

Annual Report 2023-2024



**promoting and protecting
human rights**

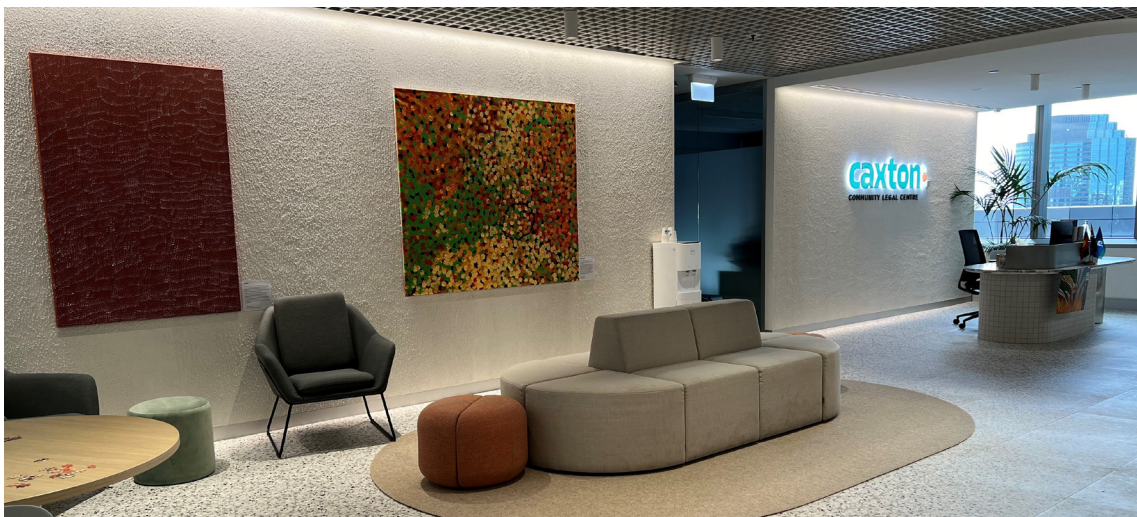
ACKNOWLEDGEMENT OF COUNTRY

Caxton acknowledges the Jagera (Yuggera) and Turrbul peoples, the Traditional Custodians of the land on which we work.

We recognise the ongoing connection to lands, waters and communities of Aboriginal and Torres Strait Islander peoples across Australia. Sovereignty was never ceded. It always was and always will be Aboriginal land.

We pay our respect to Elders. We celebrate the cultural distinctions of First Nations peoples. We value their rich and positive contribution to society.

We acknowledge the pain and injustices caused by colonisation and commit to promoting and protecting the human rights of First Nations peoples through our work and by walking in solidarity for justice, equity and healing.



About the artwork

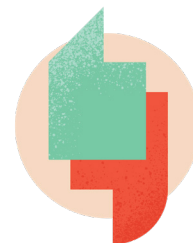
We have been very fortunate that local Brisbane artist David Hinchliffe has selected and curated fifteen pieces of First Nations artwork from his private collection for our use in the new office free of charge. He has collected over 700 pieces during his life and has begun to provide these artworks in offices and public spaces. This very generous offer is greatly appreciated by everyone who visits Caxton.

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Disclaimer

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



REPORT FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER



Our CEO
Cybèle Koning



Our President
Kristin Ramsey

It is our privilege to introduce this year's annual report for Caxton Community Legal Centre.

This period has again been one of significant growth and impact for Caxton, as we continue to advocate for access to justice for people who have experienced trauma, marginalisation and disadvantage. Our key focus areas remain on providing high-quality integrated legal and social support services within a human rights framework, building strong community partnerships and advocating for systemic changes that promote equity and justice.

The ongoing efforts of our dedicated staff, volunteers and supporters have enabled us to expand our reach, strengthen our service delivery and influence positive outcomes for those we serve. The following pages are a nod to this work.

WELLBEING

This year has seen Caxton not only solidify its role as a champion for human rights, but also lead the way in setting industry best practices for staff wellbeing support within the legal sector. To effectively advocate for justice and equality, we must also ensure that our workforce is supported and resilient.

The community legal centre sector has experienced a workforce crisis with comparatively poor remuneration and staff

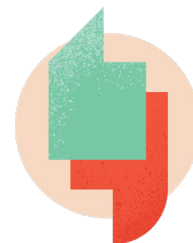
burnout at the heart of that. Pay parity is a gendered problem with more than 90% of our staff identifying as female. It is also the result of the persistent devaluing of non-statutory-based work. Why are our colleagues at Legal Aid Queensland and in government employment paid so much more to do the same job as our lawyers, social workers and support staff?

The emotionally demanding nature of the work we do—advocating for vulnerable people, tackling issues such as domestic violence, elder abuse, housing insecurity and systemic discrimination—requires us to prioritise staff wellbeing as part of our organisational culture.

We have used our resources prudently in the last 12 months to structure an organisation that can pay its staff more, offer better promotional pathways and produce high-quality services within a supportive and resilient environment. Our first tranche of improvements saw 35% of our staff receive improved remuneration. The second tranche is now being rolled out and will benefit a further 60% of staff, with all staff members receiving an increase to their superannuation and other benefits.

Our priorities were whole-of-staff vicarious trauma training, leadership training, group and individual supervision and debriefs, and supporting flexible work arrangements alongside operational requirements. To foster team spirit and inclusivity, we had regular informal gatherings around key dates.

We have been fortunate to secure additional funding that allows us to develop and introduce the 'Safe and Sustainable Caxton' project, a program of staff wellbeing initiatives that we will roll out over the coming years. Of course, the ongoing challenge is sustaining these efforts in the long term, particularly if funding for staff mental-health wellbeing is limited.



REPORT FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

FINANCIAL RIGHTS

We are advocating for Queensland to establish a statewide model of Community Financial Rights services that would integrate free legal financial counselling and other critical social support services to address consumer and debt issues, economic abuse and other financial-rights violations. All states except Queensland already have specialist financial-rights services.

We have been partnering with Uniting Care to trial an integrated model of lawyers specialising in financial rights working with social workers and a financial counsellor under the one roof to meet the complex needs of vulnerable people. Together, we tackle complex legal issues associated with stubborn debt, predatory lending, consumer rights and financial abuse, along with social issues such as domestic and family violence, homelessness, unemployment and mental unwellness. This trial has been highly successful. We now need the state and Commonwealth governments to commit to fund this work across Queensland.

ACKNOWLEDGING AN OUTSTANDING CONTRIBUTION

We wish to acknowledge Louise Cox, who has retired after 20 years of service on our management committee spent mostly as our treasurer. Over this time, Caxton has gone from an organisation with a lean budget of \$900 965 to today's \$11 000 000. Louise's lengthy contribution of her combined experience as an accountant, lawyer, CEO, COO and board member of various organisations has had an unprecedented impact on the financial management and strategic direction of Caxton. Louise's integrity

has shone through in all her involvement with Caxton and her carefully thought-out and articulated views have added great wisdom to deliberations. Together with her competent stewardship of Caxton's resources, Louise has built our reputation as a trusted organisation that can reach hundreds of thousands of people and provide them with free legal and social supports. Louise handed the baton over to Bernard Curran whose focus is on financial systems and growth management with a much larger Caxton to look after. We wish Louise all the best as she continues to offer her immense skills in and insights into governance roles for other charitable organisations.

We also take this opportunity to thank Dan Rogers, our outgoing president, who for the last three years has led Caxton's management committee with integrity, passion, agility, courage, skill and kindness. Dan has been an empowering leader, focused on good governance, a strong financial future and promoting Caxton's reputation and capacity for high-quality service delivery. We are grateful that Dan will continue to support Caxton by remaining on the management committee as the immediate past president. Kristin Ramsey, a long-serving volunteer employment lawyer and committee secretary was elected president. Kristin is leading the charge on staff wellbeing initiatives and continuing Dan's work in ensuring that Caxton's governance is reflective of the more sophisticated organisation we are today.

We would like to extend our deepest gratitude to our staff, volunteers, management committee members, partners and supporters who continue to work tirelessly to uphold the dignity and rights of all people in our community. As we look to the future, our focus will be on expanding our human rights services and further influencing systemic change that benefits those most in need.

ABOUT US

A JUST AND INCLUSIVE QUEENSLAND



OUR CHALLENGE

Disadvantage, trauma and marginalisation combined with unfair laws, service system failures and structural barriers result in inequality and injustice.



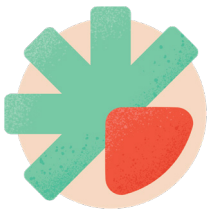
WHAT WE DO

We provide targeted and tailored free legal assistance and social supports.

We advocate for strategic law, policy and system reform.

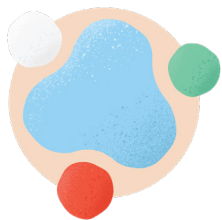
We publish trusted legal resources, education and thought leadership.

We build quality partnerships and actively engage with volunteers and community.



OUR IMPACT

We increase access to justice, provide effective interventions, increase knowledge of laws and respect for human rights, and improve legal and social outcomes.



END GOALS

An inclusive society where human rights are realised.

Fair and just legal and service systems.

Individual and community wellbeing.

OUR CLIENTS



CLIENT SERVICES



7895

legal services provided



1834

social support services
provided



\$2.7 million

of compensation, waivers
and refunds obtained
for our clients

INTERSECTIONALITY—CLIENTS WE REPRESENT

96%

experience financial disadvantage

54%

are affected by domestic and family
violence

48%

live with a disability

36%

are older

14.5%

are culturally and linguistically diverse

10%

identify as Aboriginal or Torres Strait Islander

SERVICE DELIVERY MODE



face-to-face



phone

online/video conferencing
email correspondence



outreach

- home or safe place
- hospital or health service
- residential aged care
- retirement village or residential park
- refuges
- neighbourhood centres or other service providers



court representation
court support



Greater Brisbane region
and some statewide

OUR CLIENTS



CLIENT SATISFACTION

97%

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

91%

said they would recommend Caxton to other people

90%

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

LEGAL INFORMATION AND EDUCATION



301 563

visitors to the
*Queensland Law
Handbook* website



24 595

legal information
given to callers



9925

referrals provided



768

engagement and
education sessions



I am writing to express my thanks and gratitude to you for facilitating the process for me to speak to a lawyer yesterday. The lawyer was kind and patient and was really helpful [and] ... the written summary of the conversation afterwards is brilliant and extremely valuable as it helps prevent misunderstanding and wrongful memories of what was discussed.

After considering everything she said, I emailed the investigating officer in my sexual assault complaint and said yes to proceeding with court and I am prepared for the horrors the process will throw at me, especially in relation to how abhorrently the court system treats sexual assault victims.

I am also going to take a domestic violence order out against my parents. The lawyer was excellent in explaining the process to me ... The relief at making concrete decisions is amazing. Just to finally commit to a course of action and doing it fully informed and not based upon emotion. Tonight I have temporary reprieve from hell and what comes next. I am happy to be in the moment right now with this current peace, determination and courage.

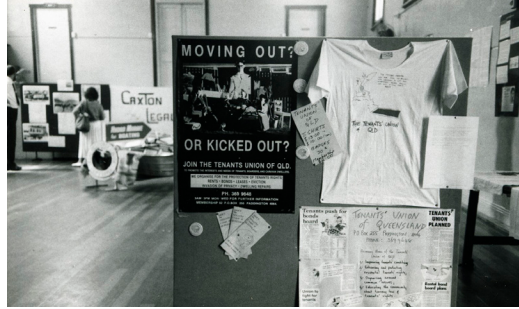
You and Caxton are worth your weight in gold.



ON THE MOVE

In March 2024, Caxton made the strategic move to the CBD and is now at 179 Turbot Place—closer to courts, public transport and our volunteers.

