



Caxton Legal Centre

Annual Report
2020–2021





Acknowledgement of Country

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

Connect with us ...

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www.facebook.com/caxtonlegalcentre



www.twitter.com/CaxtonLegal

www.caxton.org.au

Office hours: 9 am – 5 pm Monday to Friday

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

Call us to book an appointment.



ABOUT US



our vision

A just and inclusive Queensland.

our purpose

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

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

we are ...

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

We provide free legal assistance and social work support.

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

we believe ...

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

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

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

we achieve ...

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

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

We recognise and empower individuals as rights holders.

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

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

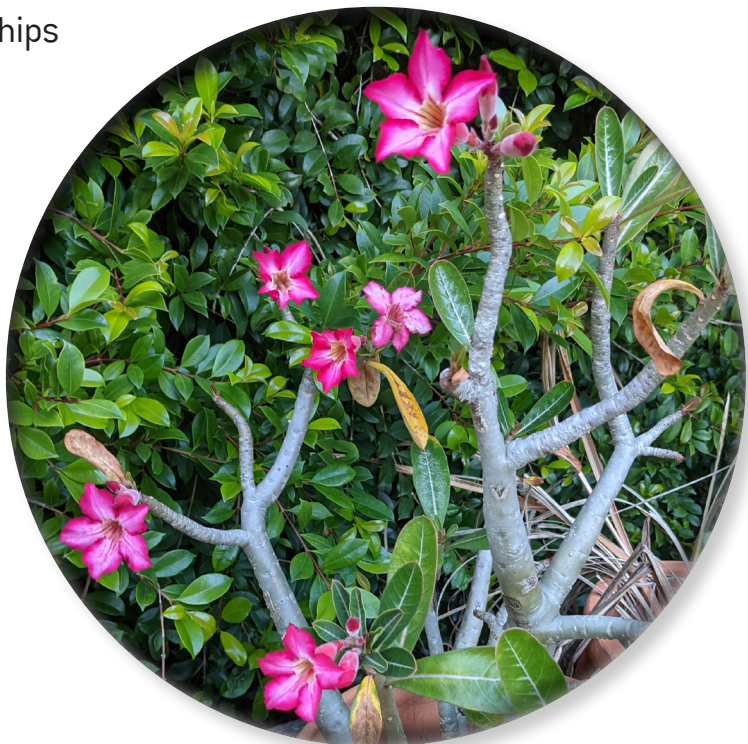
Disclaimer

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



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ABOUT THE PLANTS

In the endeavour to create a different feel around the annual report this year, we decided to feature all sorts of beautiful plants on assorted pages. Not just any plants, but plants that caught the eye and the attention of staff who then took the photos. There are Mango flowers and Desert Roses, our Jacaranda tree outside the office in full bloom, an Acacia by the ocean, Agaves and Water Lillies amongst many others. And then there is, of course, the little ladybird. We hope you enjoy them all as much as we do.



5195 UNIQUE CLIENTS

received assistance across all programs

Our Priority Clients



Our Community

Discrete service

Representation (casework)

34%

of clients experienced domestic violence

34%



25 368

domestic violence protection orders made statewide

78%

of clients experienced financial disadvantage

92%



15.3%

of Queenslanders live in poverty

7%

of clients identified as Aboriginal and/or Torres Strait Islander peoples

9%

4%

of Queenslanders identify as Aboriginal and/or Torres Strait Islander peoples

28%

of clients reported a disability

45%

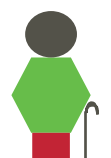


18.3%

of Queenslanders have a disability

36%

of clients were over 50 years



15.7%

of Queenslanders are aged 65 and over

17%

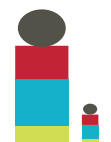
were over 65

44%

23%

of clients were a single parent

not available



11.2%

of Queenslanders are single parents

9%

of clients spoke a language other than English and 106 clients required an interpreter

14%

7.1%

of people speak languages other than English at home in Queensland

We constantly review our services and practices to improve accessibility and the holistic assistance we provide to our clients. We improved our triage and intake process to ensure that service pathways are accessible, targeted, transparent

and tailored to people who experience multiple forms of disadvantage. The general demographics of our clients make it clear that we are achieving our desire to connect with the vulnerable people in our community.



CLIENT IMPACT REPORT

Client Tributes

'I would like to send my sincere praises regarding the representation I had from your Duty Lawyer in my mention in the Domestic Violence court this morning. He phoned me this morning and was respectful and honourable while we discussed ... the outcome I was hoping for. He listened intently, gave appropriate referrals, and I felt reassured in his abilities and advice ... He advocated so eloquently and was, for lack of a better word, simply amazing ...'

'I would like to thank my lawyer for all the assistance she has provided ... I have found her to be very approachable and very keen to assist in any way she could in obtaining a settlement to my complete satisfaction. She is an excellent solicitor and fully caring about the rights of seniors and elder abuse issues ...'

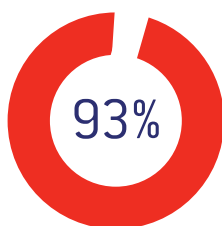
'I can't praise this organisation enough. All the staff, from reception to social workers and legal staff, are just amazing. Their quality of service is outstanding ... sincere and thorough ... they have helped me so much, highly recommended ... [they] truly care for the vulnerable ...'

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

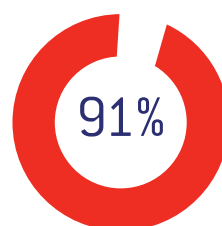
'[The lawyer has] provided the best information I have received and I cannot thank her enough for explaining how judgements and the enforcements work. She gave me a road map of where I was in the legal system. I have been so lost, confused and floundering. I know I may still lose my house but I have slept better than I have in three months just from [the lawyer] taking the time to explain my situation, I can't thank her enough ...'

'I cannot recommend Caxton highly enough. I was brought to tears by how helpful and kind they were.'

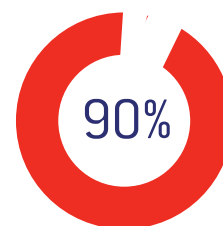
In May and June 2021, Caxton Legal Centre invited clients to partake in a survey to appraise our services. There was a strong response rate—37% of eligible clients completed the survey. The survey included clients from our human rights and discrimination, employment, family, domestic violence, consumer credit & debt, and general civil and criminal law programs as well as two specialist programs, the Seniors Legal and Support Service (SLASS) and the Queensland Retirement Village and Park Advice Service (QRPAS).



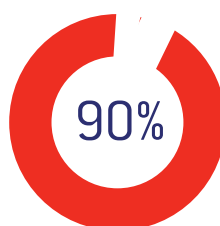
of clients said staff listened to their legal problems in a respectful and friendly manner.



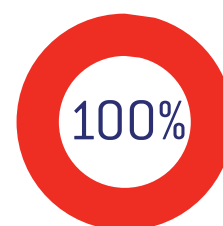
would recommend Caxton's services to other people.



said Caxton was able to meet their cultural and personal needs.



of QRPAS clients said they were satisfied with the resolution of the matter from the assistance they received.



of SLASS clients said staff helped them to understand their legal problem.





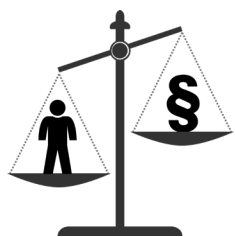
SNAPSHOT OF OUR ACHIEVEMENTS

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



31 098
phone calls or
127
calls per day
answered

Despite the high volume, our client services team answered the phone in person and created a personal interface that made the caller feel safe and heard.



6995
legal services
provided

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



8616
referrals
made

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



21 036
pieces of legal
information given

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



877
clients received a
non-legal support
service

Integrated social work supports improved holistic outcomes for clients.



\$1.7 million of compensation, waivers
and refunds obtained for our clients



440 371 visitors to the
Queensland Law Handbook Online website



REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

Kindness is the Key

The global pandemic has resulted in a public health crisis, financial downturn, increased domestic and family violence due to confinement and movement restrictions, and mass loss of life. The human rights challenges and widening social divisions have been highlighted by all countries. Queenslanders have had to absorb the impact of job losses, housing inadequacies, restrictions on freedom of movement as well as unrelenting floods and bushfires. As the largest Queensland community legal centre, Caxton has been actively engaged in these broad societal challenges. However, in the midst of this, Caxton focusses on the individual whose distress is caused not only by the pandemic but by unresolved legal issues and social support needs. It is the thousands of individuals that we help which best contributes to our vision of a just and inclusive Queensland.

Our clients are the most vulnerable, the most deserving of our help. We believe kindness is key to a humane response to personal hardship and tragedy. We apply our expertise, but the way we do it is what we hope makes the difference. We answer as many calls as our staff and volunteers can handle in one day. We provide face-to-face assistance and visit people at home, in prisons, in hospital and in aged care. We empower our clients to self-advocate and to have their voices heard. We support them to make their own decisions, including risky ones, and to have their wishes and preferences given proper consideration. We assist them to identify their preferred and realistic outcomes and to pursue them. We call out the systemic injustices that pose persistent barriers to individual rights realisation.

In 2020–2021, even though the world shared a common concern to address the COVID-19 pandemic and come together to work on health solutions, it was a pronounced time of social isolation and loneliness for many people. Forced to dwell on the fringe of society and prevented from fully participating in the economic, social and political benefits of a reasonable standard of living, thousands of Queenslanders have continued to seek Caxton's assistance to address the legal and social causes of their personal distress.

Caxton's Employment Law Program specifically addresses the pre-eminent cause of social exclusion—non-participation

in the workforce, alongside its more insidious cousin, sexual harassment, which drives (mainly) women from their primary source of income. Our new (unfunded) Consumer Credit Clinic, exists only because of the generosity of our volunteer lawyers and is at the cold face of tackling crippling debt. The insatiable demand for family law assistance and overwhelming request for supports to end violent relationships was managed on a daily basis by our Family Law Program.



Cybele Koning
Chief Executive Officer
Caxton Legal Centre

For Caxton, as an organisation, it was a particularly tough year (as it was for many community organisations providing frontline services). We were a largely paper-based organisation and had to move to remote services and digital applications virtually overnight as well as coordinate remote services in courts and outreach locations. We were forced to put the brakes on many of our volunteer and student advice clinics as well as our community legal education program. Almost 50% of our funded programs came up for renewal. Many valuable staff could not weather the storm while waiting for late confirmation of ongoing funding and when that was confirmed, it was only for 12 months. This process is extremely disruptive to service provision. We face the same demoralising cycle this coming year. We call upon all government departments to provide a similar five-year-funding cycle as the Department of Justice and Attorney-General. This will best ensure that Queenslanders enjoy a consistently strong community legal sector.



REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER cont.

Despite all of this doom and gloom, Caxton was able to reach over 30 000 Queenslanders and provide them with legal information, referrals, advice, representation and social work supports. Caxton has also forged some amazing partnerships over the last 12 months. More than 200 volunteers (returning and new) have come out of the COVID-19 confines and are providing outstanding energy and expertise to reignite our evening advice sessions Monday to Wednesday.

With the guidance of our external First Nations Working Group, we launched our new First Nations Plan. Our Health Justice Partnership has expanded to seven hospital and health services. Our pro bono partner law firms have made magnificent contributions to our operations including secondment arrangements and organisational supports. The Queensland Bar provides an incredible amount of pro bono representation to clients in hearings and lengthy inquests. We collaborated with many partners to remotely deliver community legal education and community events including the well-attended International Human Rights Day event at the Queensland Law Society and the World Elder Abuse Awareness Day event in the Queen Street Mall.



Dan Rogers
President
Caxton Legal Centre

In the last 12 months we have worked on some really important internal projects. To target our services to the most vulnerable Queenslanders, we:

- continued our intake and triage project, which will be rolled out over the next 12 months

- participated in the Community Legal Centres Queensland Demand Management project
- articulated new and transparent service eligibility criteria
- developed our Human Rights Decision-Making Framework for service accessibility
- implemented our information barriers to reduce conflicts of interest, which can often arise in a high-volume service.

We also developed new MOUs with a women's refuge and grandparent support service to provide family law, domestic violence and elder abuse supports. We are working on our new website, not to create a digital interruption to our personalised services (we will still prioritise clients calling our centre and speaking to a person to get that initial assistance), but to ensure our clients can easily navigate to the information they need. Our Social Work Practice Director has established a national network for community services staff employed in community legal centres and began work on a Social Work Practice Manual for the centre. We cannot imagine doing our legal work without being part of a multidisciplinary team that provides essential holistic supports to our clients who experience multiple and intersectional disadvantage.

