



**LawRight**  
Access | Justice

# 2019 Annual Report

# Acknowledgement of Country

LawRight acknowledges that we are on the land of Aboriginal and Torres Strait Islander peoples. We pay deep respect to their elders, past, present and emerging.

This year LawRight endorsed the Uluru Statement from the Heart. We see the truth of its words in our work with Aboriginal and Torres Strait Islander communities and we hope to continue this partnership to support the empowerment and voice of First Nations people.

*"Proportionally, we are the most incarcerated people on the planet. We are not an innately criminal people. Our children are alienated from their families at unprecedented rates. This cannot be because we have no love for them. And our youth languish in detention in obscene numbers. They should be our hope for the future.*

*These dimensions of our crisis tell plainly the structural nature of our problem. This is the torment of our powerlessness.*

*We seek constitutional reforms to empower our people and take a rightful place in our own country. When we have power over our destiny our children will flourish. They will walk in two worlds and their culture will be a gift to their country."*

- Extract from the Uluru Statement from the Heart

2019...

29,904  
pro bono  
hours



**3,509** requests  
for help



**92** people and  
NFPs connected  
to pro bono  
representation



**LawRight improves lives  
of vulnerable people  
by increasing access to  
justice through  
strategic partnerships  
with pro bono lawyers**

**121** clients  
represented by  
duty lawyers

**525**

self-represented  
litigants



**433**

people homeless  
or at risk of  
homelessness

**136** clients of  
health justice  
partnerships



**139** people at mental  
health hearings



# LawRight Patron

*"LawRight is now in its 18th year of operation in Queensland. In recent times there have been some setbacks. Funding cuts have meant that some services could not continue and others are being maintained with great difficulty. But LawRight, through the good will and dedication of staff and volunteers, has nonetheless achieved another year of great service to the law, to the public and to the courts."*

**The Honourable  
Catherine Holmes,  
Chief Justice of  
Queensland**





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## President

It is my privilege to deliver my third and final report as the President of LawRight.

This has been another successful year for the organisation. LawRight has stretched the value of every fundraising and funding dollar to increase access to justice for thousands of Queensland's most vulnerable individuals. We have also coordinated the delivery of thousands of hours of pro bono work through our member firms and barristers while maintaining important engagement with other organisations within the community legal sector.

In this report, I will highlight aspects of LawRight's performance over the 2018-2019 year, but with a particular focus on the theme of leadership.

### Strategic review

We took the opportunity during the year to conduct a strategic review of the organisation. One purpose of the review was to critically analyse whether we had the right structures and management committee composition in place to guide the organisation through future challenges and opportunities. A result was a reformulation of the committee, including new positions for persons with exceptional skills and expertise, but who are not representatives of member firms or the Bar.

### We need champions of pro bono

There are a number of notable and devoted practitioners who drive service delivery, but they require broader support. We need a wider cohort "champions" of pro bono work at senior levels of the legal profession who provide lived examples of a commitment to community service, demonstrating the standard expected of the wider profession.

Culture is driven from the top. As a profession we need to dispel the belief that pro bono work is something done by more junior practitioners for training. We need the best and brightest doing pro bono case work.

If every practitioner in Queensland undertook one genuine pro bono matter commensurate with their skills and experience (be it an advice, appearance or mediation) once per year, of even a few hours, we would make an enormous improvement in the supply of legal services to the most vulnerable Queenslanders.

### Our engagement with the profession

My call for champions of pro bono work is made in the context of my profound gratitude for the efforts of our many solicitor and barrister members and volunteers.

One project of my Presidency was to focus on LawRight's engagement with the Bar generally. On the whole, that venture has been successful. We have benefited from notable contributions by barristers and by the Bar Association of Queensland to the Legal Walk held in May 2019. I wish to particularly acknowledge the leadership shown by the Association's President, Rebecca Treston QC. The Bar is a rich resource which is not yet fully tapped. In my respectful view, the proportion of practising commercial barristers in Queensland who take LawRight referrals is too low. However, it is obvious that the Bar Association recognises the importance of pro bono work. I am confident that the Bar's contribution to LawRight will increase in future years.

I also acknowledge the continuing vital role played by LawRight's member firms. Many of our existing "champions" of pro bono are to be found among their ranks. Member firms provide time, expertise, services in kind and money across a range of services and are highly visible participants in fundraising efforts.

I am pleased to note LawRight's calculation that it coordinated the provision of 29,900 hours of pro bono work in Queensland in the 2018-2019 reporting year.



## LawRight's leadership

We are privileged to have as our Patron the Honourable Catherine Holmes, the Chief Justice of Queensland. Her Honour is a frequent attendee and host at a range of LawRight events, as are many other judges.

I also commend LawRight staff for the high standard of day-to-day service delivery across the organisation. A number of true champions of the community legal sector are to be found among LawRight's staff and volunteers. I invite you to reflect upon the work which underlies the services statistics which are set out in this report.

On the topic of leadership, I would like to acknowledge the tireless work of Sue Garlick and Linda Macpherson, the co-directors of LawRight. They balance strong management with strategic vision and true dedication for service delivery. LawRight is fortunate to have benefited from their services.

I am also indebted to the members of the management committee for their dedication to the organisation and thoughtful direction over the course of the year. It has been a true privilege to serve in the role of President for the last three years. I look forward to seeing the contributions of new members of the committee, including a new President.

## Funding

A further, and final, area in which leadership is required relates to fundraising.

A particularly exciting project throughout the reporting period was the "LawYarn" resource, which assists health workers at the Wuchopperen Health Service to yarn with Indigenous people to identify legal problems. Despite the success of the LawYarn resource, there is unfortunately no funding for the project to continue through the next reporting year.

We look to the State and Commonwealth Attorneys-General for leadership on funding not just of LawRight, but of the community legal sector more generally. While recognising the myriad claims on the public purse, access to justice in our society is beyond the reach of many disadvantaged Queenslanders. We hope that the Commonwealth and State demonstrate their recognition of the sector by committing to stable and growing funding in the next multi-year funding round from 1 July 2020.

We look to senior and junior members of the profession for support as well. We would welcome new members from across the profession. For junior practitioners, we encourage continued fundraising support of the Legal Walk and attendance at our events. More established practitioners should consider our "Friends of LawRight" initiative. That program seeks "champions" of the sector who commit to

donate \$1,000 per year for three years, to provide LawRight with a reliable income stream outside of government funding. We have a strong core of "Friends of LawRight" already, but we need broader support to allow LawRight to continue to provide services, such as LawYarn, into the future.

This report is a brief introduction to the annual report. I commend it to you as a comprehensive account of LawRight's activities during 2018-2019.