This is where it all started—Baroona Hall on Caxton Street in Petrie Terrace 1976–1987



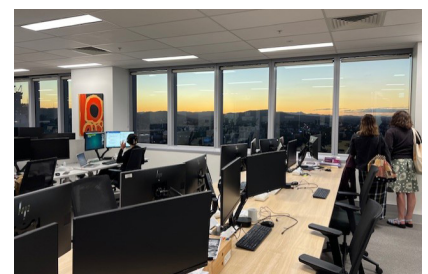
Our second home was on Heal Street in New Farm 1987–2010



In 2010 we moved to Manning Street in South Brisbane 2010–2024



And now on Level 23 in Turbot Place Brisbane City 2024–



THE NEW OFFICE

In May 2024, we held our combined office opening and volunteer engagement event with a Welcome to Country from Shannon Ruska accompanied by his son, keynote speech from former Caxton Director and Chief Magistrate Diane Fingleton, 'call to action' from our client Samantha Schulte and thank you speech from our patron, The Hon. Margaret McMurdo AC.



1-Welcome to Country performed by traditional owner Uncle Shannon Ruska accompanied by his son; **2**-CEO Cybèle Koning addressing the guests; **3**-Diane Fingleton; **4**-President Kristin Ramsey cutting the official ribbon; **5**-Our patron The Hon. Margaret McMurdo AC; **6**-President Kristin Ramsey; **7**-The Hon. Margaret McMurdo AC, Diane Fingleton, Samantha Schulte with Caxton staff; **8**-MC member Amanda Alford

The decision to relocate was driven by many factors, all aimed at enhancing our workplace and the services we provide. Our new place offers increased accessibility for clients, volunteers and staff as well as a more cohesive, modern and technologically advanced workspace.

We are also closer to the courts and tribunals to facilitate the delivery of duty lawyer services five days per week and to represent clients in many jurisdictions. With more and varied meeting rooms, a large boardroom/training room, and a shared kitchen and breakout space, we are able to accommodate sector-wide activities.

SERVICES & PROGRAMS



Caxton works flexibly to evolve and grow its programs using a human rights framework and client-centered multidisciplinary approach, aimed at targeted prevention, early intervention and effective responses.



Client Services & Specialist Intake

This team provides client-centred, trauma-informed and culturally responsive intake, legal information and referrals to all community members who make contact with Caxton. Specialist intake for some programs enhances the quality of information provided and addresses complex service access needs.



Families & Domestic and Family Violence

Families and Domestic and Family Violence Legal Service (FDFVLS)

Assists families, victim-survivors and users of violence with a wide range of family law and DFV issues. Lawyers are trained to deliver trauma-informed and DFV-informed services, and can make a referral to our in-house social workers.

Family Advocacy and Support Service (FASS)

Provides specialist, wrap-around legal, social, mental health and men's support to persons in family law proceedings at courts throughout Queensland.

Domestic Violence Duty Lawyer Service (DVDLS)

For respondents to a domestic violence application at the Brisbane Magistrates Court. Clients are linked to our FASS and FDFVLS for additional assistance.

Court Plus for Men

A social worker provides case-managed support to men to reduce the risks of using DFV as part of our overarching goal to keep women and children safe, and hold men accountable for addressing their behaviours.



Evening Advice Service (EAS)

This service is how Caxton started and it still remains a volunteer-led advice service for the community who cannot afford legal advice about family, workplace, consumer credit and debt issues, criminal and policing decisions, guardianship and administration and other civil law issues.



The Queensland Law Handbook (QLH)

This legal resource is accessed by over 300 000 people per annum for legal information, factsheets and other self-help resources.



Public Law & Community Rights

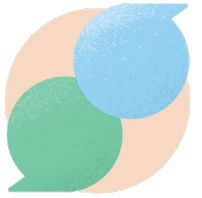
This is our longest running program assisting with a range of civil, minor criminal, policing, anti-discrimination, government decision making and democratic rights issues.



Natural Disaster Response and Recovery

The lawyers and social workers in this program collaborate with other frontline disaster recovery and preparedness organisations to assist disaster-affected people.

SERVICES & PROGRAMS



Seniors & Elder Abuse

Seniors Legal and Support Service (SLASS)

Caxton's longest running, specialist, multidisciplinary legal and social support service for older persons who experience abuse and neglect at the hands of trusted people in their lives.

SLASS Health Justice Partnerships (HJP)

Our HJPs with Metro North Health, Metro South Health, World Wellness Group and the Institute for Urban Indigenous Health bring together legal and health services to enhance early interventions with older people and older First Nations people with coexisting health and legal issues related to elder abuse.

Seniors Financial Protection Service (SFPS)

A targeted outreach prevention to help persons who are older or nearing retirement to manage financial decision making and planning to mitigate the risks of financial elder abuse.



Mental Health

Multicultural Advocacy and Legal Service (MALS)

A health justice partnership with World Wellness Group bringing together a lawyer, multicultural advocates and peer support workers to overcome the access to justice barriers faced by people with a multicultural background who have a mental health issue.



Financial Rights & Housing Security

Queensland Retirement Village and Park Advice Service (QRVPAS)

A specialist service that promotes residents' rights by providing information, and legal and social supports to people who are entering, living in or are exiting a residential park or retirement village.

Financial Rights Service (FRS)

This small team promotes and protects financial rights through a specialist consumer credit and debt service focused on tackling unfair loans, products and services. This has been greatly supported by embedded financial counsellors.



Workplace Law

Queensland Sexual Harassment and Discrimination Service (QSHADS)

The lawyers and social workers of this service provide specialist assistance to vulnerable workers to increase access to workplace justice, limit financial and psychological harm and promote recovery.

Queensland Employment Law Service (QELS)

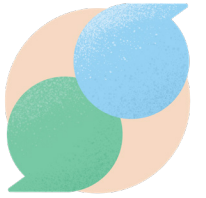
This service's lawyers provide specialist assistance with dismissal, bullying and general workplace protections.



Coronial Law

Our Queensland Coronial Legal Service (QCLS) lawyers and social workers provide holistic assistance to bereaved families involved with the coronial process.

SERVICES & PROGRAMS



MULTIDISCIPLINARY APPROACH

Our multidisciplinary approach has continued to evolve as a signature of Caxton's service delivery with **37 lawyers** and **21 support workers** under the one roof. It is particularly valuable when working with people who have several vulnerabilities, overlapping discrimination or disadvantage, complex matters and few informal supports.

The key elements for success are:

- good communication and professional respect within a partnership of equals—lawyers and social support workers
- client consent for the types of assistance they wish to proceed with
- a practice that is client-focused, trauma-informed, culturally responsive and flexible.

SOCIAL WORK

Social workers have always been a part of Caxton's work, growing from a couple of volunteers in 1976 to over 20 today. Social support workers are now embedded in nearly every program Caxton delivers and their support is available to all clients who need it.

Our multidisciplinary approach achieving great results

Angelina, an Indigenous client in her early 60s, was referred to our Seniors Legal and Support Service (SLASS) from a community counselling service in relation to applying for an extension to a domestic violence order (DVO) against her former daughter-in-law Greta.

Five years ago, a DVO was made naming Angelina as the aggrieved, Greta as the respondent and Greta's two young sons who reside with Angelina as protected persons. Greta has a history of drug use and gambling and, at the time of the SLASS appointment, was on parole. Angelina sought an extension because Greta knew where she lived and was afraid of Greta returning. A few years prior Greta attempted to drown Angelina in a puddle of water, smashed chairs, threw a table through her window and physically assaulted her.

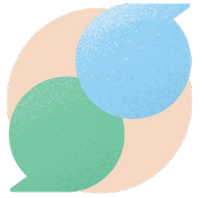
Last year, Greta sent Angelina's grandson threatening text messages about her. The following month, Angelina applied for social housing to move elsewhere so Greta could not locate her.

The SLASS lawyer provided Angelina with advice on varying the DVO, information on various domestic violence support services and information about wills, enduring powers of attorney, and advance health directives.

The lawyer drafted an application to vary a DVO on Angelina's behalf and filed it in the Brisbane Magistrates Court. They then facilitated a warm referral to our duty lawyer, who assisted Angelina on two court dates. The extension was granted, providing Angelina with protection until 2029.

Our SLASS social worker provided Angelina with short-term counselling, referred her to DV services for safety planning, and provided short-term emotional and psychological support throughout the court proceedings.

Angelina expressed that she now felt more confident to move on with her life. She now knows that she can contact police at any time if there are further incidents or breaches of the domestic violence order.



INTEGRATED APPROACH

Caxton works with other organisations through formal or informal partnerships to integrate our skillsets and service offerings to provide holistic responses to clients engaged with multiple service providers to get their needs met and rights realised.

Caxton's partnership with a local domestic violence refuge

Integrated service delivery as a best-practice model for services delivered to victim-survivors of domestic and family violence is a well-recognised strategy at a national and state level. There are gaps in the DFV service system that can be assuaged through integrated practice. Caxton partners with a local DFV refuge using these integration elements:

- governance—formal MOU to articulate shared goals and ways of working
- geographic position—the refuge and Caxton are in close proximity, work within the local DFV service system to provide person-centred responses. The legal services are delivered at the refuge or at Caxton as needed
- consent—the refuge support workers obtain the consent of the client to share information, make contact with Caxton and describe safety requirements for service access
- client focus—trauma-informed, culturally responsive and DFV-informed services are achieved through comprehensive training, multidisciplinary approaches, timely (including urgent) responses with reduced intake burdens, refuge support worker involvement throughout, flexible delivery modes and shared safety goals
- reduced access barriers—childcare arrangements enable the client to access legal services. The refuge support worker assists with document collation and attendances upon other agencies to take practical steps towards addressing legal problems
- comprehensiveness—clients are triaged for unmet legal need that can be addressed by Caxton's other in-house legal services (e.g. employment, general civil and criminal, consumer credit and debt).



Can't speak highly enough of Caxton regarding assistance to support my parents through a DV situation earlier this year. The situation was challenging for us as a family and you were amazing and always available when we needed help to step through things. The counselling expertise, guidance, legal assistance and referrals to support my parents was 100% appreciated and critical for us to get actions and outcomes in my parents' favour. We couldn't have achieved what we did without Caxton and will be forever grateful for their services. Thank you!



SERVICES & PROGRAMS



HEALTH JUSTICE PARTNERSHIP APPROACH

Health justice partnerships are a recognised model of service delivery that brings legal and health services together to assist clients. The strength of HJPs is that they provide early legal assistance to vulnerable people with complex needs in the places they are most likely to seek help. The key activities of our HJPs aside from case management, social supports and legal advice, are the supports provided to health professionals via secondary consultations (deidentified discussions) and education around legal-issues spotting.

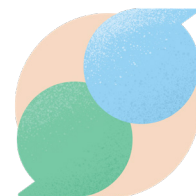
CAXTON'S HEALTH JUSTICE PARTNERSHIPS

- **Institute for Urban Indigenous Health**—For 12 months, Caxton's SLASS program has successfully subcontracted IUIH, a large community-controlled health service with an existing internal health justice program, to deliver elder law services to their communities.
- **Metro South Health**—This is Caxton's first formal HJP, which commenced in August 2019. It operates out of the Princess Alexandra Hospital, Logan Hospital, Redlands Hospital and the Queen Elizabeth II Jubilee Hospital (with outreach to Beaudesert Hospital) to respond to older people experiencing abuse.
- **Metro North Health**—This partnership commenced in October 2022 at the Royal Brisbane and Women's Hospital and has expanded to Redcliffe and the Surgical, Treatment and Rehabilitation Service (STARS) to provide a service for older people experiencing elder abuse on Brisbane's northside.
- **World Wellness Group**—Adopting an intersectional approach, 'intersectionality', our embedded lawyer model partnering with multicultural health practitioners and support workers addresses the barriers experienced by persons with a multicultural background who either have co-existing legal and mental health issues or who experience elder abuse.



Health Justice Symposium at Parliament House

SERVICES & PROGRAMS

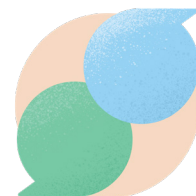


TARGETED PREVENTION, EARLY INTERVENTION & SPECIALIST RESPONSE AND RECOVERY FOCUS

Caxton adopts a comprehensive approach towards legal issues. Prevention activities are targeted towards groups of people who are at higher risk of particular legal issues. Early intervention strategies are used to resolve legal problems before they reach crisis point. Responses are tailored to protect human rights. Recovery is facilitated by working with clients to create a legal and social support environment that promotes ongoing human rights realisation.