It is with sadness that we farewell two longstanding members of our Management Committee, Kevin Lambkin and Wendy Mulcahy. Kevin and Wendy resigned after approximately 30 and 10 years of respective volunteer service. Caxton is the beneficiary of this amazing generosity and we thank them. Together, they oversaw enormous change, organisational growth and Caxton success. They were forever present for important decisions, tough calls and, at times, robust debate. We thank them for their hard work and we recognise the enormous amount of time and mental energy selflessly given to Caxton.

As life begins to slowly resemble some sense of COVID-19 normality, discussions of human rights, vaccines and employment requirements are just some of the many concerns facing Queenslanders. Caxton is committed to facing the challenges that lay ahead. We will continue to provide leadership when broad societal change and law reform is called for.



REPORT FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER cont.

We look forward to continuing our collaboration with many other great organisations. At an individual level, we will continue to do what we do best. We will deliver tailored and timely legal and social support services for people experiencing disadvantage. We will show kindness to all who seek our help. We will help with compassion and empathy. We will respect all who work with us.

The Person who Incorporates it all

2021 is also a special year in that it marks 30 years since Ros 'Rossie' Williams began her career at Caxton Legal Centre. It is no understatement to say that Rossie is the heart of Caxton. She epitomises everything that is great about Caxton such as community service, kindness, client-focussed service and the constant pursuit for a better world for all.

Ros Williams OAM
Senior Lawyer
Caxton Legal Centre



Rossie has touched the lives of hundreds of Caxton volunteers and colleagues. She has trained, guided and mentored many people (some now very senior). Those lucky people are better lawyers, better social workers and just better people because of her influence. It is unsurprising that Caxton's current President began his career as a legal studies student under her wing. Like everyone fortunate enough to have learnt from her, I am extremely grateful.

Rossie is a clever lawyer with strong technical skills. However, she understands the bigger picture and has devoted herself to law reform and positive societal change. Our report this year speaks about kindness. Kindness is critical and Rossie exudes kindness in everything that she does including in the face of an upset or aggressive client during one of the thousands of evening advice sessions run by her.

It is fantastic that Rossie continues to touch the lives of all those associated with Caxton. Her reach and influence is enormous. As an organisation, we sincerely thank her for 30 years of commitment to Caxton.

Rossie received an Order of Australia Medal in January 2021 for services to law and the performing arts.



OUR ORGANISATION



Management Committee

Chief Executive Officer

Chief Operations Officer

- ▶ Client Services
- ▶ Administration and Business Services
- ▶ IT Services and Data Management
- ▶ Finance

Director of the Family, Domestic Violence and Elder Law Practice

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

Director of the Human Rights and Civil Law Practice

- ▶ Human Rights and Discrimination Law Program
- ▶ General Civil and Criminal Law Program
- ▶ Queensland Consumer Credit and Debt Service
- ▶ Queensland Employment Law Service
- ▶ Queensland Retirement Village and Park Advice Service

Director of the Coronial and Custodial Justice Practice

- ▶ Bail Support Program
- ▶ Queensland Coronial Legal Service

Director of the Social Work Practice

- ▶ Social work services are available to all clients

Community Engagement

- ▶ Communications
- ▶ Publications

Volunteers

- ▶ Legal advice clinics; day and evening
- ▶ Pro bono representation, secondments and organisational supports
- ▶ Client Services providing legal information and referrals

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



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

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

Right to Education

Hemi moved from New Zealand to Australia and started his year 12 at a school in 2020. He is a promising basketball player and enrolled in this school as it had a basketball excellence program.

When travelling home from school on the train in February 2020, Hemi became involved in a fight between students from his school and another state school. Hemi had limited involvement in the fight and had acted in self-defence when he was hit by another student. Police attended the fight and Hemi was not charged for his involvement. Hemi had no previous involvement in any behavioural incidents at school.

The Principal, however, expelled Hemi to save the image of the school, without providing any evidence or material relied upon to the family.

Caxton Legal Centre assisted with providing advice in making submissions to appeal the expulsion with the Principal and then the Director-General on procedural fairness grounds, consideration of the Education (General Provisions) Act, and raised Hemi's right to education under the Human Rights Act.

Hemi had to endure the lengthy process of the appeal and lodgement of a human rights complaint, which was ultimately successful.

The whole saga took a significant emotional toll on Hemi as a young person. He missed out on milestone events with his peers as a year-12 student and opportunities in his education and his basketball career.

Human Rights

In January 2020, the *Human Rights Act 2019* (Qld) (Human Rights Act) became fully operational.

Human-rights breaches were noticed across all of the programs we deliver. Achieving human-rights outcomes requires a skilled approach towards relying on the laws that will best serve those outcomes including the processes available under the Human Rights Act.

Since the inception of the Human Rights Act, we have delivered **273** discrete legal services in relation to this Act. We also assisted clients with human-rights matters other than under the Human Rights Act, including housing, education, privacy, workplace rights, complaints about police and other government agencies, criminal matters, discrimination, vilification, guardianship and decision making and a wide variety of other matters.

Our human-rights legal work is integrated with our community legal education and law reform program designed to maximise community benefit. We have a direct referral pathway with the Queensland Human Rights Commission to facilitate access to our service for people proceeding through human-rights complaints in that jurisdiction.

Throughout the 2020–2021 financial year, a range of pandemic-related human-rights matters including street harassment, policing overreach, protesting issues, quarantine problems and disability discrimination were in high demand in addition to the 'usual' human-rights issues. We assisted a number of people who experienced racism either in relation to the pandemic directly (i.e. they were from communities vilified for perceived contributions to the development of COVID-19 or its spread) or in the government response to it including uneven policing of community safety measures. Toward the end of the financial year, concerns about border measures, vaccination access problems and workplace requirements, and mask wearing became areas of higher demand.

Our 'business as usual' human-rights program included a range of race and cultural-rights cases as our clients continue to test the capacity of the Human Rights Act to address longstanding problems from a fresh legal perspective. We developed a particular concern about decision making in blue-card matters throughout this period, and assisted several clients to mount human-rights-focused arguments to support their responsibilities to care for vulnerable family members in kinship care, or to work to support their families.

Discrimination

Caxton provides priority access to our advice program for people who experience discrimination. Clients are also referred to us by other services or approach us directly to assist with discrimination matters.

Our employment lawyers also focus on discrimination in their practice, recognising that equality and fair treatment at work is the foundation for wellbeing, and social and economic inclusion, for many traditionally marginalised or vulnerable groups. Our discrimination law practice includes sexual harassment and vilification cases as well as discrimination matters.

This year we delivered **565** discrete legal services and **31** representation services to people who experienced discrimination due to disability, race, pregnancy, age, sex, religion, and gender and sexual orientation.

We acted in a range of individual and systemic discrimination cases (systemic cases address a broad or structural issue and benefit the community more generally), and our discrimination matters often involved piggybacking Human Rights Act principles and arguments. We had a number of race cases in this category including in the areas of education, policing, the workplace, accommodation and in government decision making. Several of our cases addressing racial inequality are in the area of cultural rights—these are the specific rights that allow diversity and multiculturalism to thrive and push back against homogenisation and forced assimilation. For Aboriginal and Torres Strait Islander peoples, cultural rights include connection to land and waters, and also encompass economic, social and political rights such as self-determination.



School Policy Versus Cultural Rights

Young Cyrus's school proposed to unenroll him because of his long hair. Cyrus is Cook Islander, Niuean and Samoan, and the first-born son in his family. His hair has never been cut and will remain long until he has a traditional hair cutting ceremony.

Caxton's lawyers helped Cyrus by applying for and securing an injunction, which they were able to lodge within one day after the first meeting Cyrus's family.

The lawyers also took the matter to the Queensland Human Rights Commission, all the while working closely with the Cook Islands Council of Queensland to ensure cultural considerations were appropriately upheld throughout the matter.

We represented Cyrus at the QCAT hearing where he was successful in obtaining an order that protected his cultural right to keep his hair long until the formal ceremony on his seventh birthday.

We were also able to leverage pro bono support from barrister Dr Chris McGrath to enrich and expand our capacity to support Cyrus and his family.

Now that Cyrus's rights have been upheld, his family and community are relieved. Cyrus's mother Wendy said: 'I'm so happy about the decision, I've only ever been worried about my children and the impact on them ...'.

Archie Atiau, President of the Cook Islands Council of Queensland Inc. was delighted with the result saying: 'it's not only a win for the family but a win for people who come from countries of strong cultural traditions who struggle to find a voice to represent them. We hope this case will set a precedent right across Australia where the cultural rights of individuals need to be considered'.

Cyrus's school has now appealed the decision of QCAT and Caxton's lawyers are continuing the fight for his cultural rights.

Queensland Employment Law Service



Help for Hannah

Hannah* moved to Brisbane to study at university. To support herself, she got a job at a café.

At work, her colleagues would constantly slap her bum, flick her with a tea towel and talk about their sexual relationships.

Hannah felt very uncomfortable, and realised she had to take action to stop this behaviour. Hannah talked to her manager to 'stop it'.

Not long after the meeting, she was let go because she was 'not the right fit'.

Hannah sought help from Caxton Legal Centre and an employment lawyer assisted Hannah in running a sexual harassment complaint in the Queensland Human Rights Commission. During this process, the lawyer also identified that Hannah had not been paid at the award level.

At the conciliation conference the matter settled for compensation and a payment of her award entitlements. Hannah's former employer also offered an apology—he had not realised the impact his actions had on Hannah and made a commitment to change the workplace culture so this would not happen again.

* This is a deidentified story made up from elements of various clients' matters.

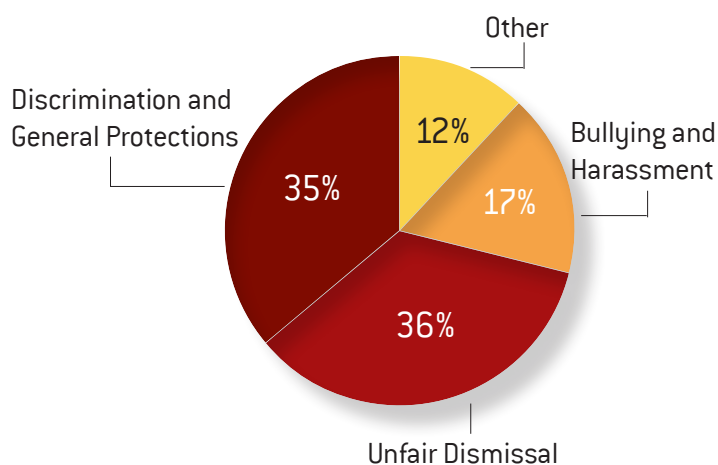
Caxton Legal Centre provides free legal advice and representation in Queensland to people who have experienced a legal problem at work. We represent clients in the Fair Work Commission, the Federal Circuit Court, the Australian and Queensland Human Rights Commissions and the Queensland Industrial Relations Commission at conciliation conferences and hearings. In 14 years of delivering our specialist employment law program, we assisted over **8000** vulnerable workers.

The Impact of the Pandemic

Demand for employment law advice has surged in the last 18 months, particularly in April 2020 and March 2021 around the COVID-19 lockdowns and is ongoing with emerging vaccination issues.

Demand for Legal Advice Across Employment Law Areas

We were able to provide **968** discrete legal services to **665** clients in the 2020–2021 financial year, but due to limited funding we were only able to provide representation to 3% of clients.



Our Vulnerable Clients



40% were caring for dependent children.



23% identified as living with a disability or mental illness.



13% were from a culturally and linguistically diverse background.

Queensland Consumer Credit and Debt Service



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

Our consumer credit program provided **606** discrete legal assistance services and **23** representation services, including to a number of women who have been left in debt as a result of domestic and family violence. We were sometimes able to secure debt waivers for these women, or negotiate other arrangements that support safety and financial independence after an abusive relationship.

We are excited to announce that in early 2021 we negotiated a pro bono partnership with several law firms to establish a volunteer-based Consumer Credit and Debt day-time legal advice clinic, which commenced service delivery in July 2021.