## President

Matthew Jones of Counsel



## Joint Directors

This report details the extent and impact of the pro bono efforts of the legal profession delivered through LawRight in 2018/19. We are proud and grateful to share it with you.

Since our establishment in June 2001 and armed with a belief in the power of collaboration, LawRight members have responded to access to justice gaps in our community. We collaborate with the vulnerable people whose complex needs mean they live in these gaps; with the community, health and civic organisations that grapple with these gaps; and with the legal profession at all levels. Although collaboration is inherently challenging as it exposes deficits in our varied practices and demands our flexibility and persistence, LawRight members remain motivated.

Working with motivated people is always a pleasure and thank you to each of you for your contribution - your 29,900 hours of volunteering, record breaking participation in the Walk and your generous financial support. Thank you to the courts, law firms and community organisations that donate office space, equipment, catering, training and event space and to the capacity building organisations that have donated their digital, production and planning expertise.

We are encouraged by the growing list of Friends of LawRight who have enabled some services to securely expand without government funding. LawRight tries to balance what the client actually needs to resolve their legal problem with our level of government funding. We currently over-deliver on government-funded services by 36% thanks to the profession's pro bono and financial support. However, once we know the outcome of tenders for government funding 2020-2025, we may need to make difficult decisions about our service delivery model. The need to diversify our funding streams remains urgent.

Special thanks to Andrew Buchanan and Kathleen Singleton for applying your rare skill sets so patiently and cheerfully; to Marshall Irwin for guiding the SRS Reference Group, Margaret McMurdo AC, Patron of our Civil Justice Fund and to Chief Justice, Catherine Holmes, Patron of LawRight.

Thank you to the LawRight Management Committee who govern LawRight on behalf of the profession with such energy and "skin in the game", and especially to Matt Jones, our tireless and nimble President.

Warm thanks and congratulations to LawRight staff – 33 of us scattered from Cairns to our Brisbane CBD and suburban outposts – your skill, focus, teamwork and enthusiasm are at the heart of this amazing collaboration.

Finally, we welcome the Human Rights Act 2019 (QLD), which takes effect from January 1, 2020. A human rights framework has underpinned collaboration at LawRight for the last eighteen years. We look forward to exploring with our members the new opportunities for vulnerable people to access justice.

### Joint Directors

Sue Garlick & Linda Macpherson



# Queensland Legal Walk

The Queensland Legal Walk is a celebration of the legal profession's commitment to access to justice and pro bono.

The walk was held on Tuesday 14 May 2019 in Brisbane, Cairns, Gold Coast, Mackay, Sunshine Coast, Toowoomba, and Townsville as part of Law Week and National Pro Bono Day.

The Chief Justice, Her Honour Catherine Holmes and the Queensland Attorney-General, Yvette D'Ath led the walk.

The record breaking numbers and donations helped:

- LawRight maintain and grow pro bono services
- pay disbursements for clients of community legal centres and pro bono lawyers

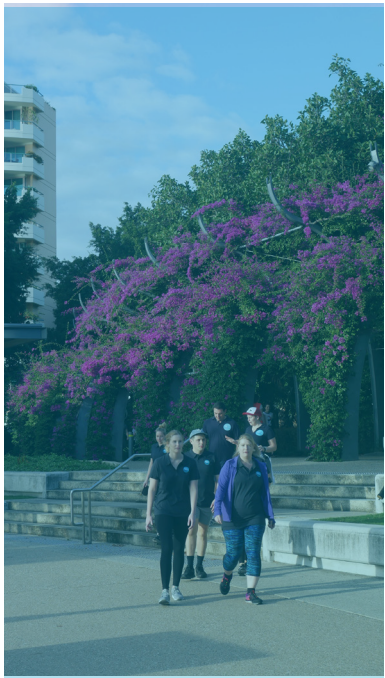
## Townsville

We donated \$10,000 to Townsville Community Legal Service to help respond to the legal needs of vulnerable people impacted by flooding.

## Thank you

The Coffee Club, Brisbane City Council, Queensland Law Society, Bar Association of Queensland and the regional District Law Associations for your support.









## Our impact Queensland Legal Walk

# 1,170

participants

# 7

locations  
across  
Queensland

# \$121,000

raised in support of LawRight and pro  
bono work across Queensland

### 2019 champions

**Champion firm and overall team**  
Clayton Utz

**Champion Chambers**  
North Quarter Lane Chambers

**Champion Law School**  
Queensland University of Technology

**Champion Individual**  
Sarah Kitching of Clayton Utz

**Walk Spirit Award**  
MurphySchmidt

# Pro Bono Connect

WHY

Many people cannot afford a private lawyer or obtain legal aid but need legal representation to protect their housing, income and legal rights.

13% not-for-profits  
11% elder abuse

15% property disputes  
12% migration and refugee problems

How

5,113 hours of pro bono legal help

59 people with public interest matters provided with pro bono legal representation by LawRight members

33 people provided with pro bono legal representation by QLS or BAQ members



Where

Our online application is available statewide and triaged by 2.2 FTE staff

35% applicants are referred from other community legal centres that cannot offer the intensive legal service required

35% applicants live in regional or remote Queensland

## Projects

Toyota Production System Support Centre (TSSC) donated their expertise to help us increase access to justice for vulnerable people.

Their deep analysis of our assessment and referral process enabled us to:

- increase the number of referrals accepted by pro bono lawyers;
- match the client's need to pro bono capacity and priorities;
- plan for efficient and continuous improvement of our service.





# Stories of impact

## John – coronial inquest

John was caught in a nightmare when his elderly wife was in a car accident where a traffic controller died. His wife also died before the coronial inquest and John was called to give evidence. He would have been the only party at the inquest without legal representation. The Coroner's Court connected John to Pro Bono Connect who obtained full pro bono representation for John. The coroner held there were no adverse findings against him or his wife. John was very appreciative of our support during such a difficult time.

## Supporting regional CLCs

A regional community legal centre contacted LawRight to help a victim of elder abuse who was living with the perpetrator of the abuse and needed urgent help to stop the sale of her property by the perpetrator. Within hours, Pro Bono Connect connected the client with a law firm able to act immediately to protect her legal rights and relieve her anxiety.

## Jude – carer abuse

Jude's carer persuaded her to pay him \$250,000 as "a secret gift", and to give him power of attorney. The "carer" used the money to pay his own mortgage and for overseas holidays. LawRight connected Jude to full legal representation to pursue her legal rights.

## Adam – visa cancellation

Adam's visa was cancelled on character grounds. LawRight connected Adam with a pro bono barrister and the decision to cancel Adam's visa was quashed by the Federal Court, and remitted to the Administrative Appeals Tribunal for reconsideration.

