melanie Hindman QC
Melody Martin
Michael Bonasia
Michelle Kelly
Minnie Hannaford
Mitchell Rawlings
Nashneen Mohammed
Natalie Morris
Natalie Smith
Neil Paris
Niamh Fields
Nicholas Andreatidis QC
Nicole Smith
Nigel Saines
Nikola Core
Patrick Brown

Patrick White
Patrick Wilson
Pawel Zielinski
Peter Whyte
Phil Hall
Polly Richardson
Rachel Liang
Rachel Lusis
Rachel McCarthy
Rachel Smith
Rachelle Logan
Ray Murphy
Rebecca Mann
Reimen Hii
Remy Kurz
Ria Ku
Rica Ehlers
Rifayat Shamma
Rina Cappiello
Robert Ivessa
Robert Stevenson
Robert Sykes
Robert Tooth
Ross Thurlow
Samantha Ramsay
Sara Ser
Sasha Purcell
Saul Holt QC
Sean Gilmour
Shane Monks
Shannon Chen
Shanti Fatchen
Shaun Chng
Simon Clayer
Simone Mizikovsky
Sky Kim
Sooraj Sidhu
Sophie Harburg
Stephanie Brown
Stephanie Ewart
Stephen Carius
Stephen Colditz
Stuart Unwin
Tayla Mojidi
Thomas Allen
Thomas Bowen
Thomas Rittson
Thomas Zwoerner
Thomas Serafin
Vaishi Rajanayagam
Venetia Brown

Victoria Limerick
Viva Paxton
William Schoenmaker
Yi Zhao

VOLUNTEER STUDENTS

Aanah Nakao
Alexandra Wells
Alice Tanzer-Wilde
Amelia Hasson
Amelia Kousary
Angelina Vukovic
Ashleigh Pain-Geddes
Ashley Knopp
Bianca Stringer
Brandon Luyt
Brittany Seip
Christel Goh
Damien Janbroers
David Taylor
Eleanor Sondergeld
Emma Beckinsale
Esther Ng
Gemma Leiper
Giulia Marrama
Gracie Roberts
Hala Hamed
Hannah Plater
Harjan Athwal
Isabella Raby
Ivy Lawrence
Jack Baldwin
Jack Morris
Jasmine Tran
Jesse To
Joanne De Jesus
Kate Dowse
Kate Stewart
Katherine Barnes
Kelvin Lee
Kimia Zarei
Laura Dawson
Laura Devine
Lauren McDonald
Leah Carey
Leanne Mahly
Lisa Mildwaters
Madeleine Wunsch
Maud Beach
Megan Armstrong

Melinda Lovell
Mercedes Frew
Mitchell Langford
Mitchell Kellett
Mona Golbarani
Nali Wardill
Pigush Bhimwal
Rachael Gough
Ramisa Raya
Raphael Ebeling
Saibal Kar
Steven Cawood
Subeyda Bakhit
Taylor Crydon
Thomas Menzler
Timothy Wong
Tom O'Connor
Tyler Lim
Tyneal Koorbanally

PLT STUDENTS

Alexandra Purvey
Ashlee Pittard
Carol McPhail
Guy Kelleher
Jade Paidel
Melissa Dawson
Nali Wardill
Sian Griffiths

SOCIAL WORK STUDENTS

Aimee Schoeman
Saad Asghar
Wendy Revell

LAW FIRMS

Allens
Ashurst
Freehills
HopgoodGanim
MinterEllison

Introducing Our New Services

THE BAIL SUPPORT PROGRAM FOR MEN

In March 2019, Caxton Legal Centre was awarded a tender by Queensland Corrective Services to deliver the Bail Support Program for Men. The Bail Support Program provides legal assistance and social work support to men on remand at the Arthur Gorrie Correctional Centre, the Brisbane Correctional Centre and the Woodford Correctional Centre to apply for bail and comply with their bail conditions.

The Bail Support Program offers a range of services to prisoners eligible for bail and those who are successful in obtaining a grant of bail. These services include:

- legal advice and representation on bail applications
- intensive case management and support
- referral to employment programs, accommodation providers, alcohol and other drug treatment programs and a range of other social support services.

The Bail Support Program employs a coordinating lawyer, a senior lawyer, a lawyer, two social workers, a bail support officer and an administration officer.

THE FINANCIAL PROTECTIONS SERVICE

In early 2019, Caxton Legal Centre partnered with the National Seniors Financial Literacy Service, an independent financial information service operated by National Seniors, to deliver the Financial Protections Service (FPS). This service is funded by the Queensland Department of Communities, Disability Services and Seniors and was developed in consultation with the Financial Counsellors' Association of Queensland. The aim of the service is to prevent financial elder abuse.

The FPS is a service for older individuals who are thinking about later life and want to chat about financial decisions that need to be made, or about concerns they have about how to protect their finances. The community worker can help with common areas of financial decision making such as accommodation planning, budgeting, financial retirement planning, wills and future health-care decisions.

The FPS community worker also delivers group information sessions by appointment throughout Queensland.

We have also published a range of useful factsheets to provide clients with extra information. These are available on our website.

THE OLDER PERSONS ADVOCACY AND LEGAL SERVICE

In the wake of Caxton's intensive initiatives and engagement in combating elder abuse, the centre was successful in securing funding from the Commonwealth Government Attorney-General's Department to establish the Older Persons Advocacy and Legal Service (OPALS).

OPALS is a health and justice partnership between Metro South Health and Caxton Legal Centre, bringing together lawyers, social workers and health professionals to achieve proactive early intervention for older patients who are at risk of or experiencing elder abuse.

OPALS is being piloted at the Princess Alexandra Hospital and in related health services in Metro South Health, and will be expanded to other locations in the following two years.

OPALS comprises a lawyer who can discuss any legal issues with the patient, and a community social worker who offers ongoing assistance after the patient's discharge from hospital. The lawyer has particular expertise in elder law including decision making, personal and financial safeguarding, and family agreements.

OPALS also conducts training for hospital staff and community health professionals on how to identify elder abuse and how to make appropriate referrals.

Free Evening Advice Sessions

THE CORNERSTONE OF OUR ORGANISATION

Caxton Legal Centre's evening advice sessions are the bread and butter of our determined pursuit to provide legal advice and social work support to disadvantaged members of our community, who would otherwise not be able to afford access to justice and receive help to solve their legal issues.

The Client Services Team, competently supervised by our team coordinator, tirelessly answered the constant stream of often distressed callers and quickly filled up all available appointments for the week, matching client need with professional expertise.

Evening advice session appointments, whether face to face or by phone, were scheduled every Monday to Thursday from 5.45 to 9.00 pm, and spanned criminal law, civil law, family law and employment law matters. Throughout this last financial year, we were able to provide legal advice to an average of 70 clients a week.

All of these appointments were staffed by our wonderful volunteer lawyers and assisted by volunteer and clinical placement law students, who managed the process to make the most of the half-hour consultation time allocated, which of course was often extended depending on the matter at hand. We aim for every client to leave their advice session with a

better understanding of their legal problem and practical written advice outlining the next steps.

Behind the scenes, our staff lawyers and students review all volunteer advice and provide further help where needed, including managing in-house social work referrals, making phone calls and sending hundreds of emails and letters.

We were very fortunate to have a pool of approximately 200 volunteer lawyers and about 63 law students who staffed our evening advice sessions. This was largely due to the conscientious recruitment efforts of all staff, the fantastic organisational skills of our volunteer coordinator Michelle Ecclestone and the impeccable social skills of our evening session coordinators.

Many of our night session volunteers perform other voluntary roles at Caxton, including supporting our litigation practice with pro bono assistance, sitting on our management committee or writing for our community legal education publications.

Some nights bring novel enquiries causing much-enjoyed legal debates behind the scenes, and every night has a different energy and feel. It is certainly never dull.



Community Legal Education

Community legal education (CLE) is an important tool to equip people with the awareness and essential knowledge of their legal rights and responsibilities, and help them to successfully resolve their legal problems.

Our CLE program is informed by our participation in the CLE Legal Assistance Forum with a focus on collaboration, applying specialist areas of knowledge (family law, domestic and family violence, employment, consumer, discrimination, human rights) and targeting priority client groups and problem noticers.

HUMAN RIGHTS AND CIVIL LAW PRACTICE

In the 2018–19 financial year, the Human Rights and Civil Law Practice continued to deliver high-quality community legal education to school students, community groups and other interested groups.

In response to unmet legal need, we provided a series of community legal education talks to grandparents with primary caring responsibilities for their grandchildren.

We also delivered talks to:

- workers and community members at Deaf Services Queensland regarding identifying legal issues across crime, family, domestic violence, discrimination and civil law
- workers at other specialist community legal centres regarding discrimination and civil law problems for victims of domestic violence
- groups of school students regarding elder abuse, domestic violence, employment law and police powers
- attendees at the conference of legal studies teachers on employment law.

With the assistance of our wonderful volunteer Emily Lewsey, we also created a series of factsheets regarding dealing with minor criminal law charges in the Magistrates Court.

THE QUEENSLAND RETIREMENT VILLAGE AND PARK SERVICE

In the 2018–19 financial year, the Queensland Retirement Village and Park Advice Service (QRVPAS) delivered community legal education sessions to almost 3000 participants at retirement villages, manufactured home parks and public sessions around Queensland.