Programs	Targeted Prevention	Early Intervention	Response & Recovery
Families & Domestic and Family Violence	Time with grandparents education sessions 'Hear Their Voices' project	Court Plus for Men FASS Refuge outreach DFV rent assistance	FDFVLS, FASS and DVDLS legal assistance and social support
Seniors & Elder Abuse	SFPS information stalls and sessions World Elder Abuse Awareness Day events Community education and engagement program Justice of the Peace training	SLASS HJPs SFPS case management Professional training program Family financial mediation	SLASS & SFPS case-managed legal assistance and social support QPS training Vera Raymer Fund for urgent financial hardship relief Social connections worker
Financial Rights & Housing Security	QRVPAS community education stalls QRVPAS residents info sessions QRVPAS pre-contractual legal assistance FRS education to Chinese community leaders FRS education to mums and bubs group ABC local radio	QRVPAS & FRS dispute resolution casework	FRS & QRVPAS legal assistance and social support Financial counselling

SERVICES & PROGRAMS



TARGETED PREVENTION, EARLY INTERVENTION & SPECIALIST RESPONSE AND RECOVERY FOCUS

Programs	Targeted Prevention	Early Intervention	Response & Recovery
Workplace & Sexual Harassment	QELS & QSHADS education to migrant students and migrant workers	QELS & QSHADS dispute resolution casework	QSHADS & QELS legal assistance and social support
Public Law & Community Rights	NAIDOC Homeless connect Human rights training to housing service providers	Dispute resolution casework	Legal assistance and social support
Coronial Law		QCLS legal assistance and social support for recently bereaved families	QCLS inquest representation and social support
Disasters	'Water Week' activities	Dispute resolution casework especially with insurance providers Relief payments	Legal assistance and social support
All areas of law	QLH information Law, policy and systems reform activities Networks, committees, stakeholder engagement	MALS QLH and other self-help resources	EAS legal advice MALS legal assistance and multicultural advocacy

SERVICES & PROGRAMS



WORKERS' RIGHTS

Partnering with Working Women Queensland for statewide service reach, the Workers' Rights team assisted vulnerable workers with:



1469

legal information



1299

legal services



1206

referrals



432

industrial advocacy &
social supports



147

community education
resources & engagement
activities



86

dispute resolution
services

The Workers' Rights team has responded to a more than **70% increase in demand for legal and social support assistance**.

We targeted culturally and linguistically diverse communities who face intersectional discrimination.

We strengthened referral pathways by presenting community legal education sessions to LSI Education, a language school that provides assistance to migrants seeking to enter the workforce in Australia, and to QPASTT, an organisation that provides services to refugees in Queensland. We have a formal partnership with World Wellness Group for seamless referrals.

We have developed a referral partnership with the Australian Human Rights Commission. Conciliators from the commission can refer clients for legal advice. This has allowed us to provide advice, discrete casework support and representation to clients who have already lodged sexual harassment and discrimination complaints.

Caxton continues to hold a dedicated Queensland Human Rights Commission advice clinic.

We have also strengthened our referral pathway with the LGBTI Legal Service.

Caxton and our partner Working Women Queensland presented on a panel 'Feeling disrespected in the university workplace? Your rights and the law' hosted by the University of Queensland's pro bono centre. This was in response to early career academics, casual tutors and research assistants requesting information about how to prevent and address harassment in the moment.





WORKERS' RIGHTS

The right to a workplace free of harassment and discrimination

Chloe [deidentified] is a young girl with autism and other learning difficulties. She had worked permanent part-time hours as a kitchen hand at a catering business.

Chloe was sexually harassed at work by the much older head chef. Chloe complained to the business and little action was taken, instead she was treated unfavorably by her colleagues and asked to change her shifts to avoid working with him and change to casual work.

The business then stopped giving her shifts until Chloe was forced to seek alternative employment.

Chloe came to Caxton with limited understanding of her legal rights and options, and low capability to self-advocate and draft documents due to her learning disability. She experienced low self-agency due to how her workplace had dealt with her report of the harassment.

Our Queensland Sexual Harassment and Discrimination Service utilises a multidisciplinary lawyer-social worker model to address intersectional disadvantage and holistic needs.

The team worked with Chloe to increase her knowledge of her rights and options, as well as support her and build her confidence to proceed with a complaint.

We drafted and filed a Queensland Human Rights Commission claim, outlining the sexual harassment and discrimination, and a conciliation date was set. However, because of the trauma, Chloe was unable to attend the conciliation and face her perpetrator.

The service takes a trauma-informed approach.

A request was made for the conciliation conference to proceed via phone to enable Chloe to participate safely. The QSHADS social worker provided psychological and emotional supports and regular check-ins to build Chloe's resilience to participate in and proceed with the complaint.

Prior to the conciliation, the QSHADS lawyer negotiated a settlement with the respondents' solicitor. This avoided the stress and uncertainty of ongoing litigation. These negotiations facilitated a relatively high lump sum settlement, which allowed Chloe to get medical assistance and re-establish herself.

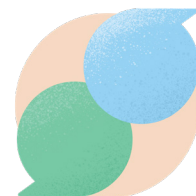
Caxton also has an in-house financial counsellor.

Chloe was referred to our in-house financial counsellor to help her manage her large settlement amount and to work on future-proofing her spending.

The multidisciplinary service by QSHADS substantially facilitates vulnerable clients who need a trauma-informed response and experience intersectional disadvantage to:

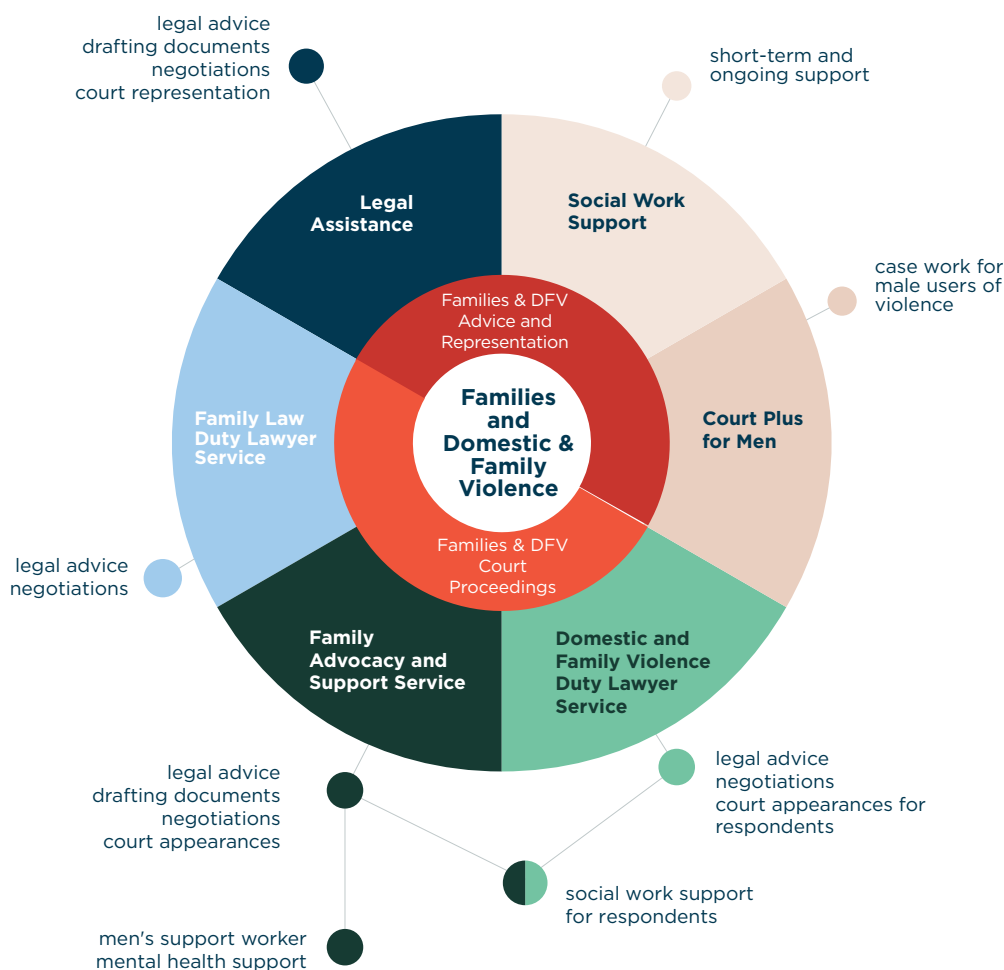
- improve their knowledge of legal rights and their ability to identify, remove themselves from and self-advocate if they experience workplace sexual harassment and discrimination
- realise their legal rights and potentially obtain a fair monetary settlement
- improve their wellbeing.

SERVICES & PROGRAMS



FAMILIES & DOMESTIC AND FAMILY VIOLENCE

Caxton plays an important role in the provision of services to families who are separating and to individuals who both experience and who use violence within intimate partner relationships. The diagram shows the many entry points at which people who have family law issues and who may also be affected by DFV can gain access to these services, and where court-based services are available.



Holistic outcomes for Linda

Linda, a 65-year-old Hong Kongese woman who spoke little to no English, married Pedro and moved to Australia where Pedro lived.

Pedro was controlling and coercive. He would take Linda's credit card and prevent her from leaving the home. Pedro would also lock Linda in the bedroom for lengthy periods. Pedro kicked her out and she moved in temporarily with a friend.

Linda came to Caxton after receiving calls from Pedro's lawyers regarding divorce. Linda was scared they would make her sign legal documents she did not understand. Caxton's lawyer provided Linda legal assistance regarding the divorce and property settlements.

Our social worker helped Linda apply to Centrelink and she obtained a special benefit payment. The social worker also referred Linda to an English-language course and employment training, helped her apply for public housing, provided education around DV, referred her to World Wellness Group for ongoing mental health support, provided safety planning and counselling to build Linda's self-confidence and self-worth.

SERVICES & PROGRAMS



FAMILIES & DOMESTIC AND FAMILY VIOLENCE

Court Plus for Men

Caxton has drawn on its experience in DFV to pilot an intervention case management program for men who use violence in relationships. Encouraged by the state government's consultation paper on a DFV perpetrator strategy and with a grant from the state government's 'Keeping Women and Children Safe from Violence' initiative, Caxton established Court Plus for Men, aimed primarily at those appearing as respondents in the Brisbane Magistrates Court and Family Court with DFV matters.

This innovative 12-month trial began in September 2023. It has a social worker helping clients to establish goals in behaviour change, housing and treatment for mental illness and drug addiction.

With an intersectional and trauma-informed approach, our timely and practical interventions with these men are already showing early success in reducing harm to self and others.

We know that reducing barriers to get help for men who use violence keeps women and children safe.

Over nine months, the program had assisted 46 men. Of these **100%** were **financially disadvantaged**, **31%** are living **with disability**, **19%** identify as **First Nations people**, **29%** are **culturally and linguistically diverse** and **29%** are **at risk of homelessness**.

We have developed reporting frameworks to capture trackable progress against goals, participation rates, timely response by us from referral to engagement, incidence of breaches mid-program participation and case work session totals per client. We have also developed pre- and post-participation self-evaluation surveys to gauge client understanding of family and domestic violence at different points of Court Plus for Men intervention.

Caxton is investing in the program from its own resources for an additional six months while we try to secure ongoing funding for this vital work.

You saved me ...

Daniel, in his late 40s, tragically lost his long-term partner of 15 years. A short time after, he moved in with Sarah and her hearing-impaired teenage son, but they were evicted from the property shortly after. Daniel moved to another property with Sarah's son. Sarah did not move in, nor did she contribute to any household costs. Daniel considered the relationship had ended.

Allegations of domestic violence were reported to police at the time of eviction and Daniel identified as the respondent and aggrieved. Cross applications of DV were made by both parties and one breach of DV for Daniel. Sarah included an ouster order from the property, which was granted and Daniel became homeless. Daniel was then referred to Court Plus for Men by Caxton's FASS social worker.

The Court Plus for Men social worker ascertained goals for Daniel, helped him to understand the court processes, assessed his housing options and provided referrals for legal advice to Caxton's domestic violence services, to counselling discussions around DV, and to an alcohol education program.