## George – housing rights

Before George's elderly mother died, she wrote a will that gave him the right to live in the house. But George couldn't read or write and didn't know his rights. He thought he was going to be kicked out of the house because the executor of the will refused to contact him or finalise the estate. LawRight connected George to pro bono lawyers who enforced his rights.

## Our impact Pro Bono Connect

Increased access to justice for

**470** vulnerable people and not-for-profits, from 816 applications

**5,113** pro bono legal help

**140** people received a comprehensive assessment of their legal problem

**48** people given legal advice and a referral to other support services

**86%** LawRight referrals for pro bono representation are accepted

**92** people given pro bono representation to protect their housing, income and legal rights.

### Participating firms

Allens  
Ashurst  
Baker McKenzie  
Bartley Law  
Clayton Utz  
Colin Biggers and Paisley  
DLA Piper  
Guy Sara & Associates  
Hall & Wilcox  
Herbert Smith Freehills  
Holding Redlich  
HopgoodGanim  
King & Wood Mallesons  
Minter Ellison  
Murphy Schmidt  
Shine Lawyers  
Sparke Helmore  
Thornton Legal

### Participating barristers

Anand Shah  
Bridget O'Brien  
Damien O'Brien QC  
Emma Hoiberg  
Gavin Handran  
George Kalimnios  
Hamish Clift  
Hugh Scott-Mackenzie  
Jules Moxon  
Justin Carter  
Margaret Forrest  
Mark Steele  
Matt Jones  
Michael de Waard  
Robert Lake  
Stephen Lee  
Steven Forrest  
Steven Jones

# Self Representation Service

WHY

**Vulnerable people who cannot afford a lawyer need help to navigate complex and stressful court and tribunal proceedings, even when they are capable of self-representing.**

17% clients are seniors

30% clients have a disability  
81% clients earn <\$52,000

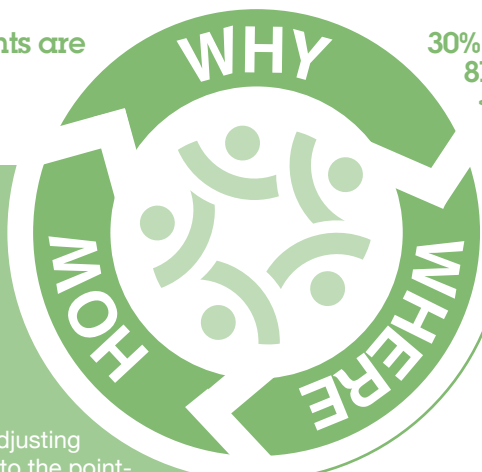
How

9,009 pro bono hours to provided

Tailored legal assistance throughout proceedings, adjusting the intensity of the service to the point-in-time capability of the client.

Pro bono lawyers attend rostered appointments and staff provide supplementary legal services.

**3,490 legal services provided**



Where

SRS offices are located full-time at the Brisbane registry of:

- Supreme Court
- District Court
- Court of Appeal
- Duty Lawyer at QCAT and Magistrates Court (Enforcement Hearings)
- Queensland Civil and Administrative Tribunal
- Federal Court
- Federal Circuit Court

24% clients live in regional Queensland

## Debate

Our first “Getting the Law Right” debate was held at the Banco Court on 12 November and highlighted the challenges facing self-represented litigants in civil proceedings. The winning team was Matthew Jones, Danielle Tay and Narelle Bedford, and esteemed adjudicators were Margaret McMurdo AC, Marshall Irwin and Tony Woodyatt.



## Champion volunteer

Dan Pennicott volunteers two days per week at the State Courts Self Representation Service. Dan retired from Gadens in June 2016 after 33 years of professional practice (including 31 years as a partner) and commenced volunteering at LawRight shortly after. Dan reviews files, provides training, strategic advice and assistance to LawRight staff, and helps draft pleadings, correspondence and other documents for self represented litigants. Thank you Dan.

## Corrs Chambers Westgrath

Since March 2009, Corrs has provided a full-time secondee to enhance LawRight's capacity.

## Court stakeholders

We are grateful that space and equipment for LawRight Self Representation offices are provided without charge at the Brisbane locations of the courts and tribunals. When QCAT moved and renovated all its Brisbane offices early in 2019, we appreciated the care they took to include LawRight in the design and transition process.

Throughout the year LawRight staff meet and liaise with registry staff to strengthen referral pathways, increase opportunities for collaboration, and as far as possible, embed and integrate our service delivery within the court process.

## Our impact Self Representation Service

Increased access to justice for

# 608

**self represented  
litigants**

# 9,009

**hours of pro bono legal help**

### SRS Reference Group

Marshall Irwin (Chair)  
Jo Rennick, Managing Partner MurphySchmidt  
Stephen Golditz, Counsel  
Narelle Bedford, Assistant Professor Bond  
University  
Gavin Handran, Counsel  
Tony Woodyatt, LawRight life member  
Margaret McMurdo AC  
Monica Taylor, Director of The University of  
Queensland Pro Bono Centre



# Self Representation Service State Courts



LawRight's State Courts Self Representation Service assists litigants in:

- Supreme Court of Queensland
- District Court of Queensland
- Queensland Court of Appeal

## Defamation challenges

25% of State Courts SRS matters involve people with defamation disputes. It's easy to transgress defamation laws on social media and complex to defend yourself in court.

LawRight contributed to the recent review of defamation laws by the Council of Attorneys-General, making written submissions and participating in round table discussions.

# Stories of impact

## Liza - defamation

Liza worked at a small regional zoo which made plans to share animals with Business X. Liza had concerns and raised them.

Bob was an employee of Business X and lost his job after the concerns were raised. Bob blamed Liza and had private lawyers sue her for defamation and \$400,000 of damages.

A zoo-keeper salary doesn't cover the cost of private lawyers, so when Liza got the court documents, she connected to LawRight.

Over three long appointments with volunteer lawyers, Liza drafted a defence, requested details from Bob's lawyers and asked for mediation. In between volunteer appointments, LawRight staff supported Liza, who had to "hop out of the monkey enclosure" to speak to us one day.

Bob agreed to a mediation and volunteer lawyers helped Liza prepare - clarifying her case and the value of settling the matter, offering mediation strategies and resources.

LawRight arranged for a pro bono mediator and the matter was resolved.

## Lee - business dispute

Lee ran a small family restaurant but had to close the business, alleging that the landlord refused to repair leaks, flooding and other plumbing problems which interfered with his business.