In terms of geographical reach, we have completed a number of road trips to regional areas including Cairns, Townsville, the Whitsunday Coast, Bundaberg, Hervey Bay, Maryborough, Gympie, Toowoomba, Nanango and Woodford, in addition to

our regular sessions around Brisbane, Logan, the Gold Coast and the Sunshine Coast. Thanks to Cam and Ana's marketing efforts we are seeing increased popularity of our events in regional areas as the program becomes more well known.

We were also fortunate to collaborate with stakeholder groups through the Queensland Government's 'Right Where You Live' initiative. This provided us with an opportunity to develop and promote community legal education sessions with Tenants Queensland, Associated Residential Parks Queensland, Association of Residents of Queensland Retirement Villages, COTA and National Seniors Australia. Recently, we have benefited from being able to present joint sessions with Wendy Revell from Caxton's Financial Protections Service, which is helpful as many attendees at these sessions are keen to hear about financial services too.

Feedback on the QRVPAS talks continues to be very positive:

An excellent presentation—inspiring confidence in the service.

Great advice and information provided.

Very clear speaking young lady. Thank you.

Should be more of them.

Presenter was extremely personable and very knowledgeable, pleasant and easy to listen to.

As always, QRVPAS must give a special thanks to Michelle Ecclestone, who has been very busy taking calls, making bookings and ensuring our CLE schedule runs smoothly.

In addition to our CLE presentations, Melody Valentine and Ana Oertel have finished editing all our QRVPAS factsheets, which required extensive updates following the changes to the legislation in 2018. These resources are now available on the Caxton website and are also distributed in hard copy at CLE events. Melody and Ana have put many hours into this work, and it is fantastic to have new, up-to-date resources that will be of assistance to our clients.

FAMILY, DOMESTIC VIOLENCE AND ELDER LAW PRACTICE

The Family, Domestic Violence and Elder Law Practice (FDVELP) staff was prolific in delivering a variety of legal education seminars to the general public and other service providers through a range of different modes ranging from powerpoint presentations at various conferences to conducting webinars and giving interviews on radio and television. The following list provides a snapshot of the various presentations:

1. Griffith University School of Social Work—presentation on elder abuse by FDVELP's senior social worker
2. Australian Guardianship and Administration Council Conference in Canberra—introduction of the new Seniors Legal and Social Work model of integrated lawyer-social worker intervention by the director of FDVELP and senior social worker
3. Access to Justice and Probono Conference in Canberra—presentation on national elder abuse issues by the director of FDVELP in conjunction with Dr Kay Patterson and ACT AG Gordon Ramsay
4. Office of the Commissioner for Body Corporate and Community Management—provision of elder abuse webinar and materials to conciliators
5. Community Legal Centres Queensland—webinar on the National Domestic Violence bench book, presented by FDVELP's senior lawyer in conjunction with Women's Legal Service and the University of Queensland
6. ABC Wide Bay interview—with FDVELP's senior lawyer on grandparents' rights
7. Redcliffe Encircle Seniors Legal and Support Service—educational seminar on tips for identifying domestic and family violence when it is hidden behind other issues and responding with a multidisciplinary approach
8. Community Legal Centres Queensland—webinar presented in conjunction with the Human Rights and Civil Law Practice on tips for identifying domestic and family violence when it is hidden behind other issues and responding with a multidisciplinary approach as frequently seen by community legal centres
9. Princes Charles Hospital—presentation of the Geriatric Medicine Advanced Training Module on Elder Abuse by FDVELP's director and senior social worker to 20 trainee geriatricians
10. Centrelink Multicultural Service—meeting with our team and officers from the service to strengthen referral pathways for mutual culturally and linguistically diverse clients
11. Forde Seniors Expo—exhibition of our services.



University Student Clinics

Caxton's engagement in the teaching and mentoring of law students (typically final-year law students) in a real-world environment provides the students with a unique experience of legal practice and a deep understanding of poverty law. Importantly, our clinics also give Caxton the opportunity to better assist vulnerable and marginalised clients facing significant access-to-justice barriers.

Students are able to complete documents, undertake extensive research or directly contact relevant government departments, courts or other parties to help clients with advocacy or even to obtain relevant information necessary for clients to help them understand their cases—always in tandem with their supervisors. Furthermore, clinical students always have access to in-house social workers who can be brought in to help distressed clients if the need arises. Our students therefore experience first hand what holistic service means through our multidisciplinary service delivery model.

The clinical experience is a work-integrated learning environment. It provides students with practical skills that cannot be learned simply by attending a lecture or reading an article. Interviewing skills are practical skills. Negotiation skills are practical skills. The drafting of documents involves practical skills. Knowing how to deal with vulnerable people is something learned via actual experience.

QUEENSLAND UNIVERSITY OF TECHNOLOGY CLINICS

The Queensland University of Technology clinics continued to provide students with an invaluable experience and a hands-on introduction to the law and the work of Caxton Legal Centre. There were three clinics of 12 students per clinic that ran throughout the year, with students becoming involved in one of two placement types. Six students per clinic had the opportunity to work with our staff lawyers within both the Family Law and Domestic and Family Violence Duty Lawyer services located at the Federal Circuit Court and Magistrates Court. The remaining six students per clinic attended our busy evening advice sessions where they observed and assisted our many volunteer lawyers and barristers in the provision of legal advice and assistance to clients. We very much appreciated having some students stay on in a voluntary capacity providing support to our evening session coordinators during the breaks between clinics.

GRIFFITH UNIVERSITY CLINICS

Caxton has now reached its 25th year of running Student Legal Clinics in partnership with Griffith University. Ros Williams from Caxton's Human Rights and Civil Law Practice co-supervised a General Law Student Clinic in first semester, and Terry Steadman from our Family, Domestic Violence and Elder Law Practice co-supervised our Family Law Student Clinics in semesters 2 and 3.

The co-supervisors from Griffith University Fiona Fitzpatrick and Bronwyn Lloyd continued to be wonderful lawyers and mentors who brought a wealth of knowledge to our clinical partnership and the students' learning.

UNIVERSITY OF QUEENSLAND CLINICS

Consumer law

Caxton has continued to work with the University of Queensland (UQ) in delivering the Consumer Law Advice Clinic, which is offered as a clinical legal education subject each semester for law students at UQ.

Clinic students gained valuable, hands-on experience interviewing Caxton clients, and also had the opportunity to observe Caxton lawyers give advice on various consumer law issues, before drafting follow-up letters to clients (with guidance and supervision from Caxton lawyers).

The 2018–19 period has been an interesting time for the consumer law advice clinic, as we were seeing financial service providers facing increased scrutiny in the wake of the Banking Royal Commission. Over the course of the clinic program, our students became familiar with responsible lending and debt collection issues that were faced by our clients, and hopefully gained a greater insight into these issues from a consumer perspective.

Thank you to Gillian Welsh who supervised the last two semesters of our consumer law clinic, which has now been handed over to Brittany Smeed for semester two 2019. We were continually impressed by the enthusiasm that our clinic students brought to their work at Caxton, and were pleased to see them develop their practical skills and interest in social justice over the course of each semester.

Employment law

Students from UQ also participated in a new employment law advice and minor assistance clinic trialled in semester two. The students assisted with client appointments by taking initial instructions, observing advice and drafting documents. The quality of the work produced, and initiative and efficiency demonstrated by the students was impressive. All of the students had previously volunteered at Caxton and were selected through the UQ Pro Bono Centre.

MANNING ST PROJECT

Caxton was very pleased to continue to host the Manning St Project students over this financial year.

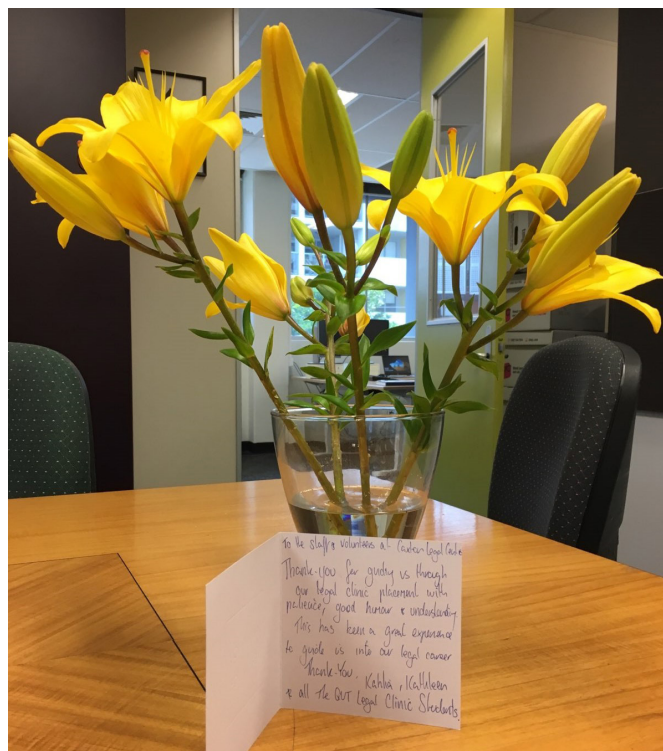
The Manning St Project is a partnership between the UQ Pro Bono Centre and Caxton, which strengthens the capacity of the community legal sector and other organisations to undertake law reform and public interest research. Each semester, volunteer students from the UQ Pro Bono Centre attend Caxton Legal Centre to work on law reform and research projects.