Our social worker emotionally supported Daniel to work through all service interventions, alongside regularly engaging him in discussions on understanding domestic violence and its impacts, and creating healthy relationships.

Cross orders of domestic violence and of good behavior were made and Daniel's domestic violence breach was dismissed. Daniel moved back into his property by himself, is no longer drinking, is learning new skills and began talking openly about self-improvement with others. Daniel was very thankful and reflected that this was the '... perfect support, things are easier and I'm not in that place anymore, you saved me'.



PUBLIC LAW & COMMUNITY RIGHTS

The Public Law and Community Rights team (formerly our General Team) focused on assisting clients experiencing trauma, marginalisation and disadvantage in relation to legal problems related to **human rights**, **anti-discrimination**, and **victims' rights**.

HUMAN RIGHTS

The *Human Rights Act 2019* (Qld) (Human Rights Act) continues to be a tool we use to ensure that our clients are treated fairly in their interactions with government agencies and public entities.

This year, we have used the Human Rights Act to:

- get our clients access to public housing and transfer to more suitable housing
- help children with disabilities access mainstream schooling in a way that meets their individual needs
- ensure that people can practice their culture and religion
- help clients secure their privacy.

ANTI-DISCRIMINATION

We have continued to operate our advice clinic with the Queensland Human Rights Commission (QHRC). This clinic allows us to provide targeted support to people who have already made anti-discrimination and human rights complaints to the QHRC to resolve them at the earliest possible stage.

Our anti-discrimination casework focused on the rights of:

- children in education and while detained
- people with disability in relation to accommodation, education and the provision of services.

VICTIMS' RIGHTS

The work of our Public Law and Community Rights team focused on enabling victims of violent crime to access justice. We have done this by advocating for and supporting victims of crime to:

- access financial assistance from Victims Assist Queensland
- make reports to police, including by ensuring that victims of crime have access interpreters and are treated in a trauma informed way which promotes their rights
- advocate where police have failed to investigate
- understand the criminal justice process and their role and rights in the prosecution process
- access housing and other necessities
- receive appropriate social and psychological supports.

The reconceptualisation of our evening advice session program has also led to a strategic refocus for the Public Law and Community Rights team. As we move into 2024-2025 our work in this team will now focus on representation work in the areas of:

- the rights of people who are detained
- decisions of government that impact on human rights
- anti-discrimination and sexual harassment
- victims' rights
- guardianship and administration relevant to the roles and responsibilities of decision makers.

SERVICES & PROGRAMS



SENIORS & ELDER ABUSE

One in six older Australians experience abuse and neglect, including coercive control, at the hands of adult children, long-term abusive partners, other family members, friends and other trusted people.

The Seniors Legal and Support Service and the Seniors Financial Protections Service **assisted nearly 5000 people** with information, social-work advocacy and support, legal advice and representation.

VERA RAYMER FUND

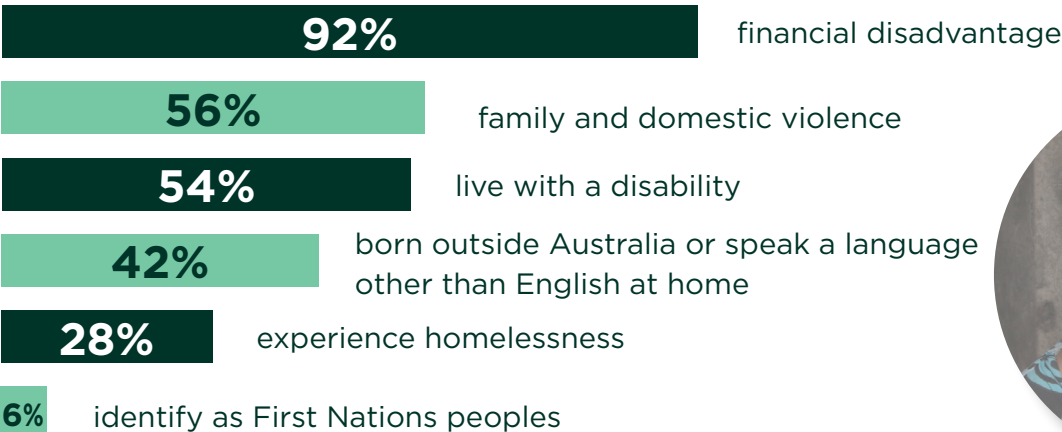
Vera Raymer OAM (1919–2013) was a remarkable contributor to social justice and a pioneer of the social work profession. Funds bequeathed by the Estate of Vera Raymer are administered in accordance with her express wishes and to honour her memory by contributing to her legacy to improve the lives of older people. The fund assisted our elderly clients who experience or at risk of experiencing significant hardship due to the lack of resources to meet basic needs with:

- removalist fees to escape from unsafe or unaffordable living arrangements
- aged-care fees to secure ongoing housing
- urgent food vouchers where no other reasonably available sources
- medical expenses and essential medicines
- child care expenses to provide respite for grandparent
- in-hospital TV hire for extended stay
- essential whitegoods
- mould rectification after 2022 floods.

TYPES OF ABUSE OUR CLIENTS EXPERIENCED



KEY DEMOGRAPHICS OF OUR CLIENTS



SERVICES & PROGRAMS



SENIORS & ELDER ABUSE

HEALTH JUSTICE PARTNERSHIPS

We embedded a SLASS lawyer at the Royal Brisbane and Women's Hospital, Redcliffe Hospital and the Surgical, Treatment and Rehabilitation Service. We conducted regular elder abuse training to hospital teams and staff at these hospitals, as well as Prince Charles and Caboolture, to promote awareness of elder abuse and referring to the SLASS team.

FIRST NATIONS OLDER PERSONS

Caxton introduced two First Nations identified roles which have forged strong, respectful relationships within Logan and Beaudesert communities. These connections have resulted in increased referrals, and saw our number of First Nations clients double, making up 21% of our total clients.

FINANCIAL PROTECTIONS SERVICE

We noticed an increase in demand for affordable housing, emergency financial assistance, relief for housing-related financial stress, financial assistance for moving costs due to unaffordable, granny flat and family agreement advice, relief from binding insurance premiums, and financial counselling and debt legal advice due to an increased reliance on debt and unregulated private financial products. There is constant demand for free or low-cost will drafting services. Online operating environments have resulted in scams, overpayments, unlawful contracts and lack of transparency of monies.

COMPLEX CASEWORK

We conducted complex casework including representing clients in QCAT to dismiss unmeritorious appointments of substitute decision makers and mediation for a failed joint venture/assets for care arrangements.

COMMUNITY EDUCATION, ENGAGEMENT AND SYSTEMS REFORM

With dedicated community education and community worker roles in the team,

413 community support activities and information sessions were delivered. We have continued to co-deliver specialist elder abuse training to the Queensland Police Service, JPs and health professionals, and convene the statewide Community of Practice focusing on capacity for decision-making, guardianship, human rights and practice. We support Elder Abuse Action Australia as a board member, advisory group member and content committee member for the national elder abuse hub, Compass.

The financial protections team has conducted weekly information sessions including at neighbourhood centres, seniors expos and forums, older person's network and support group meetings and libraries. Caxton also had three presenters at the National Elder Abuse Conference speaking about health justice partnerships, decolonising responses to elder abuse and delivering an elder law masterclass.

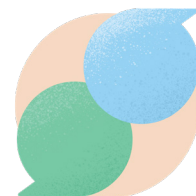
PRO BONO PARTNERSHIPS

Our relationships with pro bono lawyers have increased our capacity to conduct mediation and litigation to resolve financial elder abuse. Seconded lawyers embedded in the team drafted letters and documents and undertook research. A social work student clinic provided additional support to clients. A financial counsellor from Uniting Care works at Caxton full-time and is available for budgeting, financial-literacy building and debt waivers.

WORLD ELDER ABUSE AWARENESS DAY

is observed on 15 June every year. This year, we organised individual events by engaging a community partner at various community locations including Brisbane city, Logan, Moreton Bay and Redlands. These events gave us many opportunities for quality engagement with community members and to build our own partnerships with government and community organisations and social connections within communities.

SERVICES & PROGRAMS



SENIORS & ELDER ABUSE



World Elder Abuse Awareness Day 2024

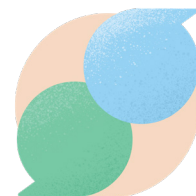
Financial and psychological abuse

Adam, a pensioner in his early 80s, was referred from the Elder Abuse Prevention Unit (EAPU). Adam is the full-time carer for his wife, Sandra, who has advanced dementia. Adam's son John and his wife Ellis agreed to help Adam in exchange for Adam selling his home and using the proceeds to purchase a property for all of them to live in. The property was placed in John and Ellis' name.

Not long after, the relationship between the parties deteriorated. John and Ellis were psychologically abusive towards Adam and Sandra. They made demands for further money. The impact on Adam and Sandra caused them to leave the property and stay in a hotel. John sold the property without notice to Adam and refused to return the contribution made by Adam. Adam had no means to obtain assistance from a private lawyer and he was caring for Sandra in unaffordable and unsuitable accommodation.

Our social worker urgently arranged suitable rental accommodation, and our lawyer and pro bono counsel represented Adam at mediation. John agreed to repay Adam the full amount contributed. Caxton has also assisted Adam with legal information and social support that provides the building blocks to reconcile some form of relationship with John and Ellis, and in particular with his grandchildren.

SERVICES & PROGRAMS



FINANCIAL RIGHTS

Queensland needs a specialist financial rights service to address cost-of-living issues, escalating debt, consumer problems and financial abuse.

Caxton partnered with the McKell Institute and UnitingCare Queensland to release a report: *A Stronger Safety Net—the case for a community financial rights service for Queenslanders.*



In the meanwhile, Caxton responded to some of this enormous unmet legal need mostly by donations, student clinics and volunteer support.

Volunteer Credit and Debt Clinic

Caxton ran a volunteer-led credit and debt advice clinic each Wednesday under the supervision of an experienced staff lawyer, supported by individual lawyers and students, and law firms.

Student Credit and Debt Clinic

This student clinic has been running for 15 years. It delivers high-quality discrete legal assistance under the supervision of our staff lawyer. These clinics form part of the University of Queensland students' clinical legal education.

In the 2023–2024 financial year, the Financial Rights Service provided:



1125

legal services



182

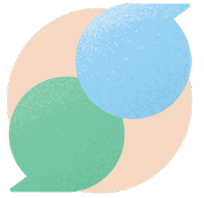
referrals



764

legal information

SERVICES & PROGRAMS



FINANCIAL RIGHTS

FINANCIAL COUNSELLING NOW AT CAXTON

We extend our gratitude to our partner Uniting Care Community who has embedded a full-time financial counsellor within Caxton to work with our lawyers and social workers for improved financial outcomes for clients. Caxton also thanks Good Shepherd whose Financial Independence Hub coordinator attends Caxton monthly to increase access to their services for those trying to recover financially from the experience of domestic and family violence.

The most common issues our clients presented with were:

- lemon cars
- irresponsible lending and economic abuse by intimate partners
- financial hardship—difficulty paying debts
- credit card debts with a history of unsolicited limit increases
- aggressive debt collection by credit agencies
- car or home repossession
- bankruptcy and inappropriate part 9 debt agreements arranged by ‘debt managers’
- scams
- disputes between consumers and traders under the Australian Consumer Law.

Irresponsible lending

Sarah, a single parent of three children, was struggling to afford basic necessities for her children and applied for credit through two major financial institutions. From the onset, Sarah was unable to meet the required debt repayments and eventually a debt buyer who had purchased Sarah’s credit card debts commenced legal action to pursue the payment of \$41500. This posed a substantial risk to Sarah as she had equity in her home that was also mortgaged.

Our consumer credit lawyer determined that there were grounds for an investigation into irresponsible lending and Sarah was advised to lodge a complaint with AFCA to pause legal action to allow time for an investigation. The case was then referred to the in-house financial counsellor from Uniting Care.

The financial counsellor undertook a historical statement of financial position to determine Sarah’s capacity to meet the required repayments, and further investigations clearly showed that neither of the financial institutions undertook reasonable measures to ensure these debts were affordable. One of the credit providers also admitted that an error was made when approving the credit card and personal loan.