The landlord sued Lee for unpaid rent and damage to the property but when Lee got the court documents he was overwhelmed and had no money for lawyers. He reached out to LawRight for help less than a week before he had to file a defence. Lee doesn't speak English well and struggled with the court paperwork and procedures. Over 18 months, volunteer lawyers from five different law firms helped him take each step - filing a defence, amending documents, writing to the landlord's lawyers, making a counterclaim and offering to settle.

The landlord would not negotiate and pressed on with court proceedings, document disclosure and preparations for trial. Lee invited the landlord to mediation and LawRight arranged a pro bono barrister to assist Lee, but still the dispute was not resolved. After 60 hours of pro bono legal efforts, and in the middle of helping Lee subpoena witnesses for trial, the volunteers encouraged Lee to make one final settlement offer. Finally, this offer was accepted by the other side and the matter was resolved.

Lee wrote to LawRight: "I would like to extend my thank you for all the help that you have given me in the past year and a half.... I am very grateful for all you have done for me and I can't thank you enough"

## Our impact

### State Courts Self Representation Service

Increased access to justice for

**129** people in complex litigation

**5,140** hours of pro bono legal help.

**2** legal services provided, ranging from advice to intensive support.

**75%** of clients received 10+ hours of face-to-face help.

**25%** of clients received 20+ hours of face-to-face help.

**35%** of clients encouraged to discontinue proceedings and avoid adverse financial and social outcomes as a result

### Participating firms

Allens	Hall & Wilcox
Ashurst	K&L Gates
Barry.Nilsson.Lawyers	King & Wood Mallesons
Bartley Cohen Litigation Lawyers	McCullough Robertson Lawyers
Clayton Utz	McInnes Wilson Lawyers
Cooper Grace Ward Lawyers	MinterEllison
Corrs Chambers Westgarth	MurphySchmidt
Crown Law	
DLA Piper Australia	

# Magistrates Court

# Enforcement Hearings Duty Lawyer

## Why

People facing debt enforcement proceedings in court, who don't know about the debt or have no capacity to pay, need legal help to navigate the process.

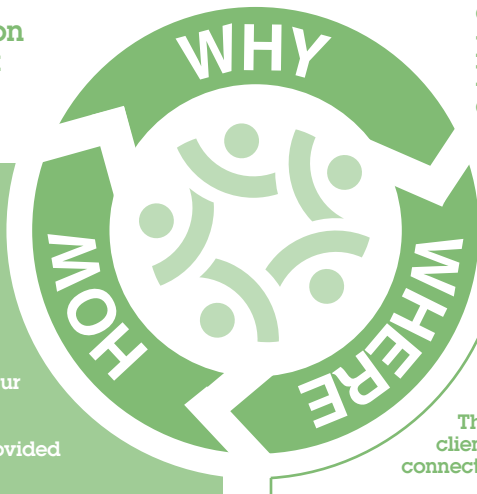
62% reliant on government benefits or equivalent

## How

875 hours of pro bono legal help

24 rostered volunteer barristers attend 3-hour sessions'

332 legal services provided



96% clients have below average household income and no assets

## Where

Weekly service at the Magistrates Court's Enforcement Hearings in Brisbane, coordinated by 0.4 staff paralegal

This is the first time most clients learn of the debt and connect with legal help.

## Sexually transmitted debt

A person in an abusive relationship may be named on loan documents even though they know nothing about the loan. When the relationship ends, shared responsibility for the loan does not, but no change of address is communicated to the loan creditor.

The “sexually-transmitted debt” is still pursued by creditors who obtain a court judgment. If the debt remains unpaid, a warrant may be issued to compel the debtor to attend court for an Enforcement Hearing and provide their financial information.

The debtor is often unaware of the entire process until police visit their home with the warrant. And with each procedural step, the size of the debt increases.

LawRight continues to explore how to connect to these “debt victims” earlier in this costly process.



# Story of impact

## Ann – business loan

Ann arrives at the Magistrates Court after police came to her home last week with a warrant to appear. She doesn't understand what it's all about.

A LawRight student volunteer listens to Ann's story and introduces her to the Duty Barrister. The creditor's representatives explain that Ann owes money from an old business loan of her ex-husband's. Ann is named on the loan, but since the marriage ended, Ann has been on the pension, didn't know about the debt and has never had legal advice about it.

The barrister helps Ann complete court forms to verify her financial position and the forms are witnessed by a JP at the Registry. The creditor's agent wants to cross-examine Ann and the barrister helps her prepare and represents her at the hearing. Once the creditor is convinced that Ann has no assets, the Registrar discharges the Enforcement Order. Ann is relieved.

## Our impact

### Magistrates Court Enforcement Hearings Duty Lawyer

Increased access to justice for

**83** people (often with no prior knowledge of their debt or capacity to pay it)

**875** hours of pro bono legal help

**601** appearances at hearings by 24 pro bono barristers to ensure procedural fairness

## All clients

received legal advice, help with court forms and help to speak to creditors.

### Participating barristers

Ahmed Fokruddin  
Alex Alcock  
Anthony Anderson  
Bianca Kabel  
Bridget O'Brien  
Catherine Chiang  
Duncan Marckwald  
Emma Hoiberg  
Fergus Savage  
Jade Marr  
Jason Mitchenson  
Justin Byrne  
Matthew Jones  
Matthew McDermott  
Michael Smith  
Nathan Laing  
Rachael Connors  
Reimen Hii

Robert Lake  
Robert Wearne  
San-Joe Tan  
Steven Hogg  
Sue McLeod  
Zoe Earl

# Self Representation Service Queensland Civil & Administrative Tribunal

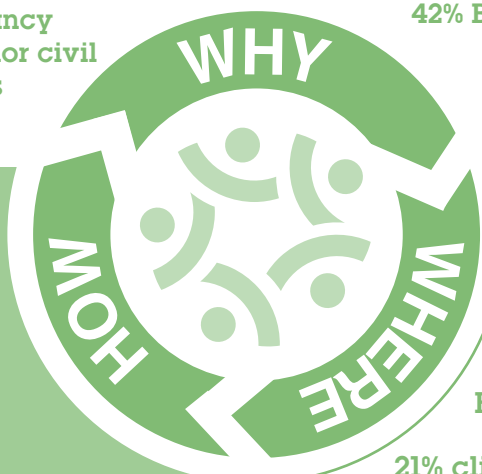
WHY

QCAT aims to be a “self-help” jurisdiction yet vulnerable people struggle to navigate the tribunal to resolve legal problems that impact their housing, income and legal rights. Some people need representation or support to self-represent.