During semester 2 in 2018, students worked on four projects:

- overcoming access barriers in the Land Court
- the problems of domestic violence order cross-applications and policing of victims (with Women's Legal Service)
- upmarket 'Over 50s Village' or humble caravan park? Rebranding and regulation in the low-cost housing space, making the case for reform (with Caxton Legal Centre)
- research into the comparative analysis of international implementation of rights of nature laws (with the EDO).

During semester 1 in 2019, students engaged in five projects:

- supporting the fight against the death penalty (with Reprieve Australia)
- a review of regional cross-border anti-trafficking protocols, agreements and related treaties (with Global Pro Bono Bar Association)
- a submission to the UN Special Rapporteur in the field of cultural rights (with human rights organisation Al-Haq in Palestine)
- research into improving laws and policies to protect the environment (with the EDO)
- a research paper on litigation fatigue and the impact of a lack of services to support women through domestic violence applications and Family Court proceedings (with the North Queensland Women's Legal Service).



Advocating for Change

HUMAN RIGHTS ACT UPDATE

After a long campaign, Caxton Legal Centre Inc. was very pleased when the Queensland Government introduced the Human Rights Bill into parliament on 31 October 2018.

After the introduction of the Bill, we continued to lobby for the introduction of the Act and participated in consultation and the parliamentary committee process.

We were very excited to be present in parliament on 27 February 2019 when the Human Rights Act was passed into law.

The Act protects 23 fundamental human rights drawn from international human rights law.

The Act fully comes into force on 1 January 2020. The Act requires that public entities make decisions taking into account human rights, and it gives individuals the right to make a complaint or raise Human Rights Act arguments in other legal proceedings if they consider their human rights have been breached.

We are currently working with our staff, other community legal centres and community groups to get ready to assist clients with human-rights-related complaints when the Act commences.

FRESH MOMENTUM FOR THE ELDER ABUSE CAMPAIGN

Caxton continued to play a leading role on the national and local front in responding to the abuse of older Australians. We co-hosted the 6th National Elder Abuse Conference in Brisbane on 22 and 23 July 2019, which gave us the prime opportunity to mould the discussions and have a substantial impact on the directions the sector needs to take to put a stop to elder abuse and to safeguard the basic human rights of older Australians to make their own decisions. In the concluding session of the conference, we put out a call for a collaborative service response to address ageism and to focus on primary prevention strategies and conduct research into what drives the occurrence of elder abuse and what works to stop it.

Cybele Koning, our CEO and board member of Elder Abuse Action Australia (EAAA), the national peak body established to be a voice for action that eliminates elder abuse, contributed her expertise to the development of the Commonwealth Government's Knowledge Hub, an online resource on elder abuse for all Australians.

Caxton was successful in obtaining Commonwealth funding to participate in the Elder Abuse Service Trials by trialling an elder abuse health justice program. This new Older Persons Advocacy and Legal Service, comprising a lawyer and a social worker, is an opportunity for Caxton to further enhance its specialist knowledge in responding to the abuse of older Queenslanders, and to influence the direction of collaborations between the health and justice sector. Health professionals are alerted to and trained to recognise elder abuse. A lawyer working at the hospital responds and provides advice as soon as these concerns are raised. A community social worker provides ongoing case management and support when the older person is discharged from hospital to prevent further occurrence.

A National Study on the Prevalence of Elder Abuse in Australia is commencing. We have contributed via consultation on various elements of the proposed research, including the definition of elder abuse, which is critical to support rigorous data collection. We are pleased to see that the recommended working definition recognises the context and dynamics of the occurrence of elder abuse. The definition also captures the act of social abuse, which is manifested in social isolation from family, friends and community.

OUR CONTRIBUTION TO RECONCILIATION AND GREATER UNITY IN OUR COMMUNITY

Caxton Legal Centre formalises the centre's commitment to engage the Aboriginal and Torres Strait Islander community, provide culturally appropriate legal services and promote reconciliation to the broader community through its Reconciliation Action Plan (RAP).



How we monitor and implement our RAP

Caxton's RAP was traditionally monitored and implemented by the RAP Implementation Group and overseen by the external RAP Working Group. Earlier this year, we decided to combine the two working groups. This allows for external members to easily oversee and provide guidance to those who are administering the RAP and will create a better relationship between external and internal members.

We are very fortunate to now have the following external members sitting on the RAP Committee: Margaret Hornagold, David Wragge and Melia Benn. Our internal members comprise Terry Stedman, Amrit Prihar, Camielle Donaghey and Cybele Koning.



Members of the RAP Working Group

We would like to extend our heartfelt thank you to the previous external members Alf Davis, Candice Hughes, Bianca Hill-Jarro, Mark Thomas, Michelle Rabbidge, Scott McDougall, Rachel Malthouse and Caroline Lowah, as well as internal co-chair Nastassja Milevskiy and members Georgia May and Tania Di Nicola for their enormous contribution to the organisation's RAP commitments.

RAP activities

NAIDOC Week – Musgrave Park Family Fun Day

Caxton Legal Centre staff attended the Musgrave Park Family Fun Day for NAIDOC Week to meet community members and share information about our service. We ran craft activities and offered face painting to engage children and their families, and provided legal information and details of Caxton's range of services.

National Reconciliation Week Panel Discussion

A Justice in Focus Series panel discussion on overcoming barriers to bail for Aboriginal and Torres Strait Islander people took place during National Reconciliation Week.

Guest panellists Stephen Tillett, Rebecca McKenzie, Zofia Wasiak and chair Matt Jackson provided insight into the experiences of Aboriginal and Torres Strait Islander peoples and factors that may improve access to bail.



Guest presenters Stephen Tillett, Rebecca McKenzie, Zofia Wasiak and Matt Jackson at our 'Overcoming Barriers to Bail' National Reconciliation Week panel discussion.

Cultural Awareness Training

Indigenous consultant Tom Kirk provided cultural awareness training to 22 Caxton staff in February 2018. Tom's training was very well received by staff and covered the history since the time of colonisation, and Aboriginal community and family structures.



Tom Kirk presented face-to-face cultural awareness training to 22 Caxton staff in February 2018.

Measuring our impact

As part of our RAP commitments, Caxton submits a RAP Impact Report and undertakes a review of our RAP commitments. We can confidently report that we have effectively actioned our commitments to set up the RAP Committee to actively monitor our RAP development and implementation. We continued to embed cultural protocols as part of the way our organisation functions, we celebrated and supported NAIDOC week and National Reconciliation Week activities, and communicated our achievements, challenges and learnings internally and externally. We maintained our focus on our ongoing commitments to develop and strengthen relationships with Aboriginal and Torres Strait Islander organisations and stakeholders, increase Aboriginal and Torres Strait Islander employment and forge student participation pathways, and routinely engage Aboriginal and Torres Strait Islander businesses and suppliers.

RACISM. IT STOPS WITH ME CAMPAIGN

In late 2018, Caxton Legal Centre proudly joined forces with some of Australia's leading businesses, sporting bodies and NGOs to support the RACISM. IT STOPS WITH ME campaign. We have committed to preventing racism by pledging to undertake activities in support of the campaign led by the Australian Human Rights Commission. Staff included the campaign banner in their email signatures and distributed campaign material throughout the centre.

OTHER LAW REFORM CAMPAIGNS

A number of law reform submissions were prepared throughout the year that relate to the various programs we deliver:

- submission to the Australian Law Reform Commission's Inquiry into the Family Law System
- contribution to the submission to the Aged Care Royal Commission made on behalf of the National Association of Community Legal Centres
- submission to the Inquiry into the Operation of Toll Roads in Queensland
- submission to the Property Council of Australia's proposed Retirement Living Code of Conduct
- short submission to the Senate Legal and Constitutional Affairs Committee supporting the Sex Discrimination Amendment (Removing Discrimination against Students) Bill 2018. The Bill removes the exemptions from the Sex Discrimination Act, which allow religious schools to discriminate against students and employees on the basis of sexual orientation and gender identity
- submission to the Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee on the Health and Other Legislation Amendment Bill 2018, which included amendments to the 18-month buyback provisions of the Retirement Villages Act
- short submission to the National Inquiry into Sexual Harassment in Australian Workplaces
- short submission to the review of the Births, Deaths and Marriages Registration Act regarding the need for grandparents who are the carers of grandchildren to have easy access to the child's birth certificate.

National Elder Abuse Conference

Caxton Legal Centre together with ADA Australia were the proud conveners of the 6th National Elder Abuse Conference held at the Brisbane Convention Centre on 22 and 23 July 2019.

This conference was certainly the largest event we have ever hosted. Twelve months of carefully planning the program, selecting speakers and creating the artistic components to champion the 'Rock the Boat' theme, culminated in a highly successful conference attended by over 500 delegates from all around Australia and overseas. The first day of the conference focused on creating a human rights lense through which we can view aged care, decision making and intergenerational relationships. The second day of the conference concentrated on the ways older Australians' rights to autonomy, independence and a life free from abuse can be safeguarded.