An All Too Common Online Scam

Clare* is a single woman in her late 60s. She is financially vulnerable having worked most of her life as a home maker and parent. Clare met a man through an online dating site who persuaded her, by promising financial security and long-term commitment, to borrow \$40 000 to give to him.

Clare made an online application to her bank where she has been a customer for over 20 years. The application was approved with minimal checks on her capacity to repay, reliability of income and security of employment, and no checks on the true purpose and appropriateness of the loan. When she received the \$40 000 from the bank, Clare immediately paid it to the man.

Clare soon realised that she was scammed and made a complaint to the bank, but they refused to accept the bank acted irresponsibly approving the loan.

Caxton's consumer credit lawyer helped Clare to make a complaint to AFCA. After further disclosure by the bank as to the inadequacy of its lending enquiries and cross-checking, Caxton represented Clare at a conciliation conference where the bank agreed to waive the debt entirely.

Clare is one of many older women for whom a large debt would be financially devastating. Community legal centres are best placed to provide the sensitive services necessary to support clients like Clare to assert their legal rights.

Now that Clare no longer has a large debt, she has been able to move on with her life and feels a great burden has been lifted.

Despite the Banking Royal Commission's inquiry and recommendations, the bank arguably failed to change the culture and practices around responsible lending.

*The name has been changed to protect client identity.



Housing: Villages and Parks

And the Cat Wins Out

Carla is in her late 70s, she has lived alone since her husband passed away 10 years ago and suffers from chronic anxiety and depression. Seven years ago, she purchased a home in a manufactured home park and moved in with her cat Misty. Misty plays an important role in helping Carla manage her medical and emotional conditions.

The park manager was happy for Carla to keep the cat, as an exception to park rules, which prohibit pets in the park.

In early 2021, another home owner made a formal complaint about Misty and the park manager asked Carla to rehome the cat.

Carla was very distressed and contacted Caxton's Queensland Retirement Village and Park Advice Service (QRVPAS). She wanted to know her legal rights and whether there was any way to keep Misty.

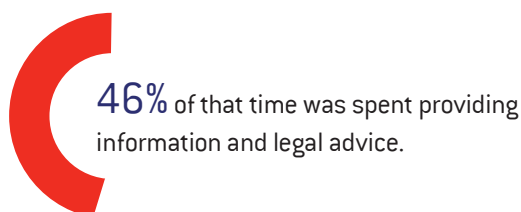
Caxton advised Carla about her rights under the respective Act, and state and Commonwealth discrimination laws. We explained that, although she had to abide by the park rules, she could argue that she had a right to keep an assistance animal under disability and anti-discrimination laws.

The QRVPAS lawyer wrote a letter to the park explaining Carla's needs and outlining the relevant discrimination laws about assistance animals. The letter pointed out that, in refusing to allow Carla to keep an assistance animal, the park may be in breach of the discrimination laws as well as Carla's right to quiet enjoyment of her home under s 86 of the Manufactured Homes Act. The lawyer also referred Carla to her GP to obtain a letter of support outlining her medical conditions and the importance of an assistance animal in her treatment.

The park was very receptive and allowed Carla to keep Misty. Carla was relieved that she would have Misty's ongoing assistance and companionship, and has been able to maintain an amicable relationship with the park manager.

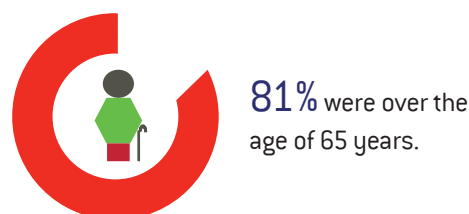
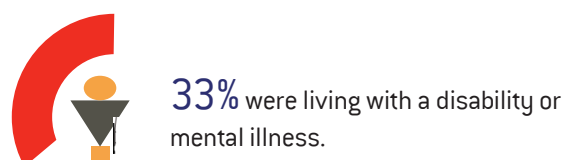
The Queensland Retirement Village and Park Advice Service (QRVPAS) is a key specialist program that provides information, advice and assistance to residents and prospective residents of retirement villages and manufactured home parks in Queensland.

In the 2020–2021 financial year, we delivered **3506** hours of service to **562** households.



We also conducted **30** community legal education sessions that were attended by **724** people.

Our Vulnerable Clients



Client Survey

We invited clients who accessed the QRVPAS service in the 2020–2021 financial year to partake in a survey. Of the clients who answered our questions, **100%** found it easy to access our service and **90%** indicated satisfaction with the resolution of the matter from the assistance they received.



Family: Parenting and Property

Through our family law program, we provided telephone advice, face-to-face advice, daytime advice and also evening advice through the volunteer evening advice sessions. We provided unbundled assistance, including assistance with negotiations and drafting court documents, parenting plans, parenting orders and affidavits.

In addition we represented clients at both parenting and small property-pool mediations and in court proceedings.

Through our warm referral pathways we provided advice to Aboriginal and Torres Strait Islander grandparents who had informal care of their children, as well as women in refuges.

Areas of Family Law

21% of all legal services provided by the centre related to family law.



46% concerned
parenting issues.



29% concerned
property issues.

Family Law Duty Lawyer and Family Law Advocacy and Support Services

The Family Law Duty Lawyer Service and Family Advocacy and Support Service provide legal and social work supports to self-represented litigants in the Brisbane registry.

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

Clients experiencing domestic and family violence are given additional assistance. This comes from the support worker in the form of psycho-social assessments, crisis counselling, discussing and advising on safety planning, linking in with children's contact centres, referrals to local and online PPP and POP courses, educating clients about health services and ways to access low cost or free counselling services, including Mental Health Plans through their GP, assistance with practical support needs and planning for access to ongoing support.

Additional legal supports are also available including drafting urgent recovery applications and, in limited circumstances, court representation. It is concerning that COVID-19 has significantly reduced the number of people being referred from the courts by 60% (from 447 to 190) as a result of hearings being conducted by phone.



Good Communication is the key

We helped Timothy, a man who lives with an intellectual impairment, recommence spending time with his son without having to apply to court.

Timothy had final parenting orders that provided he spend time with his son each month at a contact centre hours away from where he lived. Timothy's ex-partner later moved to the same town as Timothy and agreed that Timothy could see his son outside of a contact centre. Timothy's ex-partner withheld their son after she and Timothy had a disagreement.

We wrote to Timothy's ex-partner requesting her agreement for Timothy to recommence spending regular time with his son. Timothy's ex-partner agreed that time could recommence at the contact centre and that it could be more frequent given she was now living closer.

Timothy continued to see his son at the contact centre and re-engaged with his health professionals to develop strategies to manage his impulse control and improve communication with his ex-partner. Timothy is now hopeful that he and his ex-partner can reach an agreement about unsupervised time without having the stress and expense of going to court.

Domestic and Family Violence

Staying Safe and Having Your Voice Heard

Lola*, a Torres Strait Islander woman and mother of four, sought advice from Caxton Legal Centre's family law service in relation to a police application for variation to a domestic violence order, naming Lola as the aggrieved and her partner as the respondent.

Her partner had made threats against her during an argument, resulting in Lola phoning the local police station seeking a lift to a friend's home to escape the argument. Subsequently, police sought orders that her partner not come within 100 metres of her. Lola was very distressed by this as she had no intention of discontinuing the relationship. She was already linked in with various local family support services and reported that she was not fearful of her partner.

Lola felt afraid to voice her views in court and feared that she would not be listened to. Caxton's lawyer represented Lola at court to advocate for her and support her to express her wishes.

On the basis of submissions made by Caxton, the magistrate concluded that it was not necessary to make a blanket no-contact order. The magistrate ordered that Lola's partner could approach Lola as long as she provided her consent in writing.

Lola expressed appreciation and relief for the outcome, which provided protection by way of standard good behaviour conditions and non-approach conditions if she needed to withdraw consent at any time she felt unsafe. She could also continue the relationship with the no-contact orders dismissed.

Her voice had been heard to secure the safe arrangements that were suitable and appropriate for her circumstances and without having to go through the perceived traumatic experience to be forced to speak in court.

*The name has been changed to protect client identity.

Caxton prioritises providing integrated legal and social work assistance to clients affected by domestic and family violence so that their legal needs are addressed seamlessly across all programs.

20% of all legal services provided by the centre related to domestic and family violence.

COVID-19 Domestic Violence Funding

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

More legal advice for vulnerable people

With this funding, Caxton provided extra legal advice appointments by telephone and in person once lockdown restrictions lifted.

Impact at a glance

The COVID-19 domestic violence funding allowed us to provide an extra **325** people with legal advice and representation. We were also able to prepare court documents or correspondence for **86** clients.



94% were affected by domestic and family violence.



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



68% were caring for dependent children.

Domestic and Family Violence Duty Lawyer Service

The domestic and family violence duty lawyers provide legal advice, assistance with negotiations and representation at court mentions at the Brisbane Magistrates Domestic Violence Court. This service works on demand. Long court lists and complex matters, including matters that required interpreters, clients with complex mental health issues, intellectual impairment, capacity issues, alcohol and drug abuse issues and convoluted cross applications were keeping our duty lawyers very busy.

It was not uncommon for our domestic violence duty lawyers to assist a client who has been named by police as the respondent when they were in fact the person most in need of protection. We provided **736** domestic and family violence duty lawyer services.

Of our clients **80%** identified as male, **48%** had dependants living at home, **22%** reported a disability, **10%** identified as First Nations peoples, **8%** were homeless and **9%** came from a culturally or linguistically diverse background.



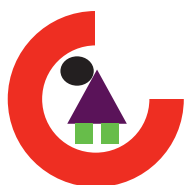
Elder Abuse

The abuse of older persons continues to plague our state. As we experience a massive transfer of wealth from one generation to another, continuing pressures on aged care supports, and financial and housing stress, this form of domestic and family violence silently destroys the lives of many older Queenslanders.

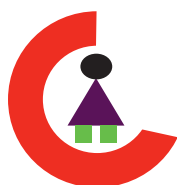
Ageism, greed and intergenerational dynamics of abuse all contribute. Brave family members, friends, health workers, GPs, in-home aged-care providers and neighbours are calling out the behaviours they notice to be controlling and abusive towards older persons.

As the state grapples further to understand how to prevent and respond to coercive controlling behaviours in intimate partner relationships, Caxton has, for 16 years, been at the forefront of delivering holistic services to older Queenslanders experiencing abuse and neglect. We do this via three specialist elder abuse services.

We provided **838** legal and social work services to clients who experienced elder abuse.



75% of our clients experienced domestic violence.



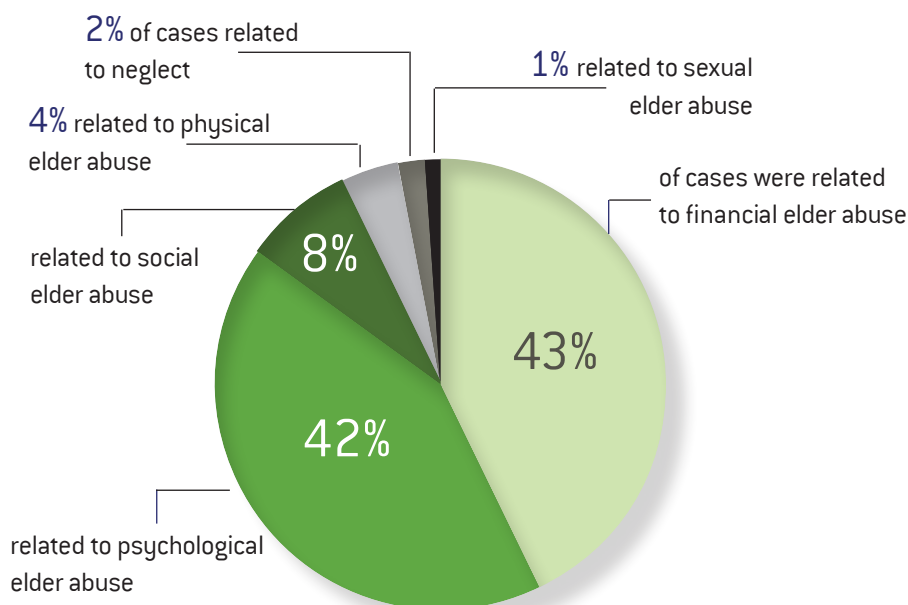
67% were female, which supports that elder abuse is a gendered form of abuse.



55% reported a disability.

9% of clients were from a culturally and linguistically diverse background and **5%** were homeless.