The debt was subsequently waived, a life-changing outcome for Sarah as her home was no longer at risk and the anxiety and shame associated with financial stress also lifted.

Having the financial counsellor embedded within Caxton provided a simplified pathway for Sarah to access essential services, which resulted in an enhanced experience and a much timelier and more optimal outcome.

SERVICES & PROGRAMS



HOUSING SECURITY

This year has been one of growth for our Queensland Retirement Village and Park Advice Service (QRVPAS), with the addition of three new staff members. This increased capacity has allowed us to see more clients and to provide more help to those most vulnerable. As a team, we have enjoyed thinking strategically about the best way to make a difference in the lives of older Queenslanders living in retirement villages and residential parks. Various key improvements were possible due to the expansion of the service:

- Through the addition of a dedicated QRVPAS social worker, we were able to provide integrated legal and social work services to clients with complex needs. This multidisciplinary approach has resulted in increased wellbeing for our clients.
- Through the addition of a specialist intake worker, we were able to improve the way our clients experience the QRVPAS service, ensuring that clients are assisted in the most efficient way and that resources are allocated appropriately and in line with Caxton's human rights framework.
- Through the addition of a specialist community education lawyer, we were able to reinvigorate our community education program and doubled the number of community education sessions presented compared to last financial year. Feedback from session participants has been overwhelmingly positive.

The team is passionate about protecting the rights of our client cohort and making sure that they live in environments where they are happy, healthy and safe. Some of the ways we have done that during the 2023-2024 financial year include:

- advocating for clients who are being bullied, harassed or intimidated by park owners or retirement village operators. For example, we successfully demanded that a park owner cease trespassing on the site

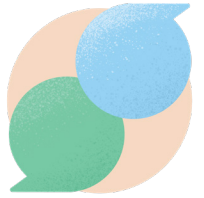
of an elderly lady to demand money that she did not owe

- helping clients assert their rights under discrimination laws, particularly where a park or village is refusing to make reasonable adjustments for clients with impairments.

Through negotiations and, in some cases, advocating for clients in the Queensland Human Rights Commission, we have successfully assisted clients to:

- assert their right to modify their home to meet the needs of a physical impairment
- assert their rights to have a live-in carer or to have a carer come at particular times
- negotiate reasonable adjustments for clients with mental health conditions
- assert their right to keep an assistance animal in their home
- negotiate with a park owner to withdraw breach notices that resulted from being unable to comply with a term of contract due to an impairment. Thereby ensuring that the client was not made homeless
- sell their manufactured home in order to move into aged care in a situation where the park owner was unreasonably interfering with the sale
- negotiate a fair sale price for their home with their retirement village operator. Including one elderly lady with dyslexia.





HOUSING SECURITY

In the words of novelist Pearl Buck ‘Our society must make it right and possible for old people not to fear the young or be deserted by them, for the test of a civilization is the way that it cares for its helpless members.’

In the 2024-2025 financial year, QRVAS continues to be committed to making sure our elderly clients receive the protections and dignity that is rightly theirs.

Discrimination complaint to the Queensland Human Rights Commission

Kate and Paul (the names have been changed) have lived in their home in a residential park since 2014. Kate suffers from anxiety and depression and has a physical disability in her hands and fingers. Kate requires assistance with personal care and to prepare and cook meals. She does not leave the house often as doing so significantly increases her anxiety.

Paul is Kate’s full-time carer. Early in 2024, he began struggling with his own mental health. His daughter Naomi suspected he was experiencing carer fatigue and encouraged him to take a holiday while she stayed and provided care for Kate.

When Paul mentioned this to the park manager, he was told that Naomi would not be allowed to stay in the home as it was against the park rules. Paul sought our advice and we attempted to negotiate a reasonable adjustment to the rules to ensure Kate’s care needs were met during Paul’s trip. The park owner refused to make these adjustments.

We assisted Kate and Paul to lodge discrimination complaints with the Queensland Human Rights Commission (QHRC) and represented them at the conference.

The matter resolved with the following outcomes:

- The caretakers and two other staff at the park who had been involved in the matter are to undertake anti-discrimination training with the QHRC.
- The park owner is to write a statement of regret to Kate and Paul for not allowing appropriate adjustment.
- The breach notice issued days before the conference was withdrawn.
- The park owner is to make a \$500 donation to a charity that was close to the clients’ heart.

At the end of the day, Paul said the outcome at the conference had surpassed his expectations.



I’ve moved into an NDIS home near Yatala (Woongoolba). It’s the first time I’ve felt normal in years and if you didn’t assist me throughout the year I would have missed the opportunity. I forgot what it feels like to be relaxed in my own place.

I can see what you were trying to introduce to me re having a support worker assist with some things and I have accepted it’s to my benefit. I had been complaining for so long I missed the helping hand until now.

You blessed me and I am ever so grateful ...



SERVICES & PROGRAMS



DISASTER RESPONSE AND RECOVERY

This program provided **670 services of legal information, referrals, legal advice, social support, representation, and community and stakeholder engagement.**

We have fostered our connections with and supported communities that were directly impacted by the 2022 flood and rain event. We have strengthened our referral pathways through continuous direct engagement with other service providers and community centres such as Yeronga Community Centre, Sandbags, Benarrawa, KENG, Financial Counselling Australia, Encircle/Pine Rivers Neighbourhood Centre, Gympie Community Place, Laidley Community Centre and Varity Lakes Community Resource Centre, which allowed us to provide our clients with relevant local support.

We attended disaster preparedness events hosted by local neighbourhood centres, which gave people tips on how to practically

prepare for future natural disasters and provided the opportunity to connect with support agencies.

Our social workers, in close cooperation with charities including GIVIT, St Vincent de Paul, Walter and Eliza Hall Trust, and the Salvation Army, have been assisting clients to identify and apply for available grants to rebuild their homes. They have also assisted clients to work with the state government bodies in relation to the Structural Assistance Grant and the Resilient Homes Fund.

Together with Hub Community Legal, we shared the benefits and challenges we experienced with Queensland's Voluntary Home Buy-back (VHBB) Scheme with other national community legal centres (CLC) at a forum hosted by Community Legal Centres Queensland. Other CLCs and disaster-affected communities also shared their approach to recovery and future preparedness.

Holistic approach to natural disaster recovery

Vicky, an Indigenous woman with significant health issues, is the sole carer for her children and her parents. She relies on Centrelink payments and is not able to work to increase her income to cover repairs to her home, which was damaged by the rainstorm in February 2022.

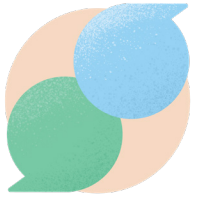
Her home had previously been damaged by a storm in November 2021, and her claim with her insurance company was not yet resolved. In both events, water came in through the roof and damaged her home. The insurer denied the claim on the grounds of maintenance and gradual deterioration. Vicky met us at a Resilient Homes information event close to her home.

Through our holistic social work-legal assistance approach, we were able to improve Vicky's recovery from this complex situation of unmet legal and social support needs. We connected Vicky to a culturally appropriate service to support her in her caring role. She also received counselling and a variety of other social supports. The legal team successfully negotiated with the insurer to cover the repairs to her roof.

Brisbane
floods 2022



SERVICES & PROGRAMS



CORONIAL LAW

Caxton and Townsville Community Law partner to deliver the Queensland Coronial Legal Service, which assisted **121 families** with legal and social work services in relation to the death of their loved one.

We represented **21 families** in inquests before coroners across Queensland.

In addition to our direct client work we also participated in reform work including

a consultation process being run by the Queensland Government in relation to the development of an integrated coronial family support model for Queensland. We have also continued to engage with the Manager—Cultural Capability at the Coroners Court and have developed a clearer referral pathway for First Nations families thrust into the coronial process.

The importance of fostering trust and connections

Penny [deidentified] contacted Caxton Community Legal Centre a number of years after the disappearance and death of her son. She had concerns about the police investigation and required information and support navigating the coronial process. Penny hoped to submit her concerns to the court and for an inquest to be held into her son's death.

Considerable communications were relayed to the Coroners Court of Queensland. Unfortunately, the investigating coroner denied the application for an inquest, and so Penny was helped to apply to the State Coroner to reopen the investigation and hold an inquest.

The lengthy nature of coronial work meant that Penny was supported by three lawyers over four years. During this time Penny also received social work support.

Over the years receiving assistance, Penny developed trust and connections with the coronial team and disclosed that she had experienced domestic and family violence. The ability to refer Penny to another service within Caxton ensured she received timely, accurate and relevant advice. As she lives in a regional area, she was also referred to relevant local services as necessary.

When she first contacted Caxton, Penny had been receiving psychological support as well as using medication to manage her mental illness. Grief compounded Penny's mental health and diminished her ability to navigate the coronial process. At times it became difficult to contact Penny. The multidisciplinary approach offered at Caxton allowed Penny to communicate with either the lawyer or social worker, knowing that there was transparency and cohesion between colleagues.

The social worker provided Penny with referral pathways to not only assist her with her mental health needs but also offered options for memory making. The social worker assisted Penny to recognise the importance of local connections, and continued encouragement from the social worker also allowed Penny to reengage with her GP and local counselling services.

Although Penny was unable to access the legal outcomes she had hoped for, the multidisciplinary, trauma-informed approach from the coronial team meant that she could navigate the difficult process with assistance and care and was given additional knowledge and service information to allow her to continue her grief journey.

SERVICES & PROGRAMS



STAY CONNECTED PROJECT

Caxton made a submission to the *Parliamentary Inquiry into Social Isolation and Loneliness in Queensland* in August 2021 and later successfully applied for project funding to work one-on-one with women aged over 55 in Greater Brisbane who were struggling with these debilitating issues.

Approximately one-third of our referrals came from the newly established Housing for Older Women Support Service. We assisted those women to settle in their new homes and neighbourhoods by linking with local services and groups.

We developed and delivered community education sessions on the topic of Social Isolation Red Flags.

The project worker recorded the main drivers of isolation being the individual's mental health, poverty, lack of open, inclusive, affordable places where people can go and service-system design where what is on offer has rigid funding parameters and eligibility. One woman said 'I'm not old enough or young enough or disabled enough—I can't tick enough boxes'.

89.5% of the women referred to Stay Connected received options for how to engage locally. Those who did not were reluctant due to their poor physical and/or mental health.

83% of clients were connected with local groups or services to help reduce social isolation.

72.5% of the women continued to engage with those local services and activities after exiting the project.

USING THE MEASURE OF LONELINESS SURVEY

35% of participants reported being less lonely and

70% of participants reported being more socially connected.

With support, some women were able to go out for the first time in a long period and committed to taking small steps to go out independently.

Social isolation and loneliness is all too common

Robin (deidentified), a woman in her 60s, who had recently moved to Brisbane with support from Housing for Older Women Support Service, came to Caxton for support in relation to social isolation as she knew no one in Brisbane. The project worker met with Robin multiple times out of her home to enjoy an outing.

Robin had gone from home owner to renter and eventually ended up sleeping rough prior to moving to Brisbane. She was grateful to have secured social housing after waiting for over seven years but had no savings and could not buy essential whitegoods and household items.

Robin said the financial hardship stopped her from making social connections and to create a home. Health issues meant she needed transport assistance to go out.

Our social worker assisted Robin to collect pre-loved items from various platforms and to apply for the Small Grants Program to purchase furniture and a washing machine. Robin was referred to a Care Finder to link with aged-care services. She started to attend social activities and used transportation services to attend appointments. Robin was also introduced to the Brisbane City Council Cab for another low-cost transport option. Robin was supported to find bulk billing GPs and other services in her area. She was provided with short-term counselling while searching for long-term mental health support.

Robin reported her social connections and quality of life had significantly improved and her unit '... feels more like home than ever. I am so thankful for so many supports out there, this is the first time I have ever received help, this is huge! The future is looking bright!'

SERVICES & PROGRAMS



EVENING ADVICE SESSION PROGRAM



152 volunteers



**1890
legal services**

OUR VOLUNTEERS ASSISTED WITH:



family law



criminal law



civil law



workers' rights

Caxton has operated a volunteer evening advice session service since our commencement in 1976. Today our Evening Advice Session Program operates three nights per week.