The highlights of the conference were:

- the stories told by older Australians, especially the generous spirit of Maggie and David Sheehan, whose story of personal abuse perpetrated by family members brought us all to tears, and the story of Margarita Solis (who sadly passed away shortly after the conference) who bravely reported sexual abuse by the manager of her independent living community
- the deeply reflective words of Tom Kirk, Indigenous Consultant, who repeatedly encourages us to form greater connections with older people within our communities
- the colour and shade provided by the Motel Sisters, Paris and Tacky, two drag queens, and Abel Tasman Village CEO Glen Kirkman, who reflected on the success of an ambitious artist-in-residence experiment at a progressive New South Wales aged-care home
- the beauty of Leah Cotterell's voice as she opened up her soul in the performance of her own personal story as a carer (Leah Cotterell, *The Pleasure of Sad Songs*)
- the children who presented their artwork and song about the abuse of older Australians
- our own Rossie Williams, who facilitated *Conceptualising Elder Abuse—Influence and Shame in Diverse Families and Support Systems*; a challenging session that explored the complex dynamics at play when abuse occurs within the family structure
- our own Melody Valentine, who discussed financial safeguarding models with representatives from the Australian Banking Association and Australian Financial Complaints Authority
- the Premier, the Hon. Anastacia Palaszczuk, who announced fixed nurse-to-resident ratios in state-owned aged-care facilities
- the way 25 Caxton staff provided their support towards the smooth running of the two days
- Paul Greenwood, retired US Attorney, who spoke about the criminalisation of elder abuse
- Bethany Brown, Human Rights Watch, who spoke about the human rights of older persons.



During the two-day conference, we also facilitated a number of important networking events, including a breakfast sponsored by National Seniors Australia, the Older Persons Legal Services Network breakfast, sponsored by Caxton, and the Elder Abuse Action Australia workshop dinner, which contributed greatly to the cohesion of the conference and the sense of inclusiveness experienced by the delegates. The post-conference workshop with the authors of the *Review into the Prevalence and Characteristics of Elder Abuse in Queensland* was also well received and provided a great opportunity to recap the major cornerstones of the conference.

We would like to acknowledge and extend a heartfelt thank you to The Honourable Coralee O'Rourke MP, Minister for Communities, and Minister for Disability Services and Seniors, for her attendance at the conference and the department's generous sponsorship of the event alongside the Commonwealth Attorney-General's Department.



Justice in Focus Series

Caxton Legal Centre continued to hold the very popular public forums within the established Justice in Focus Series. The panel members of the four forums provided excellent insights into the respective topics and attracted a large audience. The ensuing thought-provoking discussions created much-needed impetus for change and left attendees with renewed optimism to tackle the problems at hand.

The discussions, other than *Overcoming Barriers to Bail*, were broadcast on ABC Radio National's *Big Ideas* program.

SYSTEM FAILURE: THE OVER-REPRESENTATION OF ABORIGINAL AND TORRES STRAIT ISLANDER WOMEN IN PRISON

July 2018

The Aboriginal and Torres Strait Islander Social Justice Commissioner June Oscar AO has described the imprisonment rates of Aboriginal women as a national disgrace. Aboriginal and Torres Strait Islander women comprise 34 per cent of women behind bars, yet they only make up 2 per cent of the adult female population in Australia.

Our panel, comprised of all Aboriginal and Torres Strait Islander women, Magistrate Jacqui Payne, lawyer Shahleena Musk and Neta-Rie Mabo of Sisters Inside discussed the implications of the over-representation of Aboriginal and Torres Strait Islander women in prison and the incarceration system failures responsible for this problem.

This forum was moderated by acclaimed author Melissa Lucashenko and proudly presented in partnership with Griffith University and Sisters Inside.

BIOMETRICS, PRIVACY AND THE LAW

September 2018

Technology using facial recognition, fingerprints and other data based on the human body is quickly becoming the norm in the name of protecting against terrorism, immigration breaches and other crimes.

We invited Privacy Commissioner Philip Green, Caxton lawyer Klaire Coles, Professor Brian Lovell and Human Rights Commissioner Edward Santow to explore some of the current biometrics applications in Australia and the laws that regulate them.

This forum was moderated by ABC Radio National journalist Paul Barclay, and proudly presented in partnership with the University of Queensland.



AN UNCERTAIN PATH: NAVIGATING VOLUNTARY ASSISTED DYING LAWS IN AUSTRALIA

February 2019

Voluntary assisted dying laws raise vital questions about our approach to death and suffering as a society. A particular legal challenge is to ensure that nobody is coerced and the decision to die is made voluntarily. It is also important that the choice is equally available to everyone.

Our panelists Professor Ben White, Dr Kym Boon and Dr Dan Fleming joined Radio National's moderator Scott Stevens to unpack some of the issues involved.

This forum was proudly presented in partnership with the Queensland University of Technology.



OVERCOMING BARRIERS TO BAIL

May 2019

Indigenous people are over-represented in all areas of the criminal justice system and in the prison population as both sentenced and remanded detainees. Interventions addressing this overrepresentation of Indigenous people in custodial remand need to target bail decision making and procedures.

We invited experts Stephen Tillett, Rebecca McKenzie, Zofia Wasiak and moderator Matt Jackson to discuss the sorts of changes that need to occur to build appropriate support systems for Aboriginal and Torres Strait Islanders to minimise contact with the criminal justice system.

This panel discussion took place during National Reconciliation Week 2019 and was funded by the Department of Aboriginal and Torres Strait Islander Partnerships.



Our Clients — Our Impact

CLIENT SURVEY

Caxton Legal Centre undertook a client survey pursuant to the requirements of the National Partnership Agreement on Legal Assistance Services 2015–2020. The results of this survey became available in July 2018:

- 93% of clients strongly agreed or agreed that Caxton is accessible and helped them to understand and deal with their legal problem.
- 96% of clients strongly agreed or agreed that they felt confident in the ability of Caxton staff to assist them.

Some comments made by Caxton clients mirrored this general satisfaction with the service they received:

‘Lawyers are really helpful, listen to my issues and analysis the way to solve it.’

‘It has eased my stressful situation by coming to meet with the legal staff and mainly due to the manner in which they listened to my concerns and in a professionally empathetic way were able to offer genuine advice which I am now more confident in performing these requests personally. If it makes sense ... haha. Great work and a big heartfelt, THANK YOU!!’

‘Very much appreciated the friendly and professional manner that was shown from the start.’

‘It was good to be listened to, understood and my options explained.’

‘[Volunteer lawyer] listened to my particular situation and gave excellent legal advice. I am informed now.’

‘[Volunteer] was great, seemed to have understood the issues in a short amount of time and course of action/possible consequences explained well. You guys do great work.’

‘I’m grateful as a senior who gives time elsewhere to be able to access this community service.’

‘I also appreciate that the staff give their time over and above their normal job hours.’

‘Obviously very passionate and community-minded about their work.’

CASE STUDIES

Caxton’s support at inquest brought some relief to family of Kerri Pike

In November 2018, Klaire Coles acted for the family of Kerri Pike in the inquest into the death of Kerri Pike, Peter Dawson and Tobias Turner before Northern Coroner Wilson over five days in Cairns. Rachelle Logan of counsel appeared pro bono for the Pike family.

Kerri’s death occurred in a skydiving accident at Mission Beach in October 2017. Kerri was the much-loved wife to Alistair and mother of their eight children. Her death deeply affected the Pike family and the community of Mission Beach.

Coroner Wilson delivered her findings on 30 August 2019.

Coroner Wilson found that the accident occurred because the parachute of the solo skydiver Tobias Turner was too small for the container it was packed into. Because the parachute was too small there was not enough tension on the closing loop of the container, and this caused the parachute to prematurely deploy when Turner was directly below tandem skydivers Kerri and Peter. As the parachute deployed Tobi slowed. Kerri and Peter were travelling at a significant speed in free fall and fell through Tobi’s deploying parachute and collided with him at significant speed. The coroner found that all three people died instantly.

In her 103-page findings, Coroner Wilson made five overarching recommendations regarding the compatibility and packing of parachutes and containers. She also made 12 recommendations directed specifically at the Australian Parachute Federation about a range of matters. As well as four recommendations specifically directed at Skydive Australia and two directed at the Civil Aviation Safety Authority.

The coroner specifically acknowledged Caxton Legal Centre and the assistance of our Coronial Assistance Legal Service in court when she delivered her findings and in her written findings.



Family finally has understanding of their loved one's death

Yatarla Clarke acted for the family of David Chivers in an inquest before Central Coroner O'Connell in March 2019 as part of our Coronial Assistance Legal Service. The inquest considered the circumstances of the deaths and presumed deaths of eight men as a result of two separate incidents involving the capsizing of fishing vessels Cassandra and Dianne.

Jennifer Hewson of Counsel was briefed to appear, and we were able to obtain a grant of aid for the client so Ms Hewson was paid for the brief. Our client was also very grateful to receive a disbursement grant from LawRight to pay for the travel and accommodation costs of the barrister and Caxton lawyer for the three-day inquest in Gladstone. She had to travel herself to attend the inquest and would not have been able to participate at all or be legally represented at the inquest were it not for our program and the grants from LawRight and Legal Aid.

Coroner O'Connell released his finding into these deaths on 29 August 2019. Coroner O'Connell found that the Cassandra had capsized while the crew were retrieving a snagged trawl net from a seabed 'hook up' off Waddy Point at Fraser Island. The coroner found that both men aboard the trawler drowned. As Mr Chivers's body was never found following the capsizing in April 2016, the finding that Mr Chivers had died was of particular significance for the family as it now means a death certificate will be issued.