Areas of Elder Abuse



A Granny Flat Issue Solved

When Donald's* wife passed away, his daughter and son-in-law had asked him if he wanted to build a granny flat on their land, with the intention that he would live there for the rest of his life.

Upon this verbal agreement, Donald sold his home to pay for the build. The money contributed constituted his entire life savings. There was never any formal written agreement between Donald and his family. Donald's daughter and son-in-law separated. When Donald approached SLASS, his daughter and son-in-law still lived in the main house in separate rooms.

Donald and his daughter were in agreement about the amount of Donald's contribution and she wanted to retain the property so that she and Donald could remain living there. But Donald's former son-in-law only wanted to recognise Donald's contribution as \$90 000, instead of the \$250 000 that he contributed. The son-in-law claimed that this amount represented the value that the granny flat added to the property.

The SLASS lawyer provided advice to Donald about his equitable interest in the property due to his financial contribution, as well as general advice around caveats and the option of seeking to intervene in any family law proceedings initiated by his daughter and son-in-law.

After negotiations failed between the daughter and son-in-law, the daughter's lawyer filed an application in the Federal Circuit Court. SLASS prepared and assisted Donald to file an affidavit in support of his daughter's case. Our lawyer represented Donald at a mediation and all parties agreed that Donald's interest in the property would be formally recognised via a life interest. Donald is relieved that his interest in the property is now formally documented and he continues to live in the home with his daughter.

*The name has been changed to protect client identity.



Seniors Legal and Support Service

Elder Abuse—what goes on behind closed doors

Natasha*, aged 70, was referred to us by another community legal centre after she approached them with debt issues.

Natasha is a disability pensioner and suffers bipolar disorder. Some years ago, Natasha moved into a rental property with her son and daughter in law. Soon after the move, her son had become coercively controlling. He threatened to punch holes in the wall, throw her furniture on the street, damage the rental property so that she would not get her bond back, and threatened to send his friends to shoot at the house if she tried to make him leave. He also demanded money from her, imitated her accent, threw objects at her and spat at her.

Natasha applied for a domestic violence order and her son was ousted from the home.

Unfortunately, the abuse continued with the son pressuring Natasha to rent a property in her name for him to live in. He also pressured her to put the energy bill in her own name. As an aged pensioner, Natasha could not afford to pay her son's electricity bills and rent. She was referred to us after having received a number of letters and calls from debt collectors.

Our lawyer commenced written negotiations with the debt collectors and requested that the debt be waived on hardship grounds of elder abuse, Natasha's mental health concerns and her financial disadvantage.

SLASS successfully obtained waivers of both debts totalling \$8000, comprising a \$3000 energy bill and \$5000 in unpaid rent. Natasha was relieved to no longer be pursued by the debt collection companies.

*The name has been changed to protect client identity.

The Seniors Legal and Support Service (SLASS) is a statewide service delivered by five community legal centres.

The type of assistance we provided to older persons included obtaining domestic violence orders, recovering unpaid loans, resolving granny-flat disputes, grief and loss counselling, intervening in property settlement proceedings to secure a life interest, advocating for police to represent victims of elder abuse in DV court proceedings, waiving debts improperly accrued in our clients' names lodging AFCA complaints and successfully negotiating resolutions around banking issues, having adult children removed from the home by way of ouster orders, safety planning and appearing in the Queensland Civil and Administrative Tribunal.

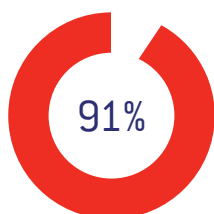
85% of clients had the majority of their needs met and were experiencing increased safety.

SLASS uses a fully integrated social worker-lawyer model.

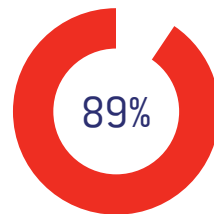
We use the Vera Raymer hardship fund to meet the essential needs of our older clients. This year we used the fund to secure safe housing on an urgent basis for a client fleeing an abusive living situation with their adult child. The fund was used to pay for the bond and the first two weeks of rent. We also used the fund to fix our visually impaired client's laptop, which was her primary means of communication using tailored software. Without this software the client was isolated and particularly vulnerable to further elder abuse by her abusive niece.

Client Survey

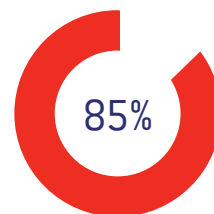
We invited clients who accessed the Seniors Legal and Support Service to partake in a client-satisfaction survey.



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



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



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

Financial Protections Service



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

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

Our community worker delivered a steady stream of free community education sessions and provided outreach information and referrals at various locations in Brisbane and online through community networks, which had to cease face-to-face meetings due to the pandemic.

The community worker was also available for one-on-one follow-up discussions in person or by phone with individuals seeking more assistance or contacts to find the supports they needed, particularly if they disclosed concerns about elder abuse.

In the second half of the 2020–2021 financial year with eased restrictions and more opportunity to return to face-to-face services the FPS information, advice and referral numbers doubled.

We delivered community legal education sessions to **1959** people. This included regular attendance at places including neighbourhood centres, Over 50s groups, as well as events including Homeless Connect, Seniors Week and NAIDOC.



Overriding the Wishes of the Elderly—a common story

Louise attended a workplace presentation by our Financial Protections Service (FPS) and approached our FPS worker about her concerns that her two siblings were not taking appropriate care of their mother who is in her 90s and from a culturally and linguistically diverse background.

Her mother's enduring power of attorney made the two siblings equally responsible for her care decisions. Louise's mother had consistently stated she did not want to live in residential aged care, and Louise moved to Queensland to help her mother continue to enjoy her autonomy at home with culturally familiar objects, food and lifestyle.

Louise was worried her mother's health was suffering because her siblings were not arranging appropriate medical help. The FPS worker helped Louise to access information about rights and responsibilities of attorneys and her mother's rights to respect and autonomy.

Some months later the mother had fallen and the rehabilitation service decided she should be transferred to supported living with a high level of care. Louise grew concerned that the service system was overriding her mother's wishes.

Her mother disliked the unfamiliar food and missed her own culturally rich environment. One of the attorneys supported the facility's view that residential care was needed while the other disagreed but felt unable to counter the medical staff.

The FPS worker helped Louise access information and referrals in order to advocate for her mother, explore elder mediation options, understand the role of QCAT, get advocacy services regarding the standard of care her mother was receiving and put a plan in place to send their mother to a culturally-specific facility. Louise was grateful for the FPS service and the 'deep listening' that she received.

A Little Help Goes a Long Way

Tom* had been recently diagnosed with Parkinsons and was anxious when his son came to visit him. Tom believed there was a police-led domestic violence order (DVO) against his son because of physical and financial abuse, but was not sure if the DVO still existed. Tom's son was also dealing with substance and alcohol abuse.

The OPALS lawyer provided advice about domestic violence laws and obtained a copy of the DVO from the relevant court confirming the order was still current and included a provision that the son was not to attend within 100 metres of where Tom lives. The OPALS lawyer assisted Tom to report the matter to police. Police did not charge the son as our client only wanted the son to be warned and there was no physical violence when the son visited.

The OPALS social worker assisted Tom with a warm referral to National Seniors Australia financial service and Centrelink's Financial Information Service to provide financial information about what moving into aged care might entail. The OPALS social worker, in collaboration with community health services, ensured that appropriate services were in place for our client.

The OPALS lawyer also provided information about advance health directives, enduring power of attorney and Wills, and arranged for the Public Trustee to attend our client at his home to complete the latter documents.

OPALS worked with Tom for a period of four months to ensure the warm referrals were effected and that Tom had finalised his enduring documents and financial counselling. Tom told us that he was so glad a service like OPALS existed and appreciated the patience and time spent on his matter. He told the OPALS workers that without our service, he would have died of worry or given up because there was so much for him to do and think about.

*The name has been change to protect client identity.

The Older Persons Advocacy and Legal Service (OPALS), a health justice partnership between Caxton Legal Centre and Metro South Health (MSH), provides integrated legal advice and social work supports for patients of the MSH care system who experience, or are at risk of experiencing, elder abuse.

This partnership, the first of its kind in Queensland, commenced in August 2019 at the Princess Alexandra Hospital. After its first year of operation, the service expanded to include the Logan Hospital and, in February and March 2021 respectively, expanded to Redland and Queen Elizabeth II Jubilee hospitals. OPALS experienced some disruption to service delivery during COVID-19 lockdowns and due to visitor restrictions to the hospitals; however, OPALS has been able to deliver services remotely where possible.

The OPALS model integrates hospital social workers, health professionals and OPALS lawyers and community social workers to provide a holistic response that is person centred and respects the human rights and autonomy of older people. Some of the key activities OPALS provides in its partnership are legal advice and case management, social work support and advocacy to clients, and education to and secondary consultations with health practitioners both in hospital and community settings.

We supported **77** clients and provided **264** legal and social work services to clients.

In the 2020–2021 financial year, the OPALS team comprised two full-time lawyers and two social workers job sharing one full-time social work position. We conducted **35** training sessions and provided **230** secondary consultations to other health practitioners.

Our Client Demographics



93% of clients experienced financial disadvantage.



68% were living with a disability or mental illness.



11% identified as Aboriginal and/or Torres Strait Islander peoples.



14% spoke a language other than English.



Multidisciplinary Social Worker-Lawyer Model

Caxton has long embraced a multidisciplinary approach to service provision. The Australian Association of Social Workers' *Code of Ethics* 2020 fits well with Caxton's values and the *Australian Solicitors Conduct Rules*. Practice dilemmas are extremely rare and we have customised our client-centered approaches to suit the context of the particular program being delivered. We find that good team communication is the basis for effective socio-legal practice—a no-brainer, but never taken for granted.

We have a highly skilled team of 10 social workers and community workers available to clients across our three legal practices, yet demand for service still exceeded our capacity to respond. We prioritised our more vulnerable clients and improved safety and quality of life, and protected human rights.

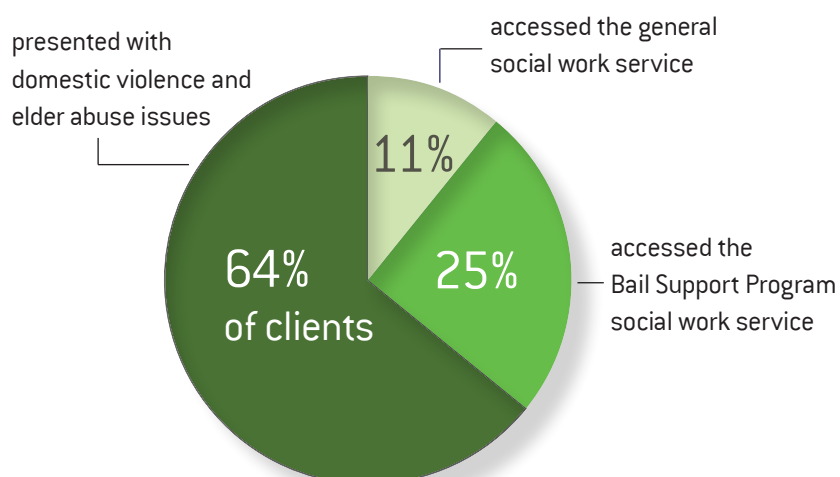
The story about Suzy portrays our often multi-faceted and intense work. Much downstream hardship and even self-harm can be avoided through our flexible approach combining crisis intervention and medium-term work to put longer-term local supports in place to sustain clients as they take their rightful places as valued and contributing community members.

While we were mainly concerned with individual wellbeing, we also analysed systemic issues that compound disadvantage and spoke out on those as part of Caxton's advocacy efforts. The devastating shortage of affordable housing, unreasonably long waits for commencement of in-home aged care services and for QCAT guardianship hearings, inadequate access to mental health, and drug and alcohol treatment services and challenges accessing NDIS services were stand-out concerns.

COVID-19 complicated life for many of our clients through increased isolation, whether at home, in prison or in aged care. Some had unwanted relatives moving in with them and some were trapped behind state and national borders needing to relocate. Reduced call numbers from older people every time we locked down was concerning, given the risk that they were not free to ring us without being overheard.

Our Social Work Services at a Glance

We delivered **877** social work support services.



If Only You Could Choose Your Neighbour

Suzy was experiencing physical violence, intimidation, verbal abuse and harassment from a neighbour—a much younger and stronger man—whose behavior left her feeling fearful and unsafe. As a result, her emotional wellbeing declined even more as she was already vulnerable due to physical disabilities and mental health issues.