18% tenancy and minor civil disputes

42% Blue Card reviews

26% guardianship matters



How

1,084 hours of pro bono legal help

9 law firms

166 appointments

Duty and pro bono barristers as required

1,448 legal services delivered

Where

2.6 FTE staff are located full-time next to QCAT Brisbane registry

21% clients live in regional Queensland

44% referred by Tribunal or registry staff

## Digital innovation

When a Blue Card decision is reviewed by QCAT, a key piece of evidence is the “life story” of the client. It can be difficult for a vulnerable person to include relevant information in an organised way, and our staff spend many hours helping clients manage this task.

The University of Queensland’s Access to Justice and Innovation student clinic, supervised by Andrea Perry-Petersen, developed an on-line guided interview with video prompts to help clients generate a cohesive “life story” and provided a live demonstration to QCAT Registrar David Bancroft in May 2019.

**“I should record my gratitude and the gratitude of the Tribunal to LawRight for providing the excellent service that it does in assisting self-represented litigants.”**

- Honourable Justice Martin Daubney AM  
President of QCAT



# Stories of impact

## Deb – Blue Card challenge

Deb needed a Blue Card so that she could study to be a primary teacher, but when she applied she was shocked to be rejected based on prior criminal offences for which no conviction had been recorded.

The offences were part of her past – a long-term violent relationship and being introduced to drugs by her partner. When she was charged, it “woke her up” and Deb reached out for family and professional help and left her abusive partner behind. The Magistrate considered these background factors and recorded no conviction.

Deb was connected to LawRight’s service at QCAT by the QCAT registry staff. She received over 10 hours of legal assistance from staff and rostered volunteers from law firms and over 8 hours of representation by pro bono barristers Clem Van Der Weegan, Bruce Wacker and Edmund Robinson in a conciliation conference and hearing.

In its decision, the Tribunal stated that Blue Card incorrectly suggested that Deb should have been “more resilient” to domestic violence. QCAT stated that Deb had “shown courage and determination to extricate herself from an abusive relationship” and showed insight into her offending. They ordered Deb be granted a Blue Card.

## Layla – fleeing violence

Layla’s partner was unpredictable, physically violent, controlling and worse when drunk. Layla fled their shared home six months before the lease was up. She asked the real estate agent to remove her name from the joint lease but they refused and later held her responsible for rent arrears incurred after she left.

Layla wanted to dispute this and QCAT connected her to LawRight. Volunteer lawyers from McInnes Wilson and LawRight staff helped her prepare submissions to QCAT and understand the tribunal process.

Layla was very stressed but at the hearing, the decision-maker described Layla’s submissions as ‘comprehensive’. The Tribunal established that Layla was forced to vacate the tenancy due to domestic violence (even though she didn’t have a DVO) and ordered her name be removed from the lease from the time of her original application to QCAT.

Layla is glad it is all over and was grateful for LawRight’s support in such a turbulent period.

## Our impact

### QCAT Self Representation Service

Increased access to justice for

**211** people in QCAT

**1,084**  
hours of pro bono legal help

**1,448**  
legal services provided, ranging from **advice to intensive support**

**38** people represented by staff duty lawyers and pro bono barristers, received a total of **176 legal services**, reducing the impacts of family violence on their employment and community participation.

#### Participating firms

Clayton Utz  
Cooper Grace Ward  
K&L Gates  
Lander and Rogers  
McCullough Robertson  
McInnes Wilson  
Minter Ellison  
Murphy Schmidt  
Sparke Helmore

#### Participating barristers

Angela Rae  
Bridget O'Brien  
Bruce Wacker  
Clem Van Der Weegan  
Edmund Robinson  
Nathan Boyd

# Self Representation Service Federal Courts

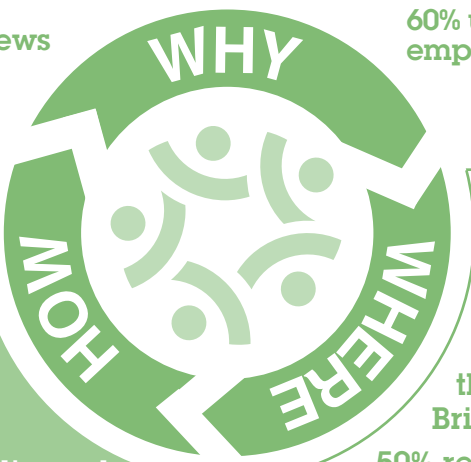
**Why** People who cannot afford a lawyer need help to resolve disputes in the Federal Court that impact their income, employment and legal rights.

14% migration reviews  
10% bankruptcy

60% unpaid wages and  
employment disputes

## How

1,910 pro bono hours  
12 law firms  
80 appointments  
722 legal services delivered



## Where

2.3 FTE staff are  
located full-time at  
the Federal Court in  
Brisbane  
50% referred by Court or  
registry staff

## Fair Work Settlement Conferences

18 pro bono barristers conducted 30 settlement conferences to assist small business and employees resolve unpaid wages disputes. 12 matters resolved and the other conferences clarified issues which shortens court time for all parties

**“Your assistance for self represented persons... also benefits the court and the other party... Your efforts... are enormously valued and greatly appreciated”.**

- Murray Belcher, National Judicial Registrar &  
District Registrar, Federal Court of Australia



# Stories of impact

## Tegan - underpaid

Tegan's boss deducted her training costs from her wage and paid her as an apprentice without registering the apprenticeship. Tegan resigned and started to claim for unpaid wages, but struggled to navigate the process. As a young Aboriginal person who was nine months pregnant she also faced broader challenges. LawRight helped her with court documents and arranged a pro bono mediation, where the dispute was settled.

*"I have come out of it feeling like I have won, learnt a lot and that I am stronger for it. Thank you so much for everything!" Tegan*

## Daniel - dismissed from work

Daniel worked as a chef until he was sacked, forcing him on to Centrelink. He had no assets and lots of debts. Daniel commenced a general protections claim against his former employer and they made a settlement offer, so he came to LawRight for advice. Daniel was able to settle the dispute fairly and has now been inspired to study law.

*"...it is great what you guys do to assist self represented litigants, your work is very noble to say the least"*

**Omar** has a criminal history and needs permission to travel overseas. When Queensland Police Service denied permission, Omar asked the Federal Court to review the decision.

LawRight helped Omar to understand that this was not the role of the court or the judicial review power and connected him with a community legal centre for help to approach the police more productively. Omar felt listened to and treated with dignity.

**Zhang** speaks limited English and has a mental illness. Zhang believed the bank should not have closed his account and applied to the Federal Court for a remedy. LawRight explained that the court could not help and connected Zhang to more appropriate services.