The coroner made nine recommendations regarding safety measures that could be implemented to prevent deaths occurring in similar circumstances in the future, including one that had been suggested on behalf of the family. Perhaps the most significant recommendation was for the Department of Agriculture and Fisheries (DAF) to immediately notify the Queensland Police Service of any failure to poll by a vessel. Fishing vessels have an on-board vessel monitoring system (VMS), which reports their location back to DAF at regular intervals. The sharing of the failure to poll data with Queensland Police Service has the potential to enable a more speedy search-and-rescue response to capsized vessels and could help to improve the safety of those working at sea.

Important legal process not possible for John without social worker engagement

John has been attending Caxton Legal Centre for legal support regarding issues with a past employer, and during a legal advice session he expressed suicidal ideation and was referred to the social worker for urgent risk assessment and social work support.

The social worker engaged with John promptly and conducted a suicide risk assessment and provided subsequent support during six counselling sessions, as well as a referral for suitable ongoing mental health support.

John was dealing with several highly stressful life events, including supporting his partner through work-related trauma that impacted greatly on her wellbeing, their relationship and settling into retirement. John was also in the process of organising a quick move away from the home he has worked hard on creating, to respond to his wife's needs to distance herself from the trauma she has experienced. This resulted in heightened stress, as well as grief and loss responses for John. Our social worker provided strengths-based, brief solution-focussed therapy to support John to work through his intermittent feelings of low mood, suicidal ideation and mental distress. Our social worker supported John to re-focus on his own strengths, coping strategies, values and internal resources, as well as his social support network.

Our social work intervention allowed John to continue to successfully engage in the legal process, as well as to work through some of his emotional distress. In addition, the social work support gave him the confidence to discuss his needs with a GP in order to develop a mental health care plan for ongoing mental health support. Our social worker provided suitable long-term mental health referral options for John to consider. Ongoing social work support was available to John when needed during the ongoing legal process.



Mind dog Missy wins her case to stay in a manufactured home park

Nastassja and Romana worked to assist Angela and her father who are residents of a manufactured home park for a number of months.

Angela moved into her father's manufactured home to care for her father a while ago. Angela's father has dementia and is unable to care for himself. When Angela moved in, she came with her little dog Missy. Missy provides psychological assistance to Angela and is loved by Angela's father and neighbours. It is clear that Angela's father's condition has significantly improved since Angela and Missy moved in to care for him.

The park owner did not like Missy living at the park and told Angela that Missy had to go or he would apply to terminate her father's site agreement.

Our lawyer Nastassja and social worker Romana worked with Angela to have Missy accepted to be trained as a mind dog to ensure that Angela and her father have the protection of the assistance animal provisions in the Anti-Discrimination Act.

Missy passed the test to be accepted to be officially trained as a mind dog. This means that Angela and her father can argue that the park owner's conduct is discriminatory if he tries to terminate the site agreement because Missy is living in the park.

Basic autonomy restored – why was it taken in the first place?

Fiona* had been living in a nursing home for the last ten years and suffered from a stroke six years ago, which also affected her speech. Her husband continued to reside in the family home and was acting as her Enduring Power of Attorney (EPA). Fiona needed help for various reasons and contacted our Seniors Legal and Support Service on her own accord.

Fiona declared that her husband was taking her pension money, leaving her without autonomy to buy personal items such as birthday presents for other family members. She found this lack of basic freedom highly distressing.

Fiona also described a lengthy history of domestic violence including property damage, ongoing verbal abuse and other threatening behaviour towards her by her husband. Fiona's adult daughter, who suffered from a physical disability, was unable to stand up for her mother when this abuse occurred. Fiona also did not want her daughter to become stuck in the middle of the situation.

Caxton Legal Centre's lawyer received a capacity report made by Fiona's general practitioner at the nursing home, which was merely an insufficient one-sentence report stating that the client did not have capacity to make decisions regarding health, lifestyle or finances due to a health condition.

Our lawyer and social worker did multiple home visits to the client at the nursing home as they were concerned that the client did not have any other support networks, and communication via telephone was difficult due to the client's hearing and speech impediment.

The nursing home was not very cooperative and, despite having Fiona's written authority to obtain a copy of all previous capacity assessments, staff refused to provide any documentation or information to our lawyer due to objection by and interference from Fiona's husband. Subsequently, our lawyer sent a letter to the nursing home demanding a copy of Fiona's EPA and any capacity assessments, reinforcing the client's rights under the *Aged Care Act 1997* (Cth) and *Powers of Attorney Act 1998* (Qld). The letter specifically emphasised that Fiona maintained the right to access information about her rights, care and accommodation, as well as the right to receive independent legal advice, regardless of allegations of impaired capacity.

Our lawyer also pressed upon the fact that the client's attorney must take into account the wishes of the principal when making decisions and should not interfere with Fiona's right to confidentiality. As a result, the nursing home then provided all requested documents, which revealed unclear capacity assessments.

Our social worker went to great lengths to assist Fiona to arrange a geriatrician appointment to obtain a more suitable assessment of her capacity for her own peace of mind. As the matter progressed, the client demonstrated that she was able to provide instructions in relation to non-complex legal matters.



Caxton's lawyer and social worker spoke to Fiona's husband, who was aggressive and verbally abusive on the phone, demanding that our service cease contacting his wife.

Fiona's remaining problem was that she had no trusted person to appoint as her attorney should she choose to revoke her husband as attorney. Our lawyer informed her that, should she pursue the matter through the Queensland Civil and Administrative Tribunal, the public trustee may be appointed to make decisions for her. This did not sound like a great idea to Fiona, and she agreed to the alternative of trying to seek a decision that she should receive an allowance from her husband.

The husband eventually agreed to provide our client with an allowance of \$60 per fortnight, and Fiona was satisfied with this. She then also made an informed decision to cancel the geriatrician appointment and retain her husband as her EPA.

*The name has been changed to ensure client anonymity.

All facets of elder abuse in one story – how much can you take?

Tom* was referred to our service by a hospital social worker after he was repeatedly assaulted by his stepdaughter.

Our social worker's psycho-social assessment with Tom* identified that he has been the victim of elder abuse from his ex-wife's daughter for the past three years. He was repeatedly physically assaulted to the point of being hospitalised due to his injuries. His ex-wife and stepdaughter finally left their home but transferred his entire savings into the ex-wife's personal account.

To make matters worse, Tom's biological son who suffers substance abuse issues, moved uninvited into the family home with his son and girlfriend. To escape more family drama, Tom relocated into the garage together with his dog. His son neglected to pay any rent or contribute to utilities.

Tom's son and his girlfriend argued and had violent altercations with each other most nights of the week, which resulted in serious damage to the property and referred verbal and emotional aggression towards Tom. These aggressive arguments left Tom, who was already traumatised by his own experience, frightened and shaken to the core.

Tom loves his grandson and has cared for him on and off since his birth. This is the only reason he tolerated his son's presence in the house as he feared the child would move with his dad.

Caxton's lawyer provided Tom with advice about domestic violence and, after initially expressing reluctance to seek a protection order, obtained a protection order against his son. He also eventually obtained an ouster order requiring his son to vacate the home.

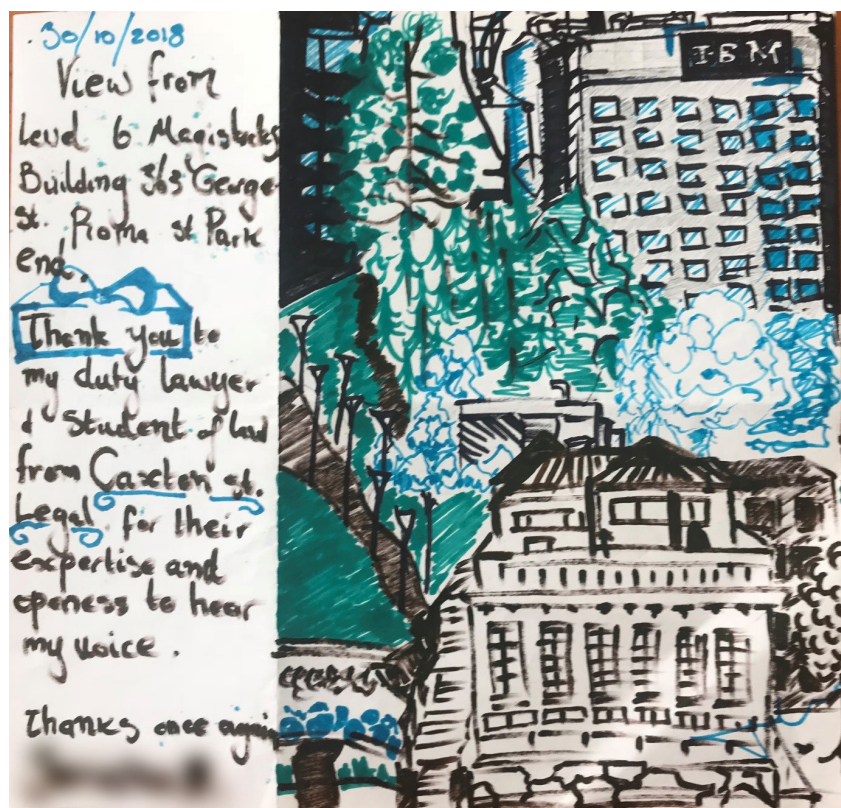
Concurrently, Tom started receiving telephone calls from a number of debt collectors regarding bills for mobile phone plans, internet plans, and loans Tom never signed up for. Tom's son had stolen Tom's identity and entered into contracts with various providers and lenders online.