Caxton's social worker and lawyer worked with Suzy to seek a Peace and Good Behaviour Order. Our social worker assisted her with counselling, safety planning, help to arrange safety upgrades at her home, liaison with the court to ensure safety while Suzy was there, referral for a personal medical alert, the draft of her statement for the court, a referral for aged-care services and also help to find options for ongoing mental health support to deal with the trauma impacts.

The goal was for Suzy to be able to feel safe and confident enough to keep connected to her community.

The court made the Peace and Good Behavior Order and the application order against her was dismissed.

Suzy's risk of physical and emotional harm was minimised through the legal processes and her neighbour's abuse ceased. Without our integrated legal and social work assistance, Suzy would have been at high risk of continued abuse and hospitalisation.



Bail

A Life Restored

James* was 29 years old when he was charged with extortion and deprivation of liberty. James was in the depths of an methylamphetamine addiction and his life had spiraled out of control. Two co-offenders were also charged in this incident and it was clear that James was not the main protagonist.

James experienced a stable and happy upbringing and excelled at school. Unfortunately, the loss of five close friends and family members over six months pushed James over the edge and he developed maladaptive coping strategies with a new cohort of associates.

James contacted our team to request support with a Supreme Court bail application. He was a distraught, emotional and entirely remorseful young man and said he felt perpetually frightened in prison and eager to start a rehabilitation program to address his addiction and underlying emotional trauma connected to his cumulative losses.

Using a crisis intervention model, the BSP social worker, lawyer and James developed a case plan to address his problems and ensure he had adequate community-based supports if granted bail. James's family were heavily involved through providing a bail address, a job offer and a surety. James was linked in with his general practitioner, a community mental health provider for counselling and a drug rehabilitation program.

After much deliberation by the judge and strong advocacy by our lawyer, James was granted bail. His bail conditions were significantly onerous, however, James did not breach any conditions.

James pleaded guilty to amended facts and wrote to us: 'I just wanted to say a massive thank you ... I'm just about to walk out of the court house with a suspended sentence and a probation order. I could not be happier with the result and I have you to thank as a massive part of that. Thankyou!'

* The name has been changed to protect client identity.

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

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

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

This human-rights-based approach also positions the community as rights holders to life and protection of family and children. These rights are promoted when persons on remand receive appropriate supports and access to service. The BSP enhances community safety and cohesion through legal assistance and social supports that promote post-release compliance with bail condition, as well as reintegration supports that address long-term prosocial behaviors, community contribution and a decrease in rates of recidivism.

In the 2020–2021 financial year, we reviewed the files of **4318** prisoners on remand to preliminarily assess their eligibility for assistance from the program.

Our team made **1071** visits and telephone calls to clients to discuss the potential option of submitting a bail application and:

- **48** prisoners received legal and social work assistance to make a bail application
- **17%** identified as Aboriginal and/or Torres Strait Islander peoples
- **23%** were from culturally and linguistically diverse backgrounds
- **58%** of our applications were successful
- **11%** of people released on bail were returned to prison
- **39%** of clients had their criminal matter resolved while on bail
- **50%** of clients on bail were still waiting for their matters to be finalised.

Social Work Connections and Bail Brokerage

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

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

Coronial



The Queensland Coronial Legal Service (QCLS) is delivered in partnership with Townsville Community Law Inc. and provides advice and representation to bereaved families who are going through the coronial process. We receive requests for assistance at all stages of the coronial investigation, as well as in relation to inquests.

Bereaved families may have many questions about the circumstances of the death of their loved one. In addition to the shock, grief and loss they are experiencing, a family member may feel unable to participate in the coronial process, which they find overwhelming and alienating. The QCLS can assist families through this process.

The 2020–2021 financial year started with the service receiving a five-year funding boost to increase its capacity, which allowed us to provide **110** families with legal advice and assistance. We represented **21** families in inquests and assisted **2** people to have non-inquest findings published.

State Coroner, Terry Ryan, said that the Coroners Court of Queensland welcomed the Queensland Government's decision to fund legal assistance for coronial matters for a further five years: 'The Queensland Audit Office's 2018 report *Delivering Coronial Services* highlighted the need to enhance the support that families and witnesses receive in the coronial system ... [they may] have difficulties navigating the system without support and their interests have not been adequately represented in comparison with other parties. The court looks forward to working with the Queensland Coronial Legal Service in supporting the interests of families and other participants ...'

The Scope of our Service

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

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



Some Comfort in Sad Times

June* died following a standard radiological procedure that was provided to her in the treatment of the long-standing chronic back pain she experienced.

Caxton Legal Centre's Coronial Legal Service represented June's family and engaged a pro bono barrister to appear at the pre-inquest conference and inquest into June's death.

We explained the family's concerns to the coroner, which resulted in the inquest addressing issues that would not have otherwise been identified. During the course of the inquest, we asked questions of witnesses that answered specific concerns the family had.

We also made submissions about changes that could be implemented to prevent deaths from happening in similar circumstances in the future.

The coroner accepted those submissions and made recommendations for significant changes to the risk-management procedures at the particular clinic involved. He also made recommendations affecting the risk-management procedures in interventional radiological practices across Australia more broadly.

After the inquest, June's son wrote to us: 'Thank you both for all your fantastic support and assistance during this very difficult time for my family and I. It will always be very much remembered and appreciated.'

*Name has been changed to protect client identity.



COMMUNITY ENGAGEMENT AND LEGAL EDUCATION

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

Justice in Focus Series Webinars

Children's Voices in Family Law Matters

The United Nations Convention on the Rights of the Child explicitly identifies that children should be provided with the opportunity to be heard in judicial processes that affect them. In Australia, the law centres on the 'best interests of the child'.

Panelists Rachel Carson, Zoe Rathus and Colette Bots discussed how progressive research into childhood development as well as accounts from children whose views had not been heard have led to calls to increase the opportunity for children to participate in family law processes.

Restrictive Practices and Human Rights

We live in a society where convenience and apparent safety issues justify individual restraint or confinement of people who are already living in a closed environment such as prisons, forensic services, and aged care and disability residential facilities.

Panelists Karen Williams, Professor Tamara Walsh, Marlene Eggert, Mark Viney and Mary Burgess discussed the application of human rights in these settings and how they relate to the institutionalisation of care, the physical environment and administrative practices.

Health Justice Partnership

Many people experience problems outside their control that affect their health, yet cannot be fixed by healthcare alone. Health Justice Partnerships (HJP) offer an innovative and effective service model in response to this problem. The Older Persons Advocacy and Legal Service HJP between Caxton Legal Centre and Metro South Health is one such service.

Panelists Dr Anne-Louise McCawley, Tessa Boyd-Caine, Fiona Trad and Tilé Imo discussed the ways that HJPs enable both legal and health partners to fulfil their mission of providing client-centred care.

International Human Rights Day Event

Every year, Human Rights Day—a United Nations designated day—is observed on December 10. Human Rights Day came into effect in 1948 when the United Nations General Assembly adopted the Universal Declaration of Human Rights. The declaration is available in more than 500 languages and is also the most translated document in the world. This year's Human Rights Day focused on the devastating fallout of the COVID-19 pandemic on the underprivileged people, children and women, and the need to '... build back better by ensuring human rights are central to recovery efforts'.

On the eve of International Human Rights Day, Caxton's patron Margaret McMurdo launched Caxton's Queensland Law Handbook chapter on Human Rights, authored by Dan Rogers, Paula Morreau and Melody Valentine. The event was accompanied by speeches made by Keryn Ruska, Scott McDougall (Queensland Human Rights Commissioner) and the Attorney-General Shannon Fentiman. Over 600 guests joined the event either in person or online.

We collaborated with Queensland Law Society's *Proctor* to publishing a series of articles on human rights, some of which have been authored by Caxton staff, other community legal centres and members of the legal profession.



Panelists including Caxton Legal Centre patron Margaret McMurdo and Attorney-General Shannon Fentiman at the Human Rights Day event.

COMMUNITY ENGAGEMENT AND LEGAL EDUCATION cont.



International Women's Day

We celebrated International Women's Day with a BYO lunch around the board room table and listened to our longest-serving staff member Ros Williams and soon-to-be admitted lawyer Osanna speak about the women who have and will continue to inspire them.

Osanna delighted us with this beautiful poem (reproduced here with permission):

She Is

*she is
like the deep and vast moana (ocean)
bountiful and resourceful
she sustains those that reside with her
open and ever-flowing
she can carry the heaviest of loads
without anyone even knowing*

*she is
dressing to an open wound
warmth and wisdom are sewn into her every word
never getting the credit she is due
still she pursues
in the most desolate of deserts
she goes to great lengths to bring sustenance and strength*

*to a world that is individualistic
she is resistance
daring to be the living embodiment of the va'a, the vessel
the canoe our ancestors used to voyage through the pacific
to stay connected across vast oceans
regardless of distance
she creates community with the utmost persistence
she makes the unknown feel like home*

*she is
the architect, drafting the blueprint, closing the deal
she is
the conductor, orchestrating melodies with grace and zeal
she is
the alchemist, concocting an antidote intended to heal
she has the midas touch with any ordeal
she reveals the fields of fruit and flowers
the beauty that grows amongst the barren and arid soil*

*amongst the thorns
she is the rose
challenging the status quo
wherever she goes
she knows
to speak her mind
and says what needs to be said*

*she is
capable and competent
generous and confident
cognisant
donning different hats, she adapts
to the changing tides of the ocean's highs and lows
she shifts her world around others to adjust*

*with rusty pans and calloused hands
she lovingly meets the demands of her village
she understands the value of community
and cultivating relationships built upon
alofo (love), fa'aaloalo (respect) and unity*

*emulating that of her way-finding ancestors
she navigates torrential seas with resilience and ease
she seizes the opportunity to make her mark
she sees the slightest glimmer of light in the dark
you see, these are the endeavours that i wish to embark*

*i am the amalgamation of all who went before
a lineage of trailblazers who opened their own doors
i am who i am because of the sacrifices she made
the courage she portrayed
the faith she displayed
the prayers she prayed*

*i am village made
the direct result of tongues marked with protest and tears
and prayers and songs
bodies that hold stories
stories that hold weight
a legacy of greatness
not left to fate*

*she stands on the shoulders of all the women
who made the sweetest lemonade out of the most sour of lemons
i stand on the shoulders of all the women
who made the sweetest lemonade out of the most sour of lemons*



Osanna Lilia Fa'ata'ape

COMMUNITY ENGAGEMENT AND LEGAL EDUCATION cont.

World Elder Abuse Awareness Day

Caxton Legal Centre partnered with the Elder Abuse Prevention Unit, Brisbane City Council and Council on the Ageing to host a day of entertainment for seniors in the Queen Street Mall and celebrate World Elder Abuse Awareness Day. The partners each contributed funds to cover the cost of performers. Staff distributed information and talked to hundreds of community members to raise awareness about elder abuse, financial protections and available support services.



Drag Queen Candy Surprise hosting Bingo



Staff and performers the Kitty Kats. Jazz band Mzaza perform on stage



COMMUNITY ENGAGEMENT AND LEGAL EDUCATION cont.

National Volunteer Week

To acknowledge National Volunteer Week, the Queensland Law Society's publication *Proctor* profiled a number of volunteers, including Thomas Allen and Shaun Chng from Caxton.



Thomas Allen



Shaun Chng

We also hosted a celebration to pay credit to the 200-plus lawyers and students who regularly contribute their time and expertise as volunteers staffing Caxton's evening advice sessions.

As stated by CEO Cybele Koning at the event:

We, here at Caxton Legal Centre, are extremely privileged to be able to rely on our loyal volunteer lawyers and their commitment to social justice, which enables us to serve the many disadvantaged people who contact our office for help. You go the extra mile to provide Caxton's clients with accurate, immediate and practical legal advice, which makes an enormous difference to their lives. Your actions are an inspiration to all of us.

We are also most grateful to our volunteer law students, who play a pivotal role at the front desk and at the evening advice sessions. You attend to so many clients who often present with distressing stories or complex scenarios. We throw you in at the deep end and require you to have insight and patience, and rapidly learn the ropes—and you never let us down!





COMMUNITY ENGAGEMENT AND LEGAL EDUCATION cont.