In the 2023–2024 financial year, we have reviewed the operations of our evening advice sessions and, for the first time in Caxton's 48 years, we have conceptualised the Evening Advice Session Program as a specialist access program distinct from our Public Law and Community Rights (formally General) team.

This revisioning has allowed us to set separate strategic objectives for the Evening Advice Session Program and to properly resource it.

We now have a managing senior lawyer responsible for the operation of the program and one lawyer who supervises and coordinates our three evening advice sessions.

The sessions are now a specialist access program for our clients. It allows us to provide high-quality legal advice to clients outside of business hours. With the generosity of our volunteers, we were able to significantly increase our capacity to provide services.

People who receive a service at our evening advice sessions are also triaged into our specialist daytime programs where they are able to access ongoing legal assistance and social support.

LAW REFORM



There are many unfair laws, service system failures and structural barriers that contribute to inequality and injustice. Caxton has a long history of law reform and systems advocacy work based on our and our clients' experiences. This year we participated in more than **58 law reform activities**. We contributed submissions to various draft bills relating to family law, domestic and family violence and coercive control. We also contributed to the inquiry into the insurers' response to the 2022 flood and a proposal for good Samaritan laws during disasters. Mainly we concentrated on three significant law reform agendas.

1 USER OF VIOLENCE AND ABUSE REFORM AGENDA

To make a real difference to the safety and wellbeing of victim survivors of domestic and family violence, as part of the family violence system, Caxton works intentionally with users of violence to intervene early, increase accountability and support them to change their attitudes and behaviours. Specifically, we do this by providing duty lawyers to respondents at the Domestic and Family Violence court, by giving legal advice and casework services to respondents, by negotiating with the aggrieved about parenting and financial matters, and by providing both short-term and case-managed support for men who use violence. We provided a detailed submission to the draft Domestic and Family Violence Perpetrator Strategy advocating for:

- improved risk assessment and risk management with a consistent use of appropriate assessment tools and shared language, improved information sharing, and a common approach towards managing individual risk levels
- early interventions at the point when a user of violence first comes to the attention of the system including in health settings, family relationships/child protection settings, policing or court proceedings
- specific ways to work with users of intergenerational violence (elder abuse) depending on the types of abusers' behaviours and motivations towards the older person
- health-led and family-systems-focused strategies for young people using violence
- men's bail support programs to reduce re-offending and violence and improve pro-social behaviours
- greater understanding of users of violence who are Aboriginal and Torres Strait Islanders, women, in LGBTIQ communities, from CALD communities, have complex needs and who are users of sexual violence against older persons.

LAW REFORM



2 ANTI-DISCRIMINATION REFORM AGENDA

Caxton has been agitating for reform to anti-discrimination laws since we published the ten-point plan for change in 2021. This year, we participated in roundtable consultations on the draft Bill in March. We also made a relevant submission to the review of the Queensland *Human Rights Act 2019* (Qld) in April. In June, we provided a submission to the Respect at Work Bill, which carried with it the hopes of four years of detailed consultation and engagement. On 10 September, the most significant changes to Queensland's Anti-Discrimination Act since its introduction over 30 years ago were passed by state parliament. This is important for Caxton because it means that most of the main structural recommendations we were agitating for have been implemented in this first wave of reforms. Pleasingly, these reforms:

- introduce intersectionality by allowing for combining of attributes—a satisfying win for single mothers, among others
- change the test for indirect discrimination to a more straightforward disadvantage test
- change the test for direct discrimination from 'less favourable' to 'unfavourable' treatment, removing the comparator
- amend the time limit to bring a complaint to two years
- allow the Queensland Human Rights Commission to investigate any systemic breach of the Act
- add a partially reversed onus of proof, some reporting provisions and a requirement that the commission write and issue guidelines about positive duties
- include victim-survivors of domestic and family violence and people experiencing homelessness to those protected from discrimination.

3 ELDER ABUSE REFORM AGENDA

Caxton is always a major contributor to the systems reform agenda for improved prevention, early intervention and response to elder abuse. We co-hosted a forum at Parliament House with ADA Australia and the Public Advocate focussing on the key themes of data, practice, reform and strengthening connections within the sector. We also participated in these consultations:

- National Plan to End Abuse of Older Persons
- elder abuse prevention strategy
- elder abuse homicides research
- elder abuse governance framework
- sector roundtables organised by Caxton and chaired by the Public Advocate on systemic environmental factors for elder abuse including residential aged care and guardianship and administration issues
- financial powers of attorney
- disability reform forum
- Inquiry into Financial Regulatory Framework and Financial Abuse.

SELF-HELP RESOURCES

We produced **78 legal information resources** this year so that everyone can know their rights and, where they are able to, take action to prevent legal problems arising or resolve them if they do. Some of those resources include:

Discrimination in the workplace employment law

YOUR RIGHTS

All employees have the right to work in a workplace free from discrimination. Employers must take reasonable and proportionate steps to prevent discrimination from the workplace.

WHAT IS UNLAWFUL WORKPLACE DISCRIMINATION

Protected attributes

An employer must not discriminate against a person on the basis of certain protected attributes such as:

- race
- colour
- sex
- sexual orientation
- breastfeeding
- gender identity
- intersex status
- age
- physical or mental disability
- marital or relationship status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion, belief or activity
- trade union activity
- lawful sexual activity
- parental status

caxton QLD SEXUAL HARASSMENT & DISCRIMINATION SERVICE

Feeling pressured to respond to your employer employment law

YOUR RIGHTS

It is reasonable to ask for 7 to 14 days to consider your options and legally get advice.

Have you been asked to respond to an offer or a change in your employment immediately or within 24 hours, and you cannot get advice in that time or consider your options properly? Maybe you have been asked to sign something or to respond to a letter, but you cannot get an appointment with a lawyer in time?

Here is some general information to assist you until you can get legal advice.

YOU CAN ALWAYS ASK FOR MORE TIME

- Generally, it is best to have some time to consider your options and legally get advice.
- It is reasonable to ask for 7 to 14 days to consider an offer and get some advice.
- You should be given an opportunity to properly read anything you are asked to sign or agree to.
- Check that you have been given the whole document – not just the signature page.

Tip: Practice this phrase in case you are the words to fill the scenario.

Thank you for this opportunity. I know you have given me time to consider your offer. I have received something in writing? Maybe read it.

Thank you for sending this through. I will read this (agreement/ offer/ contract/ letter) if possible, but may I please have 7 to 14 days?

caxton QLD SEXUAL HARASSMENT & DISCRIMINATION SERVICE

Bullying in the workplace employment law

YOUR RIGHTS

All employees have the right to go to work every day without experiencing bullying in the workplace. Employers must take appropriate steps to prevent bullying in the workplace.

WHAT IS WORKPLACE BULLYING

Workplace bullying occurs when a person or a group of people repeatedly behaves unreasonably towards a worker or a group of workers, and the behaviour creates a risk to their health and safety.

Bullying can include:

- constant unwarranted criticism
- spreading harmful and/or inaccurate rumours
- excluding individuals from workplace activities
- repeated hurtful, belittling or humiliating remarks, or making fun of your work or you as a person
- victimisation
- practical jokes or initiation rituals
- vicious allegations against another person
- intimidating or aggressive conduct
- unreasonable work expectations, such as assigning you pointless tasks that are unrelated to your job, or tasks that cannot be completed in the allocated time or with the resources provided
- deliberately changing your work hours or schedule to conflict with your availability

To constitute bullying, there needs to be a risk to an employee's health and safety as a result of the bullying behaviour they are experiencing.

WHAT IS NOT WORKPLACE BULLYING?

Not all negative experiences at work constitute bullying. Reasonable management action, such as providing constructive feedback, managing poor performance or disciplinary action, is a necessary part of ensuring an organisation's standards of work and behaviour are met and is not bullying if the action is carried out in a fair and reasonable manner.

As workplace bullying involves repeated behaviour, a single incident of unreasonable behaviour will not be considered workplace bullying. Single incidents of unreasonable behaviour should, however, not be ignored as they may be repeated or escalate.

Additionally, acts of unlawful discrimination or sexual harassment can involve isolated incidents. While that may not be bullying, an employee may have different avenues available to pursue complaints relating to these kinds of behaviours.

caxton QLD SEXUAL HARASSMENT & DISCRIMINATION SERVICE

Your rights in the aftermath of a natural disaster legal information

AFTER A NATURAL DISASTER

many people have immediate legal issues. Down the track, problems

TENANCY ISSUES INCLUDING UNLAWFUL PROPERTIES

If you are living in damaged accommodation that can no longer be lived in or requires urgent repairs, [Queensland's Tenancy Act](#) has reliable information for tenants also provide advice.

If your rental accommodation is in a state of disrepair, you must notify the lessor or agent as soon as possible. If your rental property is in a state of disrepair, you may be entitled to a discount on your rent or a refund of your rent. If the property is in a state of disrepair, you may be entitled to a refund of your rent or a discount on your rent. If the property is in a state of disrepair, you may be entitled to a refund of your rent or a discount on your rent.

EMPLOYMENT PROBLEMS

Some people need time off work due to a severe weather event. Some people are unable to trade temporarily or per

Queensland Disaster Checklist

how to be legally prepared

BE AWARE ...

of the unique strengths and vulnerabilities of your community, check in on your Elders and neighbours, and consider those who may need extra help in the event of a disaster.

THINGS TO DO TODAY

Your insurance

Check your insurance is up to date and covers for fire, floods and storm damage. If relevant to you, consider your:

- home and contents insurance
- body corporate requirements
- landlord insurance
- insurance for your business.

Inventory list of items

Create an inventory list of items in your home and business in the event you need to make an insurance claim.

Important documentation

Gather important information and documents and store them in a safe place (including your will). Justice Connect published a comprehensive guide to be legally prepared.

caxton FINANCIAL RIGHTS SERVICE

Court Plus for Men who use violence, abuse and coercion within relationships

CAXTON COMMUNITY LEGAL CENTRE provides free legal and social support services to people who experience disadvantage, trauma and marginalisation.

OUR GOALS

- keep women and children safe by working directly with coercing males who use violence, abuse and coercion within intimate, family or informal care relationships
- hold men accountable for their offending whilst addressing a pattern of behaviour and associated needs or issues

WHAT WE OFFER

Timely case management support by a social worker for individual men in the Greater Brisbane area to reduce the risks of continuing domestic and family violence and of reoffending. This may include flexible assistance over several months with:

- homelessness, substance misuse and mental health services
- access to programs that support changes in behaviour.

WHO CAN REFER

- specialist services
- courts
- police
- community and government agencies
- individuals

HOW TO MAKE A REFERRAL

Client consent must be provided.

P Kable on (07) 2341 8300 or 0438 853 046 OR

E courtplus@caxton.org.au

(please include client name, DOB, phone number and the other party's name and phone number) OR

R submit the attached referral form (see over page).

caxton COURT PLUS FOR MEN

How to Notice Elder Abuse when talking with older people on the phone

OLDER PEOPLE OFTEN DO NOT ACKNOWLEDGE ELDER ABUSE

Many older people would not describe things they are experiencing as elder abuse or even think that there may be a legal option to deal with their situation.

You may want to note that even if an older person is not experiencing elder abuse in the present, perhaps something they say triggers a need for further discussions or a referral about options to prevent the potential of elder abuse happening in future.

It may be that they are going to be leaving money to a relative, or need to make or remake their will or EPA, or want to sell their house, or have not seen their grandchildren, or that conflict already exists between them with their children, or they are a carer for their spouse but they are also unwell.

Having information to take steps to protect themselves now can go a long way in giving them comfort and peace of mind for the future, but importantly, preventing elder abuse from occurring.

NOTICE RISK FACTORS FOR ELDER ABUSE

Risk factors for elder abuse are factors that increase an older person's vulnerability or exposure to elder abuse. Please note that risk factors have their limitations and so it is important to consider these in conjunction with risk flags.