**Mohammed** was unhappy with a decision about his visa and wanted a judicial review. The Court referred Mohammed to LawRight, and a pro bono barrister advised that Mohammed had no chance of success. Pro bono lawyers used a translator to share the barrister's opinion with Mohammed and helped him discontinue his proceedings and avoid a \$7,000 costs order. LawRight also connected him to a migration agent about alternative visa options.

## Our impact Federal Courts Self Representation Service

Increased access to justice for

**185** people representing themselves in Federal Court

**1,910** pro bono hours

**722** legal services provided, ranging from advice to intensive support

**30%** of clients require legal support for more than 12 months.

**30%** of pro bono lawyers supporting the Federal Court SRS have more than 5 years of professional experience.

Participating firms	Fair Work Settlement Conference volunteers
Ashurst	Alex Alcock
Clayton Utz	Andrew See
Corrs Chambers Westgarth	Angela Hellewell
Hall & Wilcox	Chris Lenz
HogoodGanim	Farley Tolpen
King & Wood Mallesons	George Kalimnios
McCullough Robertson	Joe O'Hare
McInnes Wilson	John Farren
Minter Ellison	Kelly McIntyre
Piper Alderman	Kirsty Petersen
Sparke Helmore	Lynette Vanderstoep
Wotton + Kearney	Matt Jones
	Pamela McGheehan
	Polina Kinchina.
	Reimen Hii
	Rob Stevenson
	Roman Krumins
	Stephen Lee

# Outreach Legal Clinics



Outreach Legal Clinics include:

- Homeless Persons' Legal Clinic
- Refugee Civil Law Clinic
- Mental Health Civil Law Clinic
- Phone Legal Clinic

## Up-skilling community workers

Throughout the year, we train staff at each partner community agency to identify the legal needs of their clients and support their clients to address legal problems early and effectively.

Most of this training is organic and based on LawRight's close relationships with the goals of these agencies.

In March 2019, we also hosted a free training day attended by 63 caseworkers from 25 community agencies. The day equipped them to respond to the legal issues regularly experienced by their vulnerable clients: SPER debts, consumer complaints, child protection and custody issues, Centrelink disputes, NDIS appeals, mental health Treatment Authorities, Victim Assist applications, tenancies and evictions, and civil law responses to family and domestic violence.

LawRight lawyers and colleagues from Legal Aid and other community legal centres delivered the training, funded by a grant from the Legal Aid Queensland Community Legal Education Collaboration Fund.



# Best Practice Guide to Legal Outreach

The Best Practice Guide to Legal Outreach was published by LawRight on behalf of the Queensland Legal Assistance Forum and outlines principles for delivering legal outreach in the Queensland context.

The Best Practice Guide to Legal Outreach contains three resources:

- Consultation Report: developed in consultation with 18 legal assistance services, reflecting Queensland practices and service delivery models.
- Research Report: identifies the key research evidence which aligns with the principles laid out in the Consultation Report.
- Outreach Best Practices: an 'at a glance' guide to best practice in legal outreach

## An evening with Corey Allen

MinterEllison hosted an event with Inspector Corey Allen, Manager of Field Training at Queensland Police Academy, former Officer in Charge of Brisbane City, and 2010 Churchill Fellow, to share his perspectives on how vulnerable people engage with and are impacted by the justice system.

# Projects

## HighQ

HighQ donated its on-line file management system to support our Legal Clinic at 3rd Space. Shared access to client files improves OLC administration and enables better outcomes for clients.

## 180 Degrees Consulting

180 Degrees Consulting, a social enterprise utilising UQ students as consultants for non-profits, designed a social impact measurement toolkit for us. We are implementing the toolkit across select outreach locations.

## MinterEllison

MinterEllison provided full-time secondees:  
March 2018 - August 2018: Sam Roach  
October 2018 - present: Kirra Uren



# Our impact Outreach Legal Clinics

Increased access to justice for

**288** people experiencing or at risk of homelessness

**13,212**

hours of pro bono legal help

**481** legal problems impacting housing, income and health addressed.

**350** volunteer lawyers visit eleven locations where clients are accessing essential services.

Staff from over 25 community and health organisations learnt to identify and respond to the legal needs of their clients.

**\$323,725**  
debt resolved

## Participating firms

Allens  
Ashurst  
Clayton Utz  
Corrs Chambers Westgarth  
DLA Piper  
Herbert Smith Freehills  
Holding Redlich  
King & Wood Mallesons  
McCullough Robertson  
MinterEllison  
MurphySchmidt

## Connections

3rd Space  
Brisbane Youth Service  
Community  
Encircle  
Footprints  
Micah Projects  
Multicultural Australia  
OzCare  
Roma House  
Salvation Army

# Outreach Legal Clinics

## Stories of impact

### Sarina – support networks

LawRight staff are embedded in each of our partner community agencies for up to one day a week, to connect with our clients. We build strong relationships with the front-line workers so that we can together provide strategic and holistic support to resolve our clients' legal and social problems. This strong, collaborative support network empowers clients to take positive steps to improve their lives.

When Sarina first connected with LawRight she lived in supported accommodation, owed \$4,000, had a history of homelessness and mental illness, and was battling an eating disorder. She was reluctant to meet with lawyers but her caseworker encouraged her.

It took many steady months of working together for Sarina, her caseworker and LawRight to resolve her commercial debts, negotiate with her former landlord and set up a Work Development Order to reduce her government debt.

When Sarina received a notice to attend a Mental Health Review Tribunal hearing, she felt comfortable reaching out to LawRight immediately.

A staff lawyer and Sarina's caseworker both attended the tribunal hearing, and advocated for Sarina to receive better mental health treatment. Sarina feels that the outcome of the hearing was positive, and was encouraged by the result to move into private housing and pursue study again.

If problems arise in the future, Sarina knows that LawRight is only a phone call away.

***"This is a fantastic outcome! Thanks very much! I will let her know the good news this week!"***

**- Caseworker**

### Diane – survivor of violence

After the broken bones have healed, survivors of violence still endure trauma.

When Diane was severely assaulted in her own home, she reached out to LawRight. She'd connected to LawRight two years earlier, when she lived in public housing and was managing long-term mental illness. Our lawyers helped resolve her neighbourhood dispute and a government debt.

The assault injured Diane's arms and legs and she has difficulty walking. Her home was no longer her sanctuary, and she felt overwhelmed and powerless to protect herself from another attack. LawRight applied to Victim Assist Queensland and negotiated an urgent payment to install security screens and deadbolts in her home, together with a payment in recognition of her pain and suffering.

***"Thank you so much, I don't know what I would have done without [the pro bono lawyer]"***

**- Client**





## Street Soccer

Sixteen teams from law firms and community agencies competed in our 7th Street Soccer Tournament.