Vicarious Trauma

We were privileged to have retired Magistrate David Heilpern and our CEO Cybele Koning deliver to staff and volunteers an intimate reflection on their experiences of vicarious trauma.

Taking place at the Queensland Law Society, the presentation included a conversation about how vicarious trauma creeps up on those of us who work with people whose stories and legal problems trigger our empathy and feelings of responsibility to bring a resolution to complex issue. Vicarious trauma is hard to recognise until the one thing we are required to do, make decisions, becomes almost impossible.



Community Legal Education Activities and Resources

Community legal education activities included:

- presentation to caseworkers at Multicultural Australia
- preparation of *Australia's Human Rights Scorecard: Australia's 2020 United Nations UPR NGO Coalition Report*
- workshop with the Drug and Alcohol Court on human-rights-compatible intake, record keeping and court procedures
- panel discussion about the *Future of Protest* for Radio National and the Gallery of Modern Arts
- collaboration with Aged and Disability Advocacy Australia to write a *Proctor* article on human rights issues in guardianship and administration proceedings
- remote community legal education session at a manufactured home park in Forest Glen. The session was organised by Relationships Australia who invited us to join as guest speakers. The session was well received with Relationships Australia commenting, '... you were fantastic and 100% what that group needed. There were around 40 people in the room and feedback was all positive'
- podcast for Australian Podiatry Association to recognise and refer domestic violence
- webinar through Community Legal Centres Queensland on dealing with emotionally dysregulated clients
- electronically launched the Queensland Coronial Legal Service with a media release, social media blogs, a video explaining the service and an article in *Proctor* from one of our client's point of view
- presentation of a collective impact project with Logan Together Action Group. Provided over 1000 Financial Protections Service pamphlets for distribution by Logan City Council and Home Instead Aged Care Provider
- joint presentation with the Elder Abuse Prevention Unit, Queensland Health and ADA Australia to the Australian Association of Gerontology 2020 Conference.

WHAT A COVID-19 LOCKDOWN LOOKS LIKE FOR CAXTON



To appreciate what it means for Caxton to respond to COVID-19 restrictions, these are some of the pieces of the puzzle that need to fit together to deliver remotely. At the drop of a hat, we had to:

- move 60+ staff remotely on a Sunday, which means people needed to set up office at home and get equipment and files amongst other things
- find out how each stakeholder was operating including courts, prisons, hospitals, aged-care facilities, Legal Aid Queensland and universities
- build a new 'day-time only' calendar and convert or, in many cases cancel, hundreds of evening advice appointments delivered by volunteers to day-time staff appointments
- constantly adjust the type of appointments our clients could receive as our client appointments are made two weeks in advance. Making decisions about whether we will be in lockdown, working remotely or able to offer face-to-face appointments for the next two weeks proved to be rather difficult, particularly when government did not give much advance notice and made the decisions on a Sunday
- contact 200+ volunteers to cease evening advice sessions and ascertain when and how to reintroduce the sessions, readjust their rosters and accommodate their individual concerns around personal health
- shift dozens of students from their usual face-to-face clinics to newly created live student-client sessions. Day-time staff conference called the students in to appointments and supervised them remotely
- use various different platforms to remotely deliver our services to courts, prisons, hospitals, aged-care facilities and others
- continue recruitment and induction of new staff remotely
- consider the impact of all these decisions and evaluate whether we could still meet our deliverables across all the separately funded programs
- communicate service delivery adjustments to stakeholders where necessary
- provide family and domestic violence duty lawyer services remotely, including providing advice, negotiations and court appearances via telephone or video link up. This meant early morning online stakeholder meetings before court commenced, and an abundance of technical difficulties and copious amounts of back-and-forth emails and phone calls in order to assist every single client.





WE ARE FIGHTING FOR JUSTICE

Law Reform

Our lawyers have decades of experience working in specialist areas of law. We are regularly consulted on and contribute to the legal reform agenda from the perspective of our clients with a vision for fairer and just laws.

In advance of the Australian Government's Universal Periodic Review, we prepared the *Australia's Human Rights Scorecard: Australia's 2020 United Nations UPR NGO Coalition Report* in cooperation with the Human Rights Law Centre and the Kingsford Legal Centre, and in consultation with an advisory group and other expert NGOs.

The report provides a comprehensive insight into the state of human rights in Australia before COVID-19, and led to a range of coalition priorities achieving international support including more than 30 members states calling on Australia to raise the age of criminal responsibility to at least 14 years.

Other work included submissions to the:

- Parliamentary Inquiry into Family, Domestic Violence and Sexual Violence
- Parliamentary Committee Hearing—Inquiry into Family, Domestic Violence and Sexual Violence
- Parliamentary Inquiry into Criminal Code (Choking in Domestic Settings) Bill
- Parliamentary Committee Hearing—Criminal Code (Choking in Domestic Settings) Bill
- Queensland Government's review of the 18-month mandatory buy-back laws under the *Retirement Villages Act 1999* (Qld)
- EPA National Register—consultation and submission to the Commonwealth Attorney-General's Department
- Domestic and Family Violence—Older Women and Sexual Assault in collaboration with Community Legal Centres Australia
- coercive control taskforce on behalf of coronial client
- reform of s 231 of the *Work Health and Safety Act 2011* (Qld)
- Older Persons Advocacy Network's national forum on human rights in aged care
- responsible lending in collaboration with the Commonwealth Association of Legislative Counsel.

We consulted on the r 11A of the *Australian Solicitors Conduct Rules 2012*, responded to the recommendations of Counsel Assisting Royal Commission into Aged Care and published the *Bail Support Program Issues Paper*.

Community Engagement and Networks

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

- Queensland Law Society's:
 - » Access to Justice and Pro Bono Committee
 - » Human Rights and Public Law Committee
 - » Employment Law, Elder Law, Family Law and Health and Disability Law committees
 - » cross-committee working group on domestic and family violence law reform issues
- Basic Rights Queensland's Rural and Remote Project reference group
- Elder Abuse Action Australia (EAAA) board membership, a peak body funded by the Commonwealth Attorney-General's Department
- EAAA Advisory Group as a member to guide their work
- EAAA Content Committee for the national elder abuse knowledge hub Compass
- EveryAGE Counts Coalition as part of our strategic commitment to focus on the legal needs of older persons experiencing elder abuse with ageism being at the heart of this problem
- No To Violence policy/research roundtable for Older Persons
- Best Practice and Evidence Based Working Group Legal Assistance Forum
- Community Legal Education Legal Assistance Forum
- Child and Family Legal Assistance Forum steering committee
- Family Law Pathways Network steering committee
- Brisbane Magistrates Court (domestic violence) stakeholders group
- Elder Abuse Prevention Unit reference group
- Gold Coast Elder Abuse Response Panel
- Older Persons Legal Services Network (Community Legal Centres Australia)
- Meeting of CLCs delivering Seniors Legal and Support Service
- Community Legal Centres Queensland management committee
- Health Justice Community of Practice
- QCOSS CEO Network
- Department of Justice and Attorney General Human Rights Mapping Project.



WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES

First Nations Plan

In 2020, the Management Committee of Caxton Legal Centre committed to re-imagining their Reconciliation Action Plan to create a new bespoke plan that authentically engages our staff, Aboriginal and Torres Strait Islander peoples and their communities.

We have created a tailored First Nations Plan with realistic and achievable outcomes aligned with our vision and goals, the services we provide, where we are situated and our passions.

With a small grant from the Community Legal Centres Queensland Cultural Safety fund, Caxton made a larger investment to develop our new plan. We re-enlivened our First Nations Working Group and engaged Awakening Cultural Ways, an Aboriginal and Torres Strait Islander consultancy service, to create a personalised plan.

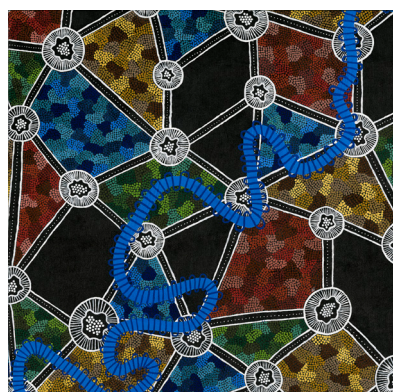
All of this was led by one of our lawyers and Chair of Caxton's First Nations Working Group Terry Stedman who is also the vice chair of the Logan Aboriginal and Torres Strait Islander Corporation for Elders and holds committee positions with the Queensland Law Society and other Aboriginal and Torres Strait Islander community organisations.



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

The Painting

Reconciling Meanjin (2021) was created by Tully Button (Jooduh Kenuh), a 17-year-old Brisbane girl who identifies as Kungarkan (Finnis River, NT) and Waramungu (Tennant Creek, NT) from her maternal line and Gungarri, Birri Gubba, Wakka Wakka and Kulili heritage on her paternal side. The painting embodies our First Nations Plan's aims and values of building a just and inclusive community for all.



Reconciling Meanjin (2021)

The circles scattered around the canvas represent individuals and communities that come together to create connections, as represented through the lines. Within the sections created by the lines, numerous clusters of colourful dots fill the space. The clusters show individuals coming together to create small communities, and how these communities continue to grow as they come together. The vibrant colours represent the colours of both the Aboriginal and the Torres Strait Islander flags. Some of the sections are left without the coloured clusters. This shows how relationships and connections are still to be built, highlighting the continuous nature of reconciliation. Snaking over the top of the circles and clusters is the Brisbane River. This emphasises the importance of community within the city, and acknowledges the deep significance that the land and specifically the river hold for Indigenous peoples.

Launch

The First Nations Plan was launched in March 2021 by our management committee member Alf Davis. The launch was attended by many of our First Nations partners and catering was provided by Yalabin Dining and Three Little Birds Catering.





WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES cont.

Highlights of our Reconciliation Work

Caxton Legal Centre was fortunate to host a group of First Nations students from Mabel Park High School who performed a traditional ceremonial dance for a belated NAIDOC Week celebration in November 2020. The students toured the Caxton office and met with staff to find out about the work of community legal centres.

It was fantastic to meet the students and see young leaders emerging. Caxton was also very fortunate to be gifted a painting. Thank you so much to the Elders, students, teachers and mentors from Mabel Park who came to Caxton and shared their culture.



First Nations students and Caxton's CEO Cybele Koning

National Reconciliation Action Week 2021

Caxton hosted a Smoking Ceremony, led by Traditional Owners Ashley and Joe from Nunukul Yuggera, in recognition of National Reconciliation Week in 2021. Staff, students and volunteers gathered as Ashley and Joe bathed the office in smoke to cleanse it of bad spirits.





WE ARE ADVOCATING FOR FIRST NATIONS PEOPLES cont.

First Nations Client Numbers Across Programs

A key deliverable in the First Nations Plan is to increase the proportion of Aboriginal and Torres Strait Islander clients who receive Caxton services from 5 to 6%.

Our data recording system CLASS indicates there were 6.68% First Nations clients across all programs in the 2020–2021 financial year. In some specialist programs such as the Bail Support Program, OPALS Health Justice Partnership, the Domestic Violence Duty Lawyer Service, the Queensland Coronial Legal Service and the general counselling service, the engagement levels were much higher.

The First Nations Working Group will discuss how to improve engagement across all programs and potentially raise the organisation-wide target given the success thus far.



Our Chair Terry Stedman with external members of our First Nations Working Group including Margaret Hornagold, Aunty Gwen Taylor and Alf Davis.





WE ARE GUIDING THE NEXT GENERATION OF LEGAL PROFESSIONALS

Student Clinics

This year we again welcomed law students from the Queensland University of Technology, Griffith University and the University of Queensland to participate in our dedicated family law, consumer law and general law clinics. We also invited students to assist at our evening advice sessions and within our Family Law and Domestic and Family Violence Duty Lawyer services.

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

The University of Queensland Pro Bono Centre also sent us a group of students to take part in the Manning Street Project, which strengthens the capacity of community legal centres and other non-profit organisations to undertake law reform and policy research. Students attended the centre each week and, under the supervision of various lawyers from Caxton and the Environmental Defenders Office, assisted the following projects through research or producing resources:

- Police Powers and Human Rights
[Caxton supervisor: Brittany Smeed]
- Project Blue Card [Caxton supervisor: Anna Brasnett]
- An Independent Environmental Protection Agency for Queensland [EDO supervisor: Revel Pointon]
- Guardianship Reforms and Breaches Under an Enduring Power of Attorney [Caxton supervisor: Colette Bots].