Here are some things you may want to look out for that an older person may disclose over the phone:

- being dependent on someone
- social isolation
- no income or other expenses exceed their income
- substance abuse of the potential abuser
- mental health issues of the person or potential abuser
- shared living arrangements
- age or gender-associated vulnerabilities
- frailty
- cognitive impairments or decline
- lack of autonomy
- Aboriginal and Torres Strait Islander heritage or other multicultural minority

NOTICE RED FLAGS FOR ELDER ABUSE

Red flags are warning signs that there is perhaps more to the story and the person may need some further support.

caxton SENIORS LEGAL AND SUPPORT SERVICE

Buying and moving into a residential park your rights and obligations

LEARN ABOUT YOUR RIGHTS ...

and obligations, and understand the processes involved when moving into a residential park in Queensland before you enter a site agreement (on or after 1 September 2019). This information is not a substitute for legal advice.

THE LAW

The *Manufactured Homes (Residential Parks) Act 2003 (Qld)* (Act) contains the law about the operation of residential parks and the obligations of park and manufactured home owners in Queensland. It does not contain the law about the rights of tenants, landlords or the resolution of neighbourhood disputes. It also does not contain specific laws about contracts to buy or sell a manufactured home.

The Queensland Retirement Village and Park Advice Service (QRPVAS) cannot give prospective home owners this kind of in-depth advice and, in particular, we cannot provide advice about contracts for purchasing a manufactured home or building/construction disputes.

This factsheet should be read together with the disclosure documents, including the site agreement and the park rules, which should be provided to you by the park owner of a residential park before you decide to sign anything. Blank copies of these documents are available on the Department of Housing and Public Works website or by calling them on 13 GOVQ (13 74 63).

If you require legal advice or assistance, we recommend you contact a private solicitor. We maintain a private solicitor list for the

greater Brisbane area, available on our [Caxton Community Legal Centre](#) website.

COMMON TERMS EXPLAINED

Cooling-off period: the cooling-off period starts after the buyer signs a new site agreement or from the date the park owner agrees to assign an existing site agreement. A buyer may terminate the site agreement within the cooling-off period without penalty and be refunded any money they have paid to the park owner and seller.

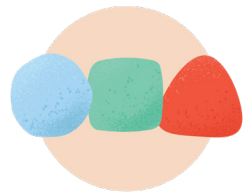
Disclosure documents: the documents the park owner is legally required to give to the buyer before entering into a site agreement.

Disclosure period: the disclosure period is the time between when the buyer is given disclosure documents and when they can lawfully enter a site agreement. The buyer can choose to reduce the disclosure period, but only after getting advice from a lawyer.

Home owner: a person who owns a manufactured home that is on, or will be on, a site in a residential park where there is a site agreement. It also includes a person who obtains an interest in a site agreement for example as the result of a deceased estate. It does not include a person who is renting a manufactured home.

caxton OLD RETIREMENT VILLAGE AND PARK ADVICE SERVICE

COMMUNITY ENGAGEMENT



We were involved in **768** community education, engagement and stakeholder activities. A snippet of these is below.

WORLD SOCIAL WORK DAY

... was an excellent excuse for our social workers to indulge in some cake and celebrate the transformative role social workers play in driving positive change and fostering communities that thrive on mutual respect and sustainability.



INTERNATIONAL WOMEN'S DAY

... breakfast was hosted by Basic Rights Queensland and Working Women Queensland.



QUEENSLAND LAW SOCIETY'S LEGAL CAREERS EXPO

... gave us a great opportunity to showcase the different pathway in the sector a community legal centre has to offer.



Caxton staff at the YES rally.

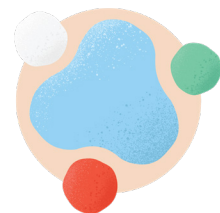


A Caxton stall at the Seniors Expo in December 2023.



The Caxton panel at the Working with Users of Violence workshop.

FIRST NATIONS REPORT



In 12 months, we have increased our overall reach to First Nations clients from **5.19% to 7.28%**. Some programs are particularly focused on representing First Nations clients, for example the **Court Plus For Men (17.02% of clients were First Nations)**, the **Queensland Coronial Legal Service (16.53%)** and the **Family Advocacy and Support Service (11.87%)**.

All of our initiatives over the year were led by our First Nations staff, First Nations management committee members and First Nations partners and advisors.

We created a culture and space for those voices to be heard, for Caxton decision makers to listen and for ideas and recommendations to be given life.

We have yarned and listened to the wisdom provided. We have strategically redirected resources to support the recruitment and retention of First Nations staff in the ways recommended to us. We have litigated to protect the rights of First Nations children in the criminal justice system. We have increased the percentage of First Nations clients. We have engaged with community in our programs, trying not to make promises we cannot keep as funding comes and goes.

THE VOICE, TRUTH TELLING AND TREATY

Caxton publicly supported the YES campaign. When the referendum was defeated, First Nations staff were afforded the time they needed in their communities to absorb the impact of that.

We reaffirmed our determination to continue to walk alongside First Nations peoples in their pursuit of access to justice and to promote and protect their rights. We continue to monitor Queensland's progress on the Path to Treaty.

STRENGTHENED ACKNOWLEDGEMENT

With input from our First Nations staff, we strengthened the wording of our Acknowledgement of Country, which is found at the beginning of this report.

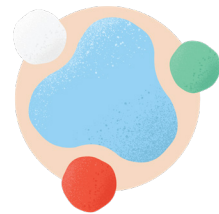
SUPPORT FOR FIRST NATIONS STAFF

Caxton continued to support the recruitment and retention of First Nations staff and volunteers in the roles of:

- two management committee members (volunteer roles)
- senior lawyer in the Family, Domestic Violence and Elder Law Practice
- lawyer in the Financial Rights team
- client services officer
- First Nations older persons liaison worker (identified position)



FIRST NATIONS REPORT



- First Nations intake and paralegal (identified position)
- consumer credit paralegal (identified position).

Our First Nations staff recommended we introduce cultural check-ins with an external coach which commenced in early 2024.

LISTENING TO THEIR VOICES PROJECT —FIRST NATIONS OLDER WOMEN

Our Listening to Their Voices project provided older First Nations women with time and a safe place to give voice to their views about what they need to live safe and secure lives—with a particular focus upon elder abuse. Two of Caxton's First Nations staff, both already known to the participants through Caxton's ongoing work, facilitated the First Nations sessions. The informal nature of the groups enabled elder women to feel heard and listened. They felt safe to share their experiences without judgement and to express their views on the key drivers of violence and abuse in their communities. They then suggested what works for them in addressing these problems and what does not. The women were able to suggest culturally appropriate, community-driven interventions based on solidarity, education and advocacy.

RECONCILING

Sarah Addo, our First Nations older clients liaison and engagement officer, ran two yarning sessions in February and March, introducing staff to her Country, her family and their efforts to gain recognition of Traditional Ownership.



information session recognising National Close the Gap Day.

In recognition of National Reconciliation Week, Gaja Aunty Kerry Charlton presented a language workshop to 20 Caxton staff to increase our understanding of the Traditional Owners of the local areas, the protocols around language and how this affects the work that we do with Aboriginal clients.

On the same day, some of our First Nations staff participated in a panel discussion for First Nations students hosted by Hopgood Ganim.

We continue to use our internal First Nations Engage page to share information on important dates, resources, and external activities.

NAIDOC

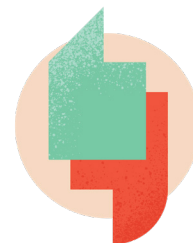
The year kicked off with our regular stall at the Logan NAIDOC Family Fun Day. Nineteen Caxton staff members (and some of their children who were on school holidays) contributed to the information stall and face painting at the Kingston Butter Factory on 4 July.

Lawyers participated in legal information yarning sessions that ran for the first time inside the Butter Factory building.

This year's theme was 'Keep the fire burning! Blak, loud and proud'.



WORK-INTEGRATED LEARNING



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

8 Paralegals

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

7 Student Clinics

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

120 Days

An intensive 80-day hands-on practical legal training program is offered within particular practice teams.

2940 Hours

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

Our students hail from SEQ universities and occasionally further afield. Legal clinics are provided in various areas of practice, bringing together a teaching and practice learning environment while assisting clients with more straightforward legal issues. With guidance and supervision from senior lawyers, students assist with client interviews, take instructions, carry out legal research, draft letters, assist the duty lawyer and receive additional helpful training in our multidisciplinary approach from social workers. Students can also complete a very hands-on 80-day practical legal training program within particular programs.

We have eight part-time paralegal roles that enable students to be immersed in everyday legal work and provide much needed assistance to our legal teams.

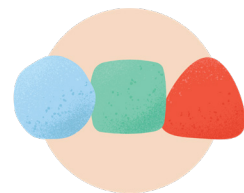
We offer 500-hour social work placements each year to students undertaking a bachelor or masters of social work studies. Students have a variety of experiences including direct intake and client work (in the office, at-home or community visits and at courts), attendance at community events to provide information or presentations, client feedback surveys, running meetings and taking minutes, specific research or other projects to support Caxton's work.

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



I have felt incredibly welcome and included within the FDVELP team because you all placed me under your wing, trusted me to undertake work for you and allowed me to truly watch and learn from the pros. I have deeply appreciated the mentorship that you have invested with me and camaraderie that we have shared, which has made me leave my secondment with my head held high and plethora of knowledge within the family and DV space tucked away for the future. I have learned a great deal from everyone's individual approach to lawyering (or method to the madness) when dealing with extremely vulnerable clients, but that wicked sense of humour you have all developed is something I hope you all hold onto. And it was incredibly apparent that social workers are the beating heart of Caxton and the glue that keeps the clients (and the lawyers!) sane and able to navigate their difficult circumstances. This is an incredibly taxing area to work in and both take it in stride. You should be proud of the great differences that you make in these people's lives, because I know they will remember what you have done for them. I will miss you all and I hope to see you around the courts in the future.





THE VALUE OF VOLUNTEERING

Our volunteers very generously contribute their time and expertise to support Caxton in many different ways, and with that so many clients who, without our volunteers, would not receive assistance.

They contributed 11 000 hours to the value of \$1.65 million and provided 1890 legal advices.

Management Committee

provides governance and risk support.

Pro Bono Law Firms

assist with representation, organisational support and legal research.

Pro Bono Barristers

assist with client representation.

Volunteer Lawyers

assist with free advice sessions.

Other Volunteers

assist with daily client services and admin tasks.

Graduate Lawyers

as secondees assist our clients to navigate the legal process.

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

90%

feel their contribution is valued and acknowledged by Caxton

90%

feel their contribution has made an impact on improving access to justice

88%

said they have been able to improve the way they assist people who experience disadvantage

73%

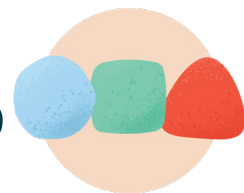
said that volunteering offers them a unique opportunity to gain experience in new and different areas of law



Caxton provides a very valuable public service. You are all to be congratulated for what you do and what limited resources you do it with. I am more than happy to continue my near 20 years of volunteering with Caxton.



THANK YOU VOLUNTEERS



Volunteering is always a matter of choice—and all our invaluable volunteers made that choice, often on a weekly basis. You all went the extra mile beyond your day-to-day work and family duties, to provide our clients with accurate, immediate and practical legal advice, information and appropriate referrals. You made an enormous difference in the lives of our clients, which is reflected in the grateful feedback we receive regularly. A humble ‘thank you’ hardly matches our level of appreciation for all your fantastic work!