Together we raised \$5,400 for The Big Issue and Outreach Legal Clinics and created an opportunity for social inclusion.

Congratulations to the tournament winners - the Big Issue Red Team!

Thank you to Lady Bowen Trust for \$2000 sponsorship and to Clayton Utz for catering.



# Cairns Homeless Persons' Legal Clinic



Cairns HPLC located at:

- Anglicare North Queensland Homelessness Hub. Thank you Anglicare for office space and equipment.
- Douglas House, a residential service of Mission Australia. Thank you Judy Collins of Counsel, who volunteers to lead this clinic.





# Stories of impact

## Bruce – dating scam

Bruce is an 85-year-old pensioner with significant medical problems, who cares for his schizophrenic son. Bruce was scammed by an international dating fraud which left him \$10,000 in debt to a major bank.

LawRight Cairns considered the bank breached their responsible lending and hardship obligations. The bank ignored our concerns for over nine months, until we referred the matter to the Financial Ombudsman Scheme. Following intensive casework, the debt was waived.

*"I've just been surviving day-to-day with a lot of stress and couldn't see any way through other than going bankrupt. With your good advice we took it down a much better track. My gratitude towards the staff for their care and attention and understanding. I couldn't see the wood for the trees for a while there. I still can't believe it's happened... Thanks for all your understanding and kind words, this has meant the world to me, big weight off my mind."*

## Ana – eviction to homelessness

Ana is a partially blind single mum, with limited English, no family support in Australia and ongoing mental health challenges. She sought help at the Anglicare Homelessness Hub in Cairns, where LawRight is permanently on-site and fully integrated. She was going to be evicted that day from her home, and Child Safety was poised to remove her kids the following day due to homelessness.

LawRight was able to hold off the police from executing the warrant of possession, review her financial situation and do the paperwork for a bond refund. Community workers at the Hub negotiated with the landlord, helped pay down some of Ana's arrears and advocated to the Department for an urgent bond loan. The landlord allowed Ana to stay under a new lease with a payment plan to begin the following day, giving her breathing room and keeping a vulnerable family together.

## Clive – unfair debt

Clive is a Torres Strait Islander man who has a cognitive impairment and has faced a lifetime of uncertain employment, housing and relationships as a result. He currently lives in a homeless shelter visited by our volunteer lawyer, who has built strong working relationships with the support staff. They encouraged Clive to ask about his \$4,000 Telstra debt.

LawRight arranged medical reports to prove that Clive did not have capacity to enter the contract, and negotiated with Telstra to waive the entire debt.

# Our impact

## Cairns Homeless Persons' Legal Clinic

Increased access to justice for

**203** people experiencing homelessness

**1,296** hours of pro bono legal help

**93%** increased understanding of their legal rights

**40%** increased access to income

**39%** increased access to housing

**44%** increased access to social support

# Wuchopperen Health Justice Partnership

WHY

First Nations communities disproportionately experience health and legal problems. “Band-aid”, reactive responses have minimal impact but joining the dots between health, legal and social problems has both a deep and wide impact.

88% clients did not speak standard English

87.8% on Centrelink

All clients either/both Aboriginal or Torres Strait Islander

How

ATSILS collaborates on-site two mornings per week, commencing June 2019.

King & Wood Mailesons commenced on-site pro bono help from June, 2019

152 legal problems addressed



Where

1.4 FTE staff are embedded 2+ days at Manoora and Edmonton campuses of Wuchopperen Health Service, a community-controlled health organisation based in Cairns.

97% clients connected to on-site lawyers by health professionals



Law Yarn - Rikki Salam

## Evaluation of impact

Fiona Allison, Research Fellow at the Jumbunna Institute for Indigenous Education and Research based at the University of Technology, Sydney completed an 18 month evaluation of this unique Health Justice Partnership aimed at improving health and justice outcomes for Aboriginal and Torres Strait Islanders.

The Wuchopperen HJP overcame individual and cultural-specific barriers of fear, lack of legal knowledge, trauma, poverty and marginalisation by increasing accessibility through:

- co-location and integration of the legal service within the health service
- culturally safe location and practices
- “one-stop-shop” for health and legal needs – seamless, integrated, early-prevention focused service delivery
- Indigenous lawyer
- recognised benefit of Law Yarn, a culturally safe, legal needs diagnostic tool developed by the project.



# Story of impact

## One health worker's story

I saw a young woman, pregnant with a first child. She came to see me with her partner... I saw her on her own the next time... She ended up disclosing significant DV. She had been alienated from her community ... She wasn't speaking with her family. She was in her late teens. She had no proof of ID and was in her third trimester, with limited ante natal care ... She had no mobile phone. She had no bank card, no phone in the home.

He would monitor her all the time... He threatened to take the child off her... His parents also were going to traditionally adopt the baby. She didn't want that. So, this was the opportunity. Thankfully, the lawyer was here on that day. I was able to walk her over. I said, 'I think you have some legal options', but I didn't know what they were. She talked to the lawyer. A safety plan was put in place. The lawyer said 'phone me and I can get things that you need in place very quickly'. The lawyer gave her a form to apply for proof of age card, ensured she could get her own payments from Centrelink for the baby, applied for housing. All in one session. Then two days later... [she needed to be evacuated because he had harmed her].

She came back here. I phoned the lawyer... she got fast track payments. The baby was coming in 3 weeks. The client was amazed and very grateful. The lawyer did everything so quickly. You're not going to get that with someone off site. It was the speed ... and it was culturally appropriate ... If we didn't act right away, it wasn't going to happen. That's where you know, this has huge impacts. It means that referral has become so instantaneous, in a very small window. The victim is here without the perpetrator.

First time he's not in room. Suspicions all the way along. ... [And addressing all of these issues averted a more serious legal issue for this young woman]. When she gets to hospital to have the baby, she's 17, bruising on her arm, no income, homeless, that baby will likely be removed by Child Safety. She like others probably wouldn't even be thinking how not sorting that stuff out will lead to that.

## Our impact Outreach Legal Clinics

**All** clients improved their health and well-being

**225** health outcomes

including reduced exposure to family violence, reduced anxiety, improved connection to health services and improved social and cultural determinants of health

**Most clients were helped with 3 or more legal issues, simultaneously improving their health and well-being, housing, income and legal rights.**

**Increased access to justice for 92 First Nations people**

**75%** of clients had no prior assistance for the legal issues they were helped with

**281** well-being outcomes

including improved financial resilience, reduced family conflict, increased capacity to exercise rights, prevention of homelessness and support for victims of crime and historic injustice

**86%** of clients would not have resolved the legal issue without the on-site lawyers



# Health Advocacy Legal Clinic

WHY

People with chronic health needs accumulate problems with housing, income, personal safety and decision-making, which make their health worse. Responding to these legal needs in collaboration with the medical team, improves the client's health.