Secondment at Caxton

Caxton has had the privilege of two secondment arrangements with Norton Rose Fulbright (12-month full-time secondment) and HWL Ebsworth (ongoing two rotational secondees for eight weeks working two days each per week).

My Experience as a Secondee

The opportunity to work at Caxton as a pro bono secondee has been incredibly humbling. Experiencing the rawness and authenticity of clients has given me a forthright insight into the reality of the structural barriers faced by so many people in the local community. It highlighted the personal impact each and every decision made by the judiciary can have, and the importance of societal support. It has also enabled me to develop my interpersonal and communication skills, particularly an ability to effectively communicate with people from a diverse range of backgrounds.

During my time at Caxton I have worked across the coronial and custodial team, and in the family and domestic violence space. The variety of work has not only developed my legal understanding of these practice areas but also demonstrated the overlap between different areas of the law and the butterfly effect they have. Working with men in custody who have been charged with domestic violence offending, and with family members of a person whose death was caused by domestic violence has given me an understanding of the potential consequences of DV. This experience highlighted the importance of appropriate referrals to social workers or external services for safety planning, counselling or behavioural change programs.

I feel forever indebted to Caxton and Norton Rose Fulbright for enabling me to have this opportunity. This experience has also made me realise just how much we can do as lawyers to give back to the community and revived my motivation to make a regular pro bono contribution.



VOLUNTEERING IS WORTH A MILLION DOLLARS



You give over **\$1 million dollars** to our governments each year by providing **8688 hours** of free legal services to vulnerable Queenslanders.

Our volunteers make all the difference. Each year we cannot thank you enough. To our clients you provide thousands of hours of your time and impeccable assistance. To our centre you provide collegiate and organisational supports.

Sadly this year we farewelled our long-standing volunteer coordinator Michelle Ecclestone who did a marvelous job corralling our volunteers each week. We welcomed Jack Gibney to the role. Our volunteer party, which was postponed to February due to COVID-19 restrictions, was attended in style and had a very positive vibe.

We engage approximately **60** volunteers each month from a pool of over **200**.

More than **65%** are senior lawyers, ensuring high-quality legal assistance for our clients.

97% of our volunteers find volunteering at Caxton to be personally rewarding.

Profiling Employment Law Volunteer Lawyer:

Ellie Bassingthwaite

Associate Hall Payne Lawyers



What do you get out of Volunteering at Caxton

While I would like to think my motivation to volunteer at Caxton has always been 100% altruistic, this is probably not entirely truthful. When I first started volunteering at Caxton, it was in part due to a desire to improve my skills as a lawyer by forcing myself into situations where I could be called on to answer any number of questions, from across my practice area, with limited advanced notice. Although this may sound daunting for a junior lawyer, the supervisors that oversee the employment law session are exceptionally knowledgeable, always approachable and only too happy to provide the guidance needed to ensure that clients get the best advice possible. In those early days, I never left a volunteer session without having learned something new.

Now, a few more years later and a little bit wiser, I still enjoy speaking to people who would not have the opportunity to have their questions answered or their concerns addressed,

but for the service provided by Caxton. The collegiate nature of the employment law sessions and the opportunity to discuss unique and complex legal questions with solicitors from a variety of firms and backgrounds, is also a feature that keeps me coming back.

What Does a Typical Volunteer Shift Look Like

Volunteers usually arrive around 6 pm and have an opportunity to review the client list for conflicts before selecting matters that may be of interest to them. Gone are the days spent writing up file notes by hand, on carbon paper, around a communal table—we now have laptops and refurbished offices. Volunteers usually speak with one to three clients in an evening, and there is always a chance to discuss the advice provided with colleagues, prior to it being checked and sent out to the client for their records. While late nights are sometimes required, they are far and away the exception rather than the norm.

What is Your Advice to Someone Considering Volunteering?

Caxton has been so accommodating of my work and personal commitments, that I would encourage anyone who might have preemptively ruled themselves out as a volunteer to reassess, as Caxton will find a way to put your skills and experience to use for the benefit of the community, regardless of the time commitment you are able to provide.

The clients of Caxton are almost unfailingly gracious and grateful for the opportunity to speak to someone about their matter, and their appreciation does make the additional couple of hours after work, well, worthwhile.



VOLUNTEERING IS WORTH A MILLION DOLLARS

Thank You! to our Amazing Volunteers and Pro Bono Partners

Law Firms

Allens
Ashurst
Clayton Utz
Clyde and Co.
Gilshenan and Luton
Hall & Wilcox
Herbert Smith Freehills
Holding Redlich
Hopgood Ganim
HWL Ebsworth Lawyers
McCullough Robertson
McInnes Wilson
Minter Ellison
Murphy Schmidt
Norton Rose Fullbright
Wotton + Kearney

Barristers

Andrea Lawrence
Dr Chris McGrath
Emily Lewsey
Gerard Mullins QC
Iris Gavlic Pavlica
Jade Marr
John Farren
Matt Jackson
Max Walker
Mitchell Rawlings
Nick Congram
Patrick Wilson
Paula Morreau
Reiman Hii
Renee Berry
Saul Holt QC
Scott McDougall
Scott Seefeld
Simon Cleary
Simon Hamlyn-Harris
Vincent Brennan

Lawyers

Aaron Santelises
Adam Moschella
Ali French
Amelia Kousary
Amy Honan
Andrew Owens
Andrew Wydmanski
Anita Marie Hall
Avril Cowarn
Ben Taylor
Bradley Ellacott
Brianna Bullock
Bridget O'Brien
Cameron Niven
Carolyn Buchan
Chai Hoe
Colin Townes
Courtney David
Damien Payard
Dan Pratt
Daniel Johnston
Darren Townsend
Dean McNulty
Douglas Van de Hoef
Duncan Marckwald
Ebony-Jade Dignan
Ed Whitton
Edmund Robinson
Elena Marchetti
Elizabeth Harvey
Ellie Bassingthwaighte
Emily Lewsey
Emma Kirkby
Eustacia Yates
Evangeline Shaw
Faith Valencia-Forrester
Fiona Banwell
Gareth Walters
Georgiana Vine
Gina Grant
Graeme Haas
Harry McDonald
Helen Donovan
Hongi Han

Jacinta Norris
Jack Holmes
Jack Kennedy
Jacob Redden
Jade Paidel
Jaimee-Lee Jessop
James Hall
James Torcetti
Jane Guerin
Jane Hamer
Jane Kam
Jay Tseng
Jenna Johnsen
Jenny Mitchell
Jessica Grumelart
Joe Sherman
Jonathan Law
Josh Mennen
Joshua Williams
Kaitlin De Souza
Kate Adnams
Kay Rosolen
Ken Mackenzie
Kim Crosby
Kurt McDonald
Leanne Collingburne
Linda Cho
Lisa Walker
Louise Hogg
Luke Percy
Luke Vankan
Lynette Vanderstoep
Matthew Proctor
Maxwell Walker
Meg Hogan
Megan Armstrong
Melanie Hindman
Melody Martin
Michael Bonasia
Michelle Maxwell
Mitchell Cunningham
Nalika Burns-Pillay
Natalie Morris
Neil Paris
Niamh Toomey
Nicholas Andreatidis
Nick Dowse

Nicole Smith
Nigel Saines
Niki Schomberg
Patricia Kirkman-Scroope
Patrick Brown
Patrick Wilson
Paul Lucas
Pawel Zielinski
Penny Hallam
Phil Hall
Polly Richardson
Rachel McCarthy
Rachel Smith
Ray Murphy
Rebecca Mann
Reimen Hii
Robert Clarke
Robert Ivessa
Robert Reed
Robert Stevenson
Sally Newman
Sarah Pascoe
Sasha Purcell
Scott Thompson
Sean Gilmour
Sean Mei
Shane Monks
Shannon Chen
Shaun Chng
Sophie Harburg
Stella Bogdanovic
Stephanie Brown
Stephanie Ewart
Stephen Carius
Stephen Colditz
Stuart Unwin
Sue Weber
Susan Donkin
Tayla Mojidi
Thomas Allen
Tiela Morrison
Tim Wise
Tom Zwoerner
Venetia Brown
William Chan
William Schoenmaker

VOLUNTEERING IS WORTH A MILLION DOLLARS



Thank You! to our Amazing Volunteers and Pro Bono Partners

Law Graduates and Students

AJ Faisal
Alex Semmens
Alex Xu Lee
Alice Tanzer-Wilde
Alicia Hahn
Amanda Wisenthal
Annabelle Behan
Astrid Easton
Brandon Luyt
Brooke Denholme
Calum Douglass
Christel Goh
Damien Hamwood
Ella Viet-Prince
Elloise Campbell
Gus Brooks
Hayley Feakes
John Oh
Leah Carey
Liam Jackson
Lucy Duke
Madeleine Eaton
Mercedes Frew
Paul Kirkman-Scroope
Rachael Summers
Robert Clarke
Sarah Hamid
Simon Tabet
Simona Varga
Tanzih Ahmed
Thomas Bell
Vaishi Rajanayagam
Vinicius Rottgering





TREASURER'S REPORT

Caxton Legal Centre's services grew by 11% during the 2020–2021 financial year ending with a surplus of \$78 985 on an annual turnover of \$6 008 496.

The growth was a result of an expansion of the Queensland Coronial Legal Service along with additional funding received in response to increased need for family and domestic violence services. An IT grant assisted with the mobilisation of staff to continue service delivery remotely during times of lockdown as a result of the pandemic.

Expenses increased by \$660 674 for the financial year, and 96% of these additional costs were related to employee expenses, while we increased our capacity to deliver quality services for existing as well as the additional programs. Other, expenses were well controlled during the year and continued to make up less than 20% of total expenses.

Several of our funding streams were only renewed for one year, some of which were on the back of prior one-year

renewals. This means that 40% of our funding will be up for renewal again by the end of June 2022.

The balance sheet position is good with a current ratio of 1.35:1. Cash at the bank has improved year on year due to the early receipt of funds for the 2021–2022 financial year.

The 2020–2021 financial year has been a time in which Caxton has successfully adapted to the constantly changing conditions resulting from the pandemic, whilst continuing to deliver quality services for more than 5000 clients and maintaining fiscal sustainability.

We are proud of the way our finance and administration teams have managed the business side of our organisation, and are particularly glad to have Kelly Moore in our chief operating officer role. Thanks to all of the team for working together to deliver such a great financial outcome, which in the end allows us to deliver both better and more services to our clients.

OUR MANAGEMENT COMMITTEE

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

General members:

Alf Davis
Amanda Alford
Kevin Lambkin (retired September 2021)
Margaret Arthur
Mark Thomas
Matt Jackson
Wendy Mulcahy (retired September 2021)





FUNDING SOURCES AND PARTNERSHIPS

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

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

Funding



Australian Government

Funded by



**Queensland
Government**

Partners

**Metro South
Health**



Queensland
Government

National Seniors
AUSTRALIA



**THE UNIVERSITY
OF QUEENSLAND**
AUSTRALIA

Griffith
UNIVERSITY



**TOWNSVILLE
COMMUNITY
LAW**

FINANCIAL REPORT

1.

CAXTON LEGAL CENTRE INC. **STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME** **FOR THE YEAR ENDED 30 JUNE 2021**

	<u>Note</u>	<u>2021</u>	<u>2020</u>
Revenue	2	5,899,774.16	5,306,008.80
Other Income	2	108,722.17	96,470.44
Employee benefits expense		(4,977,624.07)	(4,340,904.69)
Depreciation and amortisation expense		(85,726.99)	(103,347.71)
Insurance		(16,956.53)	(13,704.46)
Motor vehicle and travel expenses		(33,354.88)	(41,367.02)
Property Expenses		(55,629.85)	(134,390.30)
Staff training and development expenses		(81,283.31)	(84,350.29)
Audit, legal and consultancy fees		(40,793.77)	(73,850.17)
Client support services expense		(293,925.17)	(106,147.33)
Other operating costs		(344,216.74)	(370,775.33)
Current year surplus before income tax		78,985.02	133,641.94
Income tax expense		-	-
Net current year surplus		78,985.02	133,641.94
Other comprehensive income		-	-
Total comprehensive income for the year		78,985.02	133,641.94
Total comprehensive income attributable to members of the entity		\$78,985.02	\$133,641.94

The accompanying notes form part of these financial statements.