A special thank you must go to the members of the Bar who selflessly assisted with a number of matters in court and achieved many positive outcomes that undeniably changed our clients’ lives. Our unreserved **Thank You** goes to:

Law Firms

Allens
Clayton Utz
DWF Lawyers
Hall & Wilcox
Herbert Smith Freehills
Hopgood Ganim
Maurice Blackburn
McInnes Wilson
Minter Ellison
Wotton & Kearney

Barristers

Ben Dighton
Ben Taylor
Bianca Stringer
Brent Cooper
Bruce Wacker
Clare O’Connor
Damien Payard
Deanna Musumeci
Douglas Freeburn
Duncan Marckwald
Emrys Nekvapi
Grace Deaveraux
Hamish Clift
James Wallace
Jennifer Sheean
Joshua Underwood
Justin Harper
Katharine Brown
Kerala Drew
Lara Soldi
Laura Dawson
Lucy Barnes
Matthew Jones
Max Walker
Mitch Rawlings

Morgan Clarke
Nicholas Congram
Patrick Wilson
Paula Morreau
Pawel Zielinski
Peta Willoughby
Peter O’Connor
Rachel Varshney
Rebekah Bassano
Renee Berry
Sarah Farden KC
Saul Holt KC
Simon Hamlyn-Harris
William Isdale

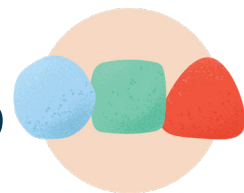
Lawyers

Abigail Braid
Aidan Nash
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Alexandra Jarrett
Amelia Atkinson
Anita Marie Hall
Ashleigh Shea
Avril Cowarn
Ayesha Seymour
Bianca Mendelson
Bradley Ellacott
Brianna Kerwin
Briar Blount
Brigid Kelly
Brittany Anderson
Cameron Niven
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Chloe Heterick
Ciara Furlong
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Duncan Marckwald
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Elena Marchetti
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Emma Davidson
Emma Hart
Emma Jang
Emma Kirkby
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Erin Cunningham
Fergus Savage
Grace Hooper
Graeme Haas
Grant Thomas
Harpreet Baines
Harry McDonald
Hayley Feakes
Hazel Vickers
Hongi Han
Isaac Douglas
Jack Crittenden
Jack Holmes
Jack Kennedy
Jacob O’Shaughnessy
Jade Parlour
Jaimee-Lee Jessop
James Hall
Jane Kam
Jessica Grumelart
Jessica Heron
Jessie Schreiber
Jonathan Law
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Julian Walsh

Kara Batchelor
Kay Rosolen
Ken Mackenzie
Kieran Hunter
Kimia Zarei
Kudzai Mudimu
Kylie Bell
Larissa Sutter
Laura Summerville
Levanna Lam
Lilian Zhou
Lily Bradric
Lily Porceddu
Linda Cho
Lisa Walker
Luke De Michele
Madeleine Harling
Maria Clemente
Mark Moorhead
Margot Gladstone
Marnie Hillis
Matthew Proctor
May Chen
Mel Karibasic
Michelle Cowan
Millie Volck
Natalie Corica
Natalie Morris
Neil Paris
Nicola Bowes
Nicole Smith
Niki Schomberg
Patricija Grigutyte
Paul Cameron
Paul Lucas
Peter Wrigley
Phil Hall
Quintessa Denniz

THANK YOU VOLUNTEERS



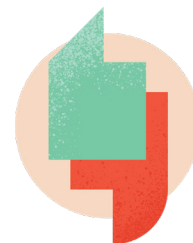
Lawyers cont.

Rachna Nagesh
Rees O'Brien
Reimen Hii
Robert Stevenson
Ryan Nattrass
Sadaf Abdolvahabi
Samantha Ramsay
Sarah Pascoe
Sarah Plasto
Sarmad Aljassim
Scott Carter
Scott Thompson
Sean Lamb
Sean Mei
Shane Monks
Shannon Chen
Sherrieanne McInnes
Shivendren Reddy
Sian Retchless
Stephanie Ewart
Stephen Colditz
Stevieanne Adam
Stuart Unwin
Sue Weber
Tabitha Gulley
Tayleigh Jenkins
Thomas Smithurst
Tiela Waller
Tim Murray
Tim Wise
Toby Davidson
Vikas Jain
William Cvitic
William Schoenmaker
William Wai Chan
Xavier Burton
Yusuf Furgan

Students

Alex Gehrke
Alfred Frenzel
Alistair Aboss
Amelia Vanderstoep
Anna Sideris
Astrid Easton
Brandon Luyt
Caitlin Williamson
Campbell Garrett
Chloe Blumfield
Cody Munday
Diana Methu
Douglas Huang
Heath Huelin
Inho Ju
Isaac Jeong
Jack Qi
Jasmin Graves
Julia Harvey
Lara Boland
Leah Clapa
Leesa Martin
Madison Bishop
Marinda Welgampola
Noah Conlan
Olivia Nilsson
Rachel Li
Raweena Raval
Ray McGurnaghan
Robert Clarke
Sally Ross
Sandhya Byrnes
Sarah Nichols
Sebastian Kerr
Sophie Blatcher
Steph Da Costa
Thandolwethu Gwuan
William Torto
Yusrini Yusof

TREASURER'S REPORT



Our Treasurer
Bernard Curran

Caxton Community Legal Centre's 2023-2024 financial year began with a positive restructure of our legal team to allow for greater promotion pathways, higher remuneration for legal staff and greater certainty of employment by expanding permanent contracts to apply to the bulk of staff. Towards the back end of the year, we were firmly ensconced in our new Turbot Street premises, a brand-new, fit-for-purpose leased office in the CBD, which provides our staff with upgraded technology, brand new furniture, fixtures and fittings. It also provides close proximity to the courts and the law firms who provide volunteer and pro bono support, and sufficient space to accommodate our current and ongoing staffing needs as we continue to grow.

CAXTON'S NEW HOME

Our previous property at West End was able to house 40 staff comfortably, while our new premises can accommodate up to 85 staff at any one time or, under our flexible-working policy and general work-from-home guidelines, up to 130 staff. This flexibility is needed as staff come and go from hospital and home visits, the courts or working from home to achieve the best outcomes for our clients.

By leasing an office, we were able to invest the proceeds of our property sale into creating an investment fund for Caxton to ensure stability, longevity and agility when it comes to responding swiftly to emerging trends or

opportunities. The management committee has responsibly stewarded these investments since the property sale in July 2022 and will focus in the 2024-2025 financial year on protecting and growing this capital.

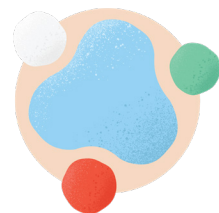
GROWTH AND OUR STAFF

Caxton's revenue growth for this financial year was 23% compared to the previous year. Our newer programs experienced their first full year of operation and are fully staffed and meet the deliverables set for us by our funders. We have continued to increase our head count, growing our overall employee number by 10% and anticipate that we will reach 80+ staff for the first time in the 2024-2025 financial year.

Our operating expenses increased as a percentage of overall revenue from 11.9% to 12.83%. This increase primarily relates to the increased premises expenses for the new building, and the modernisation of our equipment and information technology. Our operating expenses remain low overall as a percentage of our revenue and highlight our commitment to spending our funds as much as possible on frontline lawyers, social workers, client services staff and the supports attached to these.

Our net equity at the end of the 2023-2024 financial year was \$5.3 million, including our operating surplus of \$245 000. We continue to be well positioned to carry on with our growth journey into the next year and beyond while remaining prudent with our spending.

As we look to the 2024-2025 financial year and the opportunities and challenges that await us, we expect continued, though overall likely lower, funding growth. This will enable us to better structure the organisation and its support to achieve our strategic outcomes—most importantly client demand across a variety of legal and social work support programs and positive outcomes for the individuals with whom we are engaged to assist.



OUR MANAGEMENT COMMITTEE

President: Kristin Ramsey

Secretary: Leanne Collingburn

Treasurer: Bernard Curran

General members:

Alf Davis

Amanda Alford

Dan Rogers

Louise Cox

Mark Thomas

Matt Jackson

Mitch Redford

FUNDING SOURCES

We gratefully acknowledge the state and national bodies who funded our various programs across our practices that deliver frontline services for vulnerable Queenslanders. In particular, we acknowledge the Commonwealth Attorney-General's Department and the departments of the Queensland Justice and Attorney-General: the Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships and Communities, Housing and Digital Economy.



Australian Government

Funded by



Queensland Government

PARTNERSHIPS

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

539

stakeholder
engagement activities



THE UNIVERSITY OF QUEENSLAND
AUSTRALIA



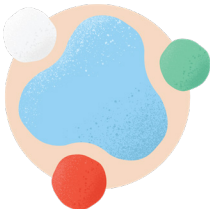
Queensland Government



World Wellness Group



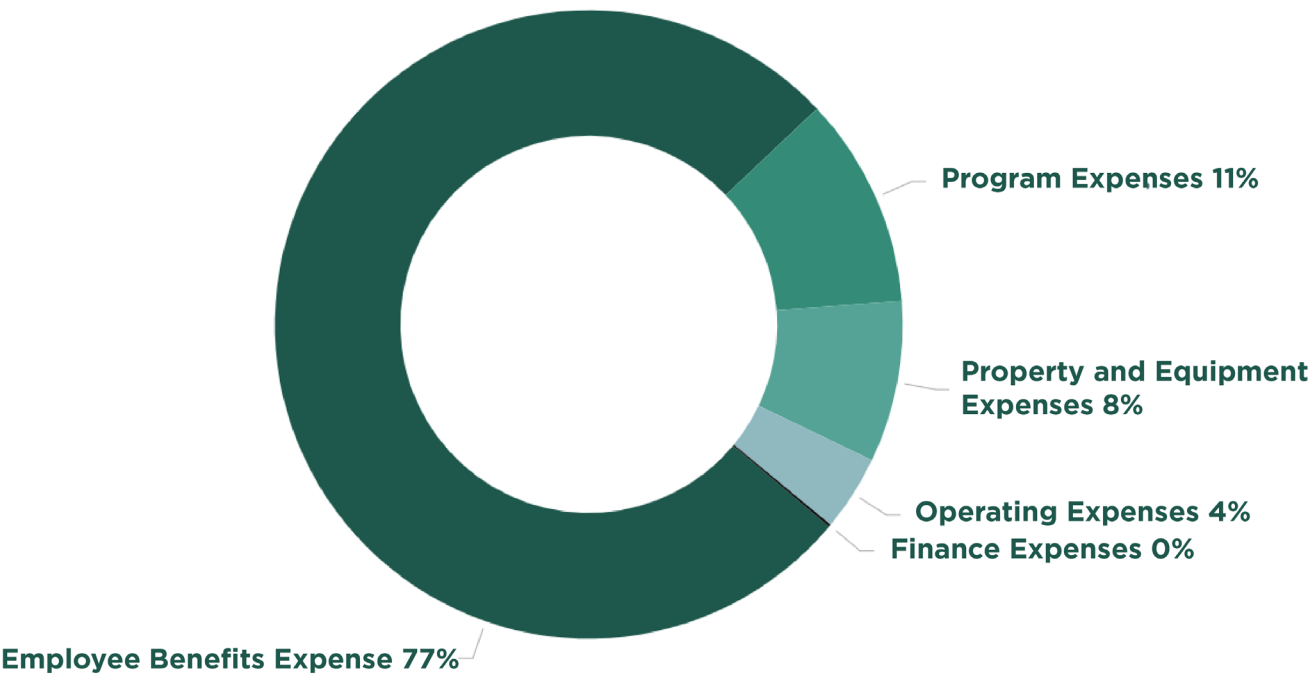
FINANCIAL REPORT



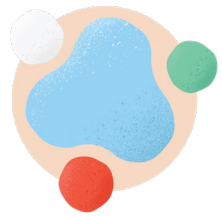
INCOME 2023-2024



EXPENSES 2023-2024



FINANCIAL REPORT



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
Revenue	9,660,090.26	7,879,814.08
Finance Income	262,650.05	139,887.58
Employee Benefits Expenses	7,436,884.64	5,654,758.20
Property and Equipment Expenses	802,962.28	431,350.00
Operating Expenses	377,012.46	411,856.86
Program Expenses	1,049,189.82	818,662.76
Finance Expenses	10,991.05	1,815.01
Net Profit	245,700.06	701,258.83

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	2024	2023
Assets		
Current Assets	6,800,850.31	7,106,361.77
Non-current Assets	3,539,626.72	2,926.03
Total Assets	10,340,477.03	7,109,287.80
Liabilities		
Current Liabilities	1,855,986.13	1,978,096.84
Non-current Liabilities	3,140,965.82	33,365.94
Total Liabilities	4,996,951.95	2,011,462.78
Net Assets	5,343,525.08	5,097,825.02
Equity		
Accumulated Surplus	5,343,525.08	5,097,825.02
Total Members' Fund	5,343,525.08	5,097,825.02

Caxton Community Legal Centre

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