Our lawyer obtained all relevant documents from mobile and internet providers and lenders, and wrote to each provider and lender outlining the elder abuse perpetrated upon our client and demanding waiver of the debts. The mobile phone provider waived our client's \$7000 debt within one week of receiving the letter. A second creditor made an offer that our client's account be closed on a 'no admissions' basis, that he would not be pursued for the alleged amount owing and that a default listing on his credit file be removed.

Our social worker kept in touch with a social worker from another organisation, who was already involved, to encourage ongoing help for Tom's severe depression, need for repair of the damage done to the house by Tom's son and other issues that emerged. With ongoing advocacy from our social worker and support from his long-standing social worker, Tom was able to push through his depression and anxiety and make the decision to pursue his legal matters.

*The name has been changed to ensure client anonymity.

CLIENT TRIBUTES



Dear Amrit,

It was wonderful meeting you in June- my sincere gratitude for your generosity of spirit with your pro bono time - it was so very helpful in my time of need to help my family.

Thank you both and of course Keryn for all your help. You have no idea what you've done for me. There's the funding that's important but it's the type of people that you guys are that makes it work. That's how it's successful to get people out the other end without them feeling they have to exit this world. Do you remember how I was when I first contacted you?"

"If I win lotto I will donate to Caxton everything you've spent on helping me.

Good morning Tile and Helen, I do want to thank you all for your dedication and caring throughout the long process from beginning to end of my saga. You made me feel like I counted for something and that was wonderful for me thank you all sooo much for everything. Have a wonderful and safe Christmas and the most wonderful of New Years. My sincere thanks



A client said this of our Family Advocacy and Support Service social worker:

"He's the best person i've met otherthanmyson."

Exciting day Missy and I have had hopefully the next pic will be with her jacket on.

Thank you all for your support through this heartbreaking time. I wouldn't of got through the past year without you. I can't thank you enough.

Please find a pic below of Missy and me on our first meet with minddog assessor.

Kindest regards



Highlights



Staff attended a stall at the Musgrave Park Family Fun Day for NAIDOC Week 2019.



Advocates, including Caxton Legal Centre President Dan Rogers, celebrate the passing of a Human Rights Act for Queensland in February 2019.



Lawyers Bridget Burton from the Human Rights and Civil Law Practice and Tilé Imo from the Older Persons Advocacy and Legal Service presented to Queensland Health employees about elder abuse and the incoming Human Rights Act.



Caxton's Family, Domestic Violence and Elder Law Practice welcomed several new people to the team and was ably supported by students completing social work placements and practical legal training.



Staff and volunteers celebrating at the annual volunteers Christmas party.



Staff member Wendy Revell led the commencement of the Financial Protections Service.



Volunteers and staff member Ros Williams at the evening advice service.



Tim Murray, Phylli Verrall and Bridget Burton presenting at the National Association of Community Legal Centres Conference employment law masterclass.



Staff members Amrit Prihar and Colette Bots at the Mosaic multicultural festival.

Key Statistics

OUR SERVICES AT CAXTON LEGAL CENTRE



A BREAKDOWN OF OUR PROGRAMS AND THE NUMBER OF LEGAL AND SOCIAL WORK SERVICES PROVIDED

Our Services		legal and social work services provided
Core programs:		4 713
general law	family law	
employment law	discrimination	
consumer law	social work	
	coronial law	
Specialist programs:		
Court services (Family Law Duty Lawyer Service, Domestic and Family Violence Duty Lawyer Service, Family Advocacy and Support Service)		1 625
Queensland Retirement Village and Park Advice Service		426
Seniors Legal and Support Service		874
Total		7 638

Caxton's **181** volunteers delivered **2821** discrete assistance services to clients at our evening advice sessions.

OUR CLIENTS



52% of our clients were male



46% of clients were female



2% of clients reported other gender



4% of clients contacted us from outer regional and remote areas



38% of clients were over 50 years of age and
18% over 65



23.5% of clients reported a disability



3.5% of clients were of Aboriginal or Torres Strait Islander origin



11% of clients spoke a language other than English at home and
146 required an interpreter or translator



28% of clients reported having experienced domestic violence



1.3% of clients were homeless



25% of clients were a single parent

99% of representation services were delivered to clients experiencing financial disadvantage.

Interpreting services

Caxton Legal Centre successfully focused on attracting culturally and linguistically diverse clients to the centre. This was evident in the large number of interpreters that had to be engaged to make sure that non-English speaking clients fully comprehended the legal advice, social work support and other information they received during their appointment.

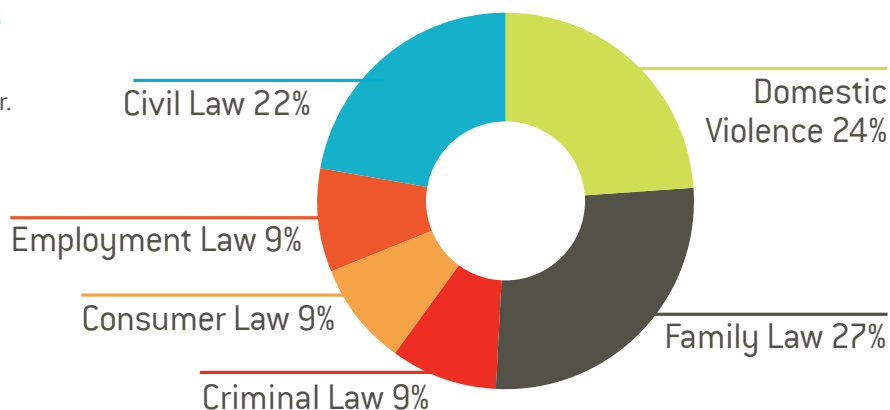
We employed 281 interpreters from the Translating and Interpreting Service (TIS National). The most sought-after languages were Mandarin, Farsi, Tigrinya, Arabic and Hazaragi.

To cater for our deaf clients, we called upon 43 interpreters from Deaf Services Queensland to assist during the client interview.

HOW WE ASSISTED OUR CLIENTS

Caxton Legal Centre core programs

A breakdown of the areas of law our clients presented with in the 2018–19 financial year.



Caxton Legal Centre specialist programs

Our specialist programs provided:

1064 hours of social work assistance



General Social Work

56 families received legal advice and representation

6 representations received at inquest



Coronial Assistance Legal Service

379 clients received assistance

6776 hours of legal advice, social work support and representation



Seniors Legal and Support Service

473 households received assistance

3357 hours of legal advice and representation

70 community legal education sessions to

2941 people



Queensland Retirement Village and
Park Advice Service



DISCLAIMER

All our statistical data has been retrieved from the National Association of Community Legal Centres client information database. For accuracy, we rely on correct data collection, interpretation and entry, and relevant software to extract numbers for our report. While every reasonable effort was made to provide accurate statistics, these numbers are for information purposes only and we cannot fully guarantee that there are no unintentional errors.

CAXTON LEGAL CENTRE'S SOCIAL MEDIA ENGAGEMENT AND WEBSITE USE

Connecting to virtual communities and networks

Our social media posts, the perfect tool to create and share information, ideas and interests, were timely and poignant, and generated a lot of interest in law reform, social injustice, updates on government actions and noteworthy reports from our programs.

In the 2018–19 financial year, Caxton Legal Centre's communications team continued to focus on building its social media impact and we are able to report a steady 16% growth in followers of our Facebook and Twitter pages. The number of followers of our FB page increased to 3262 people, and we recorded 1241 followers on Twitter.

Caxton's websites

General Caxton website

The new Caxton Legal Centre organisational website was launched in June 2018. In the following 12 months to June 2019, the website received an average of 10 000 views per month.

Queensland Law Handbook Online

Good comprehensive online self-help material informs the community and assists people to get a better understanding of their legal problems and the remedies that may be available to them.

Our flagship publication, the *Queensland Law Handbook*, and other legal self-help material were very popular with an average of 23 000 visitors per month to the website, an increase of 10% from the previous year.

Our 54 factsheets and self-help kits on common legal issues spanning all our programs proofed to be a great source of information to the community. The *Dividing Fences* publication received the most views, averaging 560 per month, *Preparing Affidavits for the Magistrates Court* received an average of 455 views and *Police Powers—Your Rights* ranked third in popularity with an average of 240 views per month.

Our People

This year we celebrated the unwavering determination, optimism and commitment of our staff to making a big difference in the lives of our clients at Caxton Legal Centre. These special people, who have worked in various roles at Caxton for 10 years or more, are Joseph Ho, Rossie Williams, Bridget Burton, Klaire Coles, Camielle Donaghey, Symone Wilson and Michelle Ecclestone.