2.

CAXTON LEGAL CENTRE INC.
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021

	<u>Note</u>	<u>2021</u>	<u>2020</u>
ASSETS			
Current Assets			
Cash at Bank - On Hand	3	1,646,180.91	1,144,599.96
Debtors & Prepayments		323,212.29	92,413.48
Deposits		585.00	5,085.00
Total Current Assets		1,969,978.20	1,242,098.44
Non-Current Assets			
Fixed Assets	4	2,508,305.01	2,582,493.00
Right of Use assets	5	12,435.00	18,632.00
Total Non-Current Assets		2,520,740.01	2,601,125.00
TOTAL ASSETS		<u>\$4,490,718.21</u>	<u>\$3,843,223.44</u>
LIABILITIES			
Current Liabilities			
Creditors & Accruals		395,405.74	316,855.64
Employee Provisions		558,832.72	469,367.99
Contract Liability	7	491,382.47	99,649.36
Lease Liability		12,120.00	12,812.00
Total Current Liabilities		1,457,740.93	898,684.99
Non-Current Liabilities			
Employee Provisions		192,486.03	176,949.22
Lease Liability		-	6,083.00
Total Non-Current Liabilities		192,486.03	183,032.22
TOTAL LIABILITIES		<u>1,650,226.96</u>	<u>1,081,717.21</u>
NET ASSETS		<u>\$2,840,491.25</u>	<u>\$2,761,506.23</u>
MEMBERS FUNDS			
Retained Surplus		2,840,491.25	2,761,506.23
TOTAL MEMBERS FUNDS		<u>\$2,840,491.25</u>	<u>\$2,761,506.23</u>

The accompanying notes form part of these financial statements.



3.

CAXTON LEGAL CENTRE INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2021

	<u>Retained Surplus</u>	<u>Revaluation Surplus</u>	<u>Total</u>
Balance at 1 July 2019	\$2,627,864.29	\$NIL	\$2,627,864.29
Comprehensive Income			
Surplus for the year attributable to members of the entity	\$133,641.94	-	\$133,641.94
Total comprehensive income attributable to members of the entity	\$133,641.94	-	\$133,641.94
Balance at 30 June 2020	\$2,761,506.23	\$NIL	\$2,761,506.23
Balance at 1 July 2020	\$2,761,506.23	\$NIL	\$2,761,506.23
Comprehensive Income			
Surplus for the year attributable to members of the entity	\$78,985.02	-	\$78,985.02
Total comprehensive income attributable to members of the entity	\$78,985.02	-	\$78,985.02
Balance at 30 June 2021	\$2,840,491.25	\$NIL	\$2,840,491.25

The accompanying notes form part of these financial statements.



4.

CAXTON LEGAL CENTRE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

	<u>2021</u>	<u>2020</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Interest	469.77	1,120.96
Other	260,505.99	362,262.71
Cash flows from Government Grants	5,924,699.72	5,051,247.48
Payments		
Suppliers and Employees	(5,671,282.53)	(5,132,308.04)
Net cash provided by (used in) operating activities	<u>\$514,392.95</u>	<u>\$282,323.11</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for purchase of plant & equipment	-	-
Net cash provided by (used in) investing activities	<u>-</u>	<u>-</u>
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Repayments of Lease Liabilities	(12,812.00)	(12,309.00)
Net cash provided by (used in) financing activities	<u>\$(12,812.00)</u>	<u>(12,309.00)</u>
Net increase (decrease) in cash held	501,580.95	270,014.11
Cash at beginning of the reporting period	1,144,599.96	874,585.85
Cash at end of the reporting period	<u>\$1,646,180.91</u>	<u>\$1,144,599.96</u>
RECONCILIATION OF NET SURPLUS/DEFICIT TO NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		
Operating Result	78,985.02	133,641.94
- Depreciation	85,726.99	103,347.71
- Interest	695.00	689.00
- (Increase)/Decrease in Receivables	(230,798.81)	17,681.82
- (Increase)/Decrease in Deposits	4,500.00	(690.00)
- Increase/(Decrease) in Payables	78,550.10	(46,066.89)
- Increase/(Decrease) in Provisions	105,001.54	79,249.44
- Increase/(Decrease) Contract Liability	391,733.11	(5,529.91)
Net cash provided by (used in) operating activities	<u>\$514,392.95</u>	<u>\$282,323.11</u>

The accompanying notes form part of these financial statements.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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

(b) Leases

The Association as lessee

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

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

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

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

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

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

Concessionary Leases

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



7.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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

(c) Property, Plant and Equipment

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

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

The depreciation rates used are as follows:

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

(d) Impairment of Assets

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

(e) Employee Provisions

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

(f) Cash and Cash Equivalents

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

(g) Provisions

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

(h) Income Tax

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



8.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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

(i) Goods and Services Tax (GST)

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

(j) Comparative Figures

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported for the current financial year.

(k) Economic Dependence

The Caxton Legal Centre Inc. is dependant on government funding to operate. As at the date of the report the committee has no reason to believe the government will not continue to support the organisation.

(l) Significant Management Judgement in Applying Accounting Policies

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



9.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	<u>2021</u>	<u>2020</u>
2. REVENUE AND OTHER INCOME		
Revenue		
Revenue from Government Grants		
Legal Aid Office (Queensland)	1,394,329.00	1,105,664.00
Legal Aid Office (Queensland) - Other Projects	424,842.00	382,685.73
Office of Legal Aid & Family Services - Commonwealth	992,101.00	834,942.00
Department of Communities, Disability Services and Seniors	1,329,173.00	1,331,171.00
Department of Housing and Public Works	373,260.91	357,090.91
Queensland Corrective Services	818,779.70	799,223.75
Attorney General's Department	362,481.00	270,000.00
	5,694,966.61	5,080,777.39
Other Revenue		
Non-Recurrent Funding	130,512.22	150,442.95
Interest	469.77	1,120.96
Clinic Fees	61,272.73	55,300.00
Royalties	12,552.83	18,367.50
	5,899,774.16	5,306,008.80
TOTAL REVENUE		
	5,899,774.16	5,306,008.80
Other Income		
Donations	5,086.41	8,768.37
Membership	540.00	835.45
Sundry Income	103,095.76	86,866.62
	108,722.17	96,470.44
TOTAL OTHER INCOME		
	108,722.17	96,470.44
TOTAL REVENUE AND OTHER INCOME		
	\$6,008,496.33	\$5,402,479.24
3. CASH AT BANK, ON DEPOSIT & ON HAND		
Petty Cash	142.95	200.00
Westpac - Cheque account	119,477.49	113,211.61
Westpac - Cash Reserve Account	1,387,577.49	887,149.90
Westpac - Cash Reserve Account	138,651.06	141,964.31
Pay Pal Account	331.92	331.92
Australia Post Mastercard	-	1,742.22
	\$1,646,180.91	\$1,144,599.96



10.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	<u>2021</u>	<u>2020</u>
4. FIXED ASSETS		
Land & Buildings - At Cost		
- 1 Manning Street, South Brisbane	2,717,675.25	2,717,675.25
- Depreciation Building	<u>(224,991.00)</u>	<u>(199,995.00)</u>
	<u>2,492,684.25</u>	<u>2,517,680.25</u>

Land and buildings are included in the Financial Statements at cost. However, this does not necessarily represent the market value or recoverable amount, as the association is a non-profit organisation, and the service potential of land and buildings is not related to the land and building's ability to generate net cash inflows.

Office Equipment, Furniture and Motor Vehicles		
Written Down Value 1 July 2000	64,812.75	131,281.46
- Depreciation	<u>(49,191.99)</u>	<u>(66,468.71)</u>
	<u>15,620.76</u>	<u>64,812.75</u>
	<u>\$2,508,305.01</u>	<u>\$2,582,493.00</u>

5. RIGHT-OF-USE ASSET

The organisation leases two motor vehicles for 2 to 3 year terms.

i) AASB 16 related amounts recognised in the Balance Sheet:

RIGHT-OF-USE ASSETS

Leased Motor Vehicles	35,858.00	30,515.00
Accumulated Depreciation	<u>23,423.00</u>	<u>11,883.00</u>
TOTAL RIGHT-OF-USE ASSETS	<u>\$12,435.00</u>	<u>\$18,632.00</u>

i) AASB 16 related amounts recognised in the Statement of Profit or Loss:

Depreciation Charge related to Right-Of-Use Assets	11,540.00	11,883.00
Interest Expense on Lease Liabilities	695.00	688.00

6. CHARGE ON PROPERTY

The following mortgages have been given over freehold premises at 1 Manning Street, South Brisbane:-

First Mortgage - Westpac Bank
 - Balance of Mortgage

- -

The organisation has a business overdraft facility with Westpac Bank for \$600,000.00.



11.

CAXTON LEGAL CENTRE INC.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	<u>2021</u>	<u>2020</u>
7. CONTRACT LIABILITY		
Attorney-General's Department	294,000.00	-
Legal Aid (Queensland)	130,416.00	-
Department of Housing and Public Works	-	8,085.00
Clinic Fees - Queensland University of Technology	-	24,000.00
Queensland Corrective Services	66,966.47	67,564.36
	<u>\$491,382.47</u>	<u>\$99,649.36</u>

8. EVENTS AFTER THE REPORTING PERIOD

The impact of the Coronavirus (COVID-19) pandemic is ongoing, and while it has not had a financial impact for the entity up to 30 June 2021, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.



12.

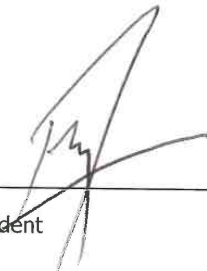
CAXTON LEGAL CENTRE INC.

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial Statements.

1. In the opinion of the committee the financial report as set out on pages 1 to 11 are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012 and:
 - (i) Comply with the Australian Accounting Standards applicable to the entity; and
 - (ii) Give a true and fair view of the association's financial position as at 30 June 2021 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. At the date of this statement, there are reasonable grounds to believe that Caxton Legal Centre Inc. will be able to pay its debts as and when they fall due.

This Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.



President

Treasurer

26 / 10 / 2021

Date

13.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

CAXTON LEGAL CENTRE INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Caxton Legal Centre Inc., which comprises the statement of financial position as at 30 June 2021, the statement of profit & loss and other comprehensive income, statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

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

- 1) Giving a true and fair view of the associations financial position as at 30 June 2021 and of its performance for the year then ended; and
- 2) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

Basis for Opinion

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

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

Emphasis of Matter – Basis of Accounting

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

Responsibilities of the Committee for the Financial Report

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

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



14.

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

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

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

Dated this 11th day of October 2021



15.

CAXTON LEGAL CENTRE INC.
SUPPLEMENTARY INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

COMMUNITY LEGAL CENTRE

	<u>2021</u>	<u>2020</u>
<u>INCOME</u>		
Grant Received	992,101.00	834,942.00
Legal Aid Office (Queensland)	1,394,329.00	1,105,664.00
Qld-Statewide Coronial Assistance Services	-	100,000.00
Digital Upgrade Grant	-	10,000.00
	2,386,430.00	2,050,606.00
Other Income	83,111.54	87,656.70
<u>TOTAL INCOME</u>	\$2,469,541.54	\$2,138,262.70
<u>LESS EXPENSES</u>		
Salaries and Wages	1,979,229.27	1,777,723.47
Staff Training	25,696.94	22,097.57
Staff Recruitment	6,571.96	10,000.00
Premises Costs	100,616.25	86,850.06
Communication Expenses	23,499.57	20,981.00
Office Overheads	40,005.47	56,310.33
Insurance	7,783.46	4,520.01
Finance & Accounting Fees	4,171.77	4,400.00
Travel	10,799.30	9,000.00
Library, Resources & Subscriptions	15,517.84	26,880.26
Programming & Planning	221,079.60	76,000.00
Digital Upgrade	-	10,000.00
Minor Equipment	10,902.47	7,500.00
Depreciation	11,000.00	10,000.00
Client Disbursements	12,667.64	16,000.00
<u>TOTAL EXPENSES</u>	\$2,469,541.54	\$2,138,262.70
<u>NET SURPLUS/(DEFICIT) FOR THE YEAR</u>	\$NIL	\$NIL

The accompanying notes form part of these financial statements.



caxton

legal centre inc

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Office hours: 9 am – 5 pm Monday to Friday

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

Call us to book an appointment.