How

One FTE lawyer

Multi-disciplinary support from social work, law and medical students from The University of Queensland



Where

Embedded at Mater Young Adult Health Centre two days/week

Weekly outreach to Clarence Street - alcohol & drug program for young people

Integrated with treating teams to provide a holistic response

## Up-skilling hospital clinicians

- 10 social workers and health professionals attended training on the legal needs of their patients
- regular legal information presentations at hospital team meetings and Grand Rounds
- stakeholder planning day for health professionals, social workers and LawRight to identify common goals and develop research projects to evaluate the impact of the HJP on clients' health
- HALC lawyer attended regular meetings of the Young Adult Support Unit, to encourage collaborative treatment goals
- YASU Senior Psychiatrist and HALC lawyer co-authored an article on the HALC model in *Health Education Journal*, August 2018



## Partnering with The University of Queensland

Law and social work students (and an occasional medical student) from The University of Queensland attend the Mater Young Adults Health Centre across two days each week of semester to learn how to provide a multidisciplinary response to the complex needs of HALC clients.

LawRight supervises the law students and the Mater provides supervision of the social work students.

**“This experience has demonstrated the importance of easily-accessible legal assistance to people in need”.**

- Student

## Story of impact

### Jake - multiple needs

Jake is a young person on the autistic spectrum who attends a drug and alcohol service operated by the Mater Young Adult Health Centre. Jake's social workers connected him to HALC after they learnt of his criminal charges. LawRight connected him to Legal Aid for the criminal matters and used a Legal Health Check to diagnose other legal issues. Jake had debts totalling over \$1,500, no income since leaving his employment due to illness, and was facing homelessness due to tenancy problems. LawRight helped Josh get Centrelink payments, reduced his debt by more than 50% and assisted him to access his superannuation for housing.

Jake was freed to focus on drug rehabilitation and begin a TAFE course.

## Our impact

Health Advocacy  
Legal Clinic

Increased access to  
justice for

**44** people  
with  
health  
problems

**65** legal problems  
including debts,  
housing, employment,  
guardianship,  
advanced care  
planning and  
superannuation.

**All clients referred  
by hospital staff**

**HALC is financially  
supported by:**

- **The Sylvia & Charles Viertel Charitable Foundation**
- **The Mater Foundation**
- **The University of Queensland**

# Mental Health Law Practice

WHY

People with complex mental illness who undergo compulsory treatment orders benefit from legal support when their orders are reviewed by the Mental Health Review Tribunal. Participating in processes and decisions about your health care is a human right, reduces the likelihood of intrusive treatments and contributes to recovery.

27% clients are Indigenous  
24% clients disclose family violence

10,750 Treatment Authority hearings each year in Queensland where no representation is funded.

HOW

1,430 hours of pro bono legal help through 70 advocates and 1.4 FTE staff lawyers

91 people had pro bono advocates help them to participate in tribunal hearings

48 people represented at Tribunal under government-funded scheme



Where

The MHLP is recognised as a source of legal expertise by hospital staff and Independent Patient Rights Advisors. They refer nearly 50% of our clients.

Our clients are state-wide:

49 Brisbane  
14 Gold Coast  
28 Townsville  
12 Cairns  
40 other regions

The Mental Health Law Practice includes:

- the Advocacy Service, self funded for people under Treatment Authorities
- the Representation Service, government funded for people on Forensic Orders, children and people undergoing electroconvulsive therapy.

## Training pro bono advocates

70 law students or lawyers trained to advocate at the Tribunal, including 45 new volunteers in 2018/19. The UQ Pro Bono Centre and QUT Law School each hosted advocate training sessions.



# Stories of impact

## Andrew

Last year, LawRight helped Andrew get his Treatment Authority revoked, but this year his health deteriorated, despite strong support from his family and community, and he was placed under a new Treatment Authority.

He contacted LawRight immediately and was supported by a volunteer advocate he already knew to explain to the Mental Health Review Tribunal that he accepted his diagnosis and treatment plan.

Engaging early with the Tribunal typically decreases the length of the Treatment Authority and LawRight will keep supporting Andrew to express his wishes with dignity.

## Beryl

Beryl has lived with paranoid schizophrenia for decades and stayed semi-independently in the family home. The arrangement suited everyone but when Beryl's parents died, her mental state deteriorated and her usually supportive siblings were too busy administering the estate to notice.

Beryl had many short-term admissions to hospital over the years for mental health reasons but always returned home quickly, so when she was admitted to hospital this time, they were puzzled when she didn't return.

The family contacted LawRight and we who discovered that at the hospital had placed Beryl under a Treatment Authority.

We helped the family demonstrate to the Mental Health Review Tribunal that Beryl had support to live at home, Beryl was overjoyed to be reunited with her pet dog.

*"...we would never have understood or been able to stop what was happening to Beryl without the help of MHLP"*

## Our impact

### Mental Health Law Practice

Increased access to justice by

# 1,430

hours of pro bono legal help.

# 91

people under Treatment Authorities helped by volunteer advocates at 66 hearings

# 90%

of clients increased their wellbeing

# 90%

felt better able to participate in tribunal hearing

# 90%

know where to get help next time

## Additional 48 people represented by staff lawyers at 81 hearings under a government funded scheme

MHLP is financially supported by:

- The Sylvia & Charles Viertel Charitable Foundation
- Justice and the Law Society, University of Queensland - Annual Fundraising Gala



LawRight™  
Access Justice

# Public Interest Address





Every two years the Public Interest Address raises awareness about an important civil, social, or human rights issue. Past keynote speakers include:

Justice Patrick Keene AC

Australian Conservation Foundation President,  
Professor Ian Lowe AO

Governor of Queensland His Excellency the  
Honourable Paul de Jersey AO

Mr Robert Musgrave, former Chief Executive of  
the UK Civil Justice Council

Mick Gooda delivered the Public Interest Address on 8 August 2018. Mr Gooda is a descendant of the Ganglu people of central Queensland and former Aboriginal and Torres Strait Islander Social Justice Commissioner.

Mr Gooda's address reflected on the issues facing Indigenous Australians and highlighted the importance of truth-telling. In doing so, he expressed frustration at failed attempts to rights past wrongs and championed the need for a rights-based approach with the universality and indivisibility of all human rights.

Uncle Des Sandy welcomed us with stories of the local area and Donnella Mills, LawRight lawyer and proud Torres Strait Islander women described the Law Yarn tool developed by and used at our health justice partnership with Wuchopperen