We would also like to extend our wholehearted thank you to a number of staff and management committee members who left the organisation for their outstanding contribution to Caxton Legal Centre. These were: Scott McDougall, Peter Lyons, Anne-Maree Elliott, Bill Kyle, Megan Pearce, CJ Stuart, Jeff Poole, Joseph Ho, Keryn Ruska, Gareth Walters, Sue-Ellen Wright, Joanna Abraham, Nastassja Milevskiy, Barbara Kent, Matt Woods, Alf Davis and Tim Alexander. Gillian Welsh and Georgia May are on extended leave pursuing post-graduate study and other work opportunities.

MANAGEMENT COMMITTEE

President: Dan Rogers
Secretary: Mark Thomas
Treasurer: Louise Cox

COMMITTEE MEMBERS

Kevin Lambkin
Margaret Arthur
Wendy Mulcahy
Kristin Ramsey
Kim Forrester

CHIEF EXECUTIVE OFFICER

Cybele Koning

CHIEF OPERATIONS OFFICER

Deborah Ferguson

ADMINISTRATION AND COMMUNITY ENGAGEMENT

Executive Assistant: Tania Di Nicola
Assistant Accountant: Charlie Fu
Client Services Coordinator: Karen Nyberg
Business Services Coordinator: Tadii McLean
Communications and Community Engagement Officer: Camielle Donaghey
Publications Officer: Ana Oertel
IT Services and Data Management Coordinator: Margaret Kassman-Raiwong
Volunteer Coordinator: Michelle Ecclestone
Administration Officer: Symone Wilson
Administration Officer: Jack Gibney
Administration Officer: Vicky Phillips
Administration Officer: Alexandra Pathirana
Administration Officer: Damian Janbroers
Administration Officer: Jade Paidel

FAMILY, DOMESTIC VIOLENCE AND ELDER LAW PRACTICE

Director: Colette Bots
Duty Lawyer: Barbara Fox
Lawyer OPALS: Tilé Imo
Lawyer: Amrit Prihar
Lawyer: Terry Stedman
Lawyer: Alice Nagel
Lawyer: Miriam Barber
Senior Social Worker: Helen Wallace
Social Worker: Frances Privitera
Social Worker: Su-lyn Lee
Social Worker: Saad Ashgar
Social Worker OPALS: Sally Richardson
Social Worker (locum): Heath Archibald
Community Support Worker FPS: Wendy Revell

HUMAN RIGHTS AND CIVIL LAW PRACTICE

Director: Bridget Burton
Senior Lawyer Community Legal Education: Ros Williams
Senior Lawyer: Yatarla Clarke
Acting Senior Lawyer: Phylli Verrall
Acting Senior Lawyer: Brittany Smeed
Lawyer Employment: Tim Murray
Lawyer: Amanda Hess
Lawyer: Melody Valentine
Lawyer: Anna Brasnett
Lawyer: Loretta Stellino
Lawyer: Carol McPhail
Paralegal: Nali Wardill
Social Worker: Romana Leisser

CORONIAL AND CUSTODIAL JUSTICE PRACTICE

Director: Klaire Coles
Senior Lawyer: Faye Austen-Brown
Lawyer: Vai Leavaiseeta
Social Worker: Elle Allan
Social Worker: Chris Hampson
Support Officer: Mucktar Wesseh
Administration Officer: Brigida Corte-Real

PLT STUDENTS

Sian Griffith
Ashley Pittard
Guy Kelleher
Mel Dawson
Alexandra Purvey

SOCIAL WORK STUDENTS

Aimee Schoeman
Claire Mangwende
Amy Iskander

Treasurer's Report

LOUISE COX

Caxton Legal Centre Inc. completed the 2018–19 financial year with a surplus of \$160 915 on an annual turnover of \$4 375 927.

Income for the year increased by over \$474 921, which is around 12.17%. The increase in income occurred predominately in three areas:

1. Caxton's work to develop the framework for an integrated service system surrounding financial protection services for seniors in the last financial year resulted in being awarded a grant to pilot this program until 30 June 2020.
2. Caxton was also successful in a tender for a Bail Support Program for Men, which will run through to 30 June 2021.
3. After an in-depth scoping and program development phase, Caxton was successful in being funded to partner with Metro South Health in our first Health Justice Partnership OPALS (Older Persons Advocacy and Legal Service). This program has been funded through to 30 June 2022.

Expenses increased by \$405 054 for the year. The introduction of new legal services saw wage expenses increase by \$289 422 for the year to allow for extra resources to deliver our new programs. Other non-wage expenses were again well controlled during the year but, due to equipment and set-up costs for the new programs, rose by \$96 889. This resulted in the centre's non-wage expenses again falling below 20% of total expenses, which has been the trend for some years.

The centre's major funding streams were ongoing as part of existing agreements for the year, so overall there was a level of certainty boosted by the allocation of new funding streams for pilot programs. The Park and Village Information Link, which had been funded by a number of short-term extensions in previous years, was rebranded the Queensland Retirement Village and Park Advice Service and funded until 2023.

In summary, the 2018–19 year saw Caxton consolidate its existing areas of work and develop some new areas of delivery along with embracing partnerships with other agencies. Overall, income increased with an expansion of service offerings, costs were well controlled, rising proportionately with increased income, and the centre operated debt free. Caxton continues to operate efficiently with adequate resources to meet its ongoing financial commitments and is well placed to take up new opportunities and meet future challenges.

The Management Committee said farewell to Bill Kyle who did a great job over the past few years in guiding the centre to more rigorous financial reporting. We also welcomed our new COO, Deborah Ferguson, who has been a great bonus for the centre, providing high-level financial strategic advice as well as building on Bill's great work in delivering quality reliable reporting that enhances decision making.

Funding Sources and Partnerships

Caxton Legal Centre gratefully acknowledges our state and national funding bodies for the various programs across our three practices that deliver frontline services for vulnerable Queenslanders. We would also like to thank our partners in organising and staffing the university law student clinics, and for partnering with Caxton to present three of the Justice in Focus Series events held quarterly at the Banco Court in Brisbane.

FUNDING BODIES

Funded by



Australian Government
Attorney-General's Department

PARTNERS



Financial Report

1.

CAXTON LEGAL CENTRE INC. STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019	2018
Revenue	2	4,264,174.97	3,851,956.06
Other Income	2	111,752.47	49,050.63
Employee benefits expense		(3,388,826.13)	(3,099,404.61)
Depreciation and amortisation expense		(92,049.96)	(110,792.45)
Insurance		(9,016.33)	(9,979.09)
Motor vehicle and travel expenses		(25,651.84)	(27,938.84)
Property Expenses		(71,685.26)	(52,164.16)
Staff training and development expenses		(96,884.71)	(110,427.10)
Audit, legal and consultancy fees		(106,894.00)	(102,753.00)
Client support services expense		(50,270.11)	(21,699.97)
Other operating costs		(373,734.02)	(293,541.32)
Current year surplus before income tax		160,915.08	72,306.15
Income tax expense		-	-
Net current year surplus		160,915.08	72,306.15
Other comprehensive income		-	-
Total comprehensive income for the year		\$160,915.08	\$72,306.15
Total comprehensive income attributable to members of the entity		\$160,915.08	\$72,306.15

The accompanying notes form part of these financial statements.

2.

CAXTON LEGAL CENTRE INC.
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	Note	2019	2018
ASSETS			
Current Assets			
Cash at Bank - On Hand	3	874,585.85	649,224.24
Debtors & Prepayments		110,095.30	43,017.39
Deposits		4,395.00	-
Total Current Assets		989,076.15	692,241.63
Fixed Assets		2,673,957.71	2,736,218.97
Total Fixed Assets	4	2,673,957.71	2,736,218.97
TOTAL ASSETS		\$3,663,033.86	\$3,428,460.60
LIABILITIES			
Current Liabilities			
Creditors & Accruals		362,922.53	257,939.28
Employee Provisions		401,360.76	340,522.79
Income Received & Unexpended	6	105,179.27	221,195.00
Total Current Liabilities		869,462.56	819,657.07
Non-Current Liabilities			
Employee Provisions		165,707.01	141,854.32
Total Non-Current Liabilities		165,707.01	141,854.32
TOTAL LIABILITIES		1,035,169.57	961,511.39
NET ASSETS		\$2,627,864.29	\$2,466,949.21
MEMBERS FUNDS			
Retained Surplus		2,627,864.29	2,466,949.21
TOTAL MEMBERS FUNDS		\$2,627,864.29	\$2,466,949.21

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 2019

	<u>Retained Surplus</u>	<u>Revaluation Surplus</u>	<u>Financial Assets Reserve</u>	<u>Total</u>
Balance at 1 July 2017	\$2,394,643.06	\$NIL	\$NIL	\$2,394,643.06
Comprehensive Income				
Surplus for the year attributable to members of the entity	\$72,306.15	-	-	\$72,306.15
Total comprehensive income attributable to members of the entity	\$72,306.15	-	-	\$72,306.15
Balance at 30 June 2018	\$2,466,949.21	\$NIL	\$NIL	\$2,466,949.21
Balance at 1 July 2018	\$2,466,949.21	\$NIL	\$NIL	\$2,466,949.21
Comprehensive Income				
Surplus for the year attributable to members of the entity	\$160,915.08	-	-	\$160,915.08
Total comprehensive income attributable to members of the entity	\$160,915.08	-	-	\$160,915.08
Balance at 30 June 2019	\$2,627,864.29	\$NIL	\$NIL	\$2,627,864.29

The accompanying notes form part of these financial statements.

4.

**CAXTON LEGAL CENTRE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	<u>2019</u>	<u>2018</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Interest	3,749.08	2,806.72
Other	242,724.99	349,015.89
Cash flows from Government Grants	3,932,852.64	3,588,036.00
Payments		
Suppliers and Employees	(3,924,176.40)	(3,570,245.42)
Net cash provided by (used in) operating activities	<u>\$255,150.31</u>	<u>\$369,613.19</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for purchase of plant & equipment	(29,788.70)	-
Net cash provided by (used in) investing activities	<u>\$(29,788.70)</u>	<u>\$NIL</u>
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Payment of borrowings	-	-
Net cash provided by (used in) financing activities	<u>-</u>	<u>-</u>
Net increase (decrease) in cash held	225,361.61	369,613.19
Cash at beginning of the reporting period	649,224.24	279,611.05
Cash at end of the reporting period	<u>\$874,585.85</u>	<u>\$649,224.24</u>
RECONCILIATION OF NET SURPLUS/DEFICIT TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		
Operating Result	160,915.08	72,306.15
- Depreciation	92,049.96	110,792.45
- (Increase)/Decrease in Receivables	(67,077.91)	57,098.40
- (Increase)/Decrease in Deposits	(4,395.00)	-
- Increase/(Decrease) in Payables	104,983.25	22,279.75
- Increase/(Decrease) in Provisions	84,690.66	139,022.42
- Increase/(Decrease) Unexpended Grants	(116,015.73)	(31,885.98)
Net cash provided by (used in) operating activities	<u>\$255,150.31</u>	<u>\$369,613.19</u>

The accompanying notes form part of these financial statements.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

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

Revenue comprises revenue from government grants, fundraising, events and fee for service activities.

Revenue is measured by reference to the fair value of consideration received or receivable by the entity for goods supplied and services provided.

Revenue is recognised when the amount of revenue can be measured reliably, collection is probable, the costs incurred or to be incurred can be measured reliably.

Government grants

A number of the entity's programs are supported by grants received from the Federal, State and Local governments. If conditions are attached to a grant which must be satisfied before the entity is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year-end until the service is delivered.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the entity obtains control of the funds, economic benefits are probable and the amount can be measured reliably. Where a grant may be required to be repaid if certain conditions are not satisfied, a liability is recognised at year end to the extent that conditions remain unsatisfied.

Where the entity receives a non-reciprocal contribution of an asset from a government or other party for no or nominal consideration, the asset is recognised at fair value and a corresponding amount of revenue is recognised.

Donations

Donations collected, including cash and goods for resale, are recognised as revenue when the entity gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Where donations are received for a specific purpose, then the donation is only recognised once the funds have been spent for that purpose.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

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

a) Revenue (cont'd)

Interest income

Interest income is recognised on an accrual basis using the effective interest method.

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

(b) 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	25%

(c) 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.

(d) 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.

(e) 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.

(f) Leases

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the Association, are classified as finance leases.

Finance leases are capitalized by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

7.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

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

(f) Leases (cont'd)

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(g) 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.

(h) Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within twelve (12) months of receipt of the grant.

(i) 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.

(j) 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.

(k) Significant Management Judgement in Applying Accounting Policies

The directors 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 company.

(l) New Accounting Standards for Application in Future Periods

Accounting Standards issued by the Australian Accounting Standards Board ('AASB') that are not yet mandatorily applicable to the Organisation, together with an assessment of the potential impact of such pronouncements on the Organisation when adopted in future periods, are discussed below:

- AASB 16 *Leases* (applicable to annual reporting periods beginning on or after 1 January 2019) will replace the current accounting requirements applicable to leases in AASB 117 *Leases and related interpretations*. AASB 16 introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases. The main changes introduced by the new Standard are as follows:

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

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

(I) New Accounting Standards for Application in Future Periods (cont'd)

- recognition of a right-of-use asset and liability for all leases (excluding short-term leases with less than 12 months of tenure and leases relating to low-value assets)
- depreciation of right-of-use assets in line with AASB 116 Property, Plant and Equipment in profit or loss and unwinding of the liability in principal and interest components
- inclusion of variable lease payments that depend on an index or a rate in the initial measurement of the lease liability using the index or rate at the commencement date
- application of a practical expedient to permit a lessee to elect not to separate non-lease components and instead account for all components as a lease, and
- inclusion of additional disclosure requirements.

The transitional provisions of AASB 16 allow a lessee to either retrospectively apply the Standard to comparatives in line with AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* or recognize the cumulative effect of retrospective application as an adjustment to opening equity on the date of initial application.

The adoption of AASB 16 is not expected to have any material impact on the Organisation's financial statements.

9.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	<u>2019</u>	<u>2018</u>
2. REVENUE AND OTHER INCOME		
Revenue		
Revenue from Government Grants		
Legal Aid Office (Queensland)	1,038,665.00	1,054,332.00
Legal Aid Office (Queensland) - Other Projects	374,695.00	402,930.98
Office of Legal Aid & Family Services - Commonwealth	821,793.00	752,540.00
Department of Communities, Disability Services and Seniors	1,231,366.00	1,110,119.00
Department of Housing and Public Works	342,818.18	300,000.00
Queensland Corrective Services	155,939.19	-
Attorney General's Department	72,592.00	-
	4,037,868.37	3,619,921.98
Other Revenue		
Non-Recurrent Funding	151,592.83	135,616.00
Interest	3,749.08	2,806.72
Clinic Fees	56,000.00	77,150.00
Royalties	14,964.69	16,461.36
	4,264,174.97	3,851,956.06
TOTAL REVENUE	4,264,174.97	3,851,956.06
Other Income		
Donations	69,626.50	10,478.90
Membership	470.00	430.00
Sundry Income	41,655.97	38,141.73
	111,752.47	49,050.63
TOTAL OTHER INCOME	111,752.47	49,050.63
TOTAL REVENUE AND OTHER INCOME	\$4,375,927.44	\$3,901,006.69
3. CASH AT BANK, ON DEPOSIT & ON HAND		
Petty Cash	200.00	200.00
Westpac - Cheque account	108,267.86	38,355.33
Westpac - Cash Reserve Account	621,184.42	610,336.99
Westpac - Cash Reserve Account	144,601.65	-
Pay Pal Account	331.92	331.92
	\$874,585.85	\$649,224.24

10.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	<u>2019</u>	<u>2018</u>
4. FIXED ASSETS		
Land & Buildings - At Cost		
- 1 Manning Street, South Brisbane	2,717,675.25	2,717,675.25
- Depreciation Building	<u>(174,999.00)</u>	<u>(150,000.00)</u>
	2,542,676.25	2,567,675.25
Land and buildings are included in the Financial Statements at cost. However, this does not necessarily represent the market value or recoverable amount, as the association is a non-profit organisation, and the service potential of land and buildings is not related to the land and building's ability to generate net cash inflows.		
Office Equipment, Furniture and Motor Vehicles		
Written Down Value 1 July 2018	168,543.72	254,336.17
- Additions	29,788.70	-
- Depreciation	<u>(67,050.96)</u>	<u>(85,792.45)</u>
	131,281.46	168,543.72
	<u>\$2,673,957.71</u>	<u>\$2,736,218.97</u>
5. CHARGE ON PROPERTY		
The following mortgages have been given over freehold premises at 1 Manning Street, South Brisbane:-		
First Mortgage - Westpac Bank		
- Balance of Mortgage	-	-
The organisation has a business overdraft facility with Westpac Bank for \$600,000.00.		
6. GRANTS RECEIVED & UNEXPENDED		
Department of Housing and Public Works	-	75,000.00
Legal Aid Queensland	19,853.00	17,695.00
Clinic Fees - Queensland University of Technology	-	36,000.00
Department of Communities, Disability Services and Seniors	36,720.00	42,500.00
Community Benefit Payment	-	50,000.00
Queensland Corrective Services	48,606.27	-
	<u>\$105,179.27</u>	<u>\$221,195.00</u>
7. EVENTS OCCURRING AFTER REPORTING DATE		

There are no known matters or circumstances that have arisen since 30 June 2019 that have significantly affected, or may significantly affect the Organisation's operations, the results of those operations, or the Organisation's state of affairs in future financial years.

The accompanying notes form part of these financial statements.

11.

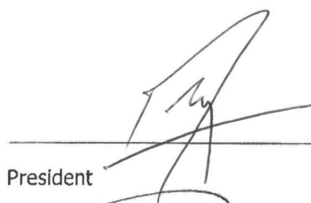
CAXTON LEGAL CENTRE INC.

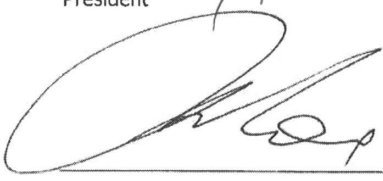
STATEMENT BY MEMBERS OF THE COMMITTEE

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 10 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 2019 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

11/09/2019.

Date



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PARTNERS: GREG DORGE
PETER GESCH
PHIL ROBINSON

12.

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 2019, 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 2019 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.

LIABILITY LIMITED BY A SCHEME APPROVED UNDER PROFESSIONAL STANDARDS LEGISLATION

13.

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 6th day of September 2019



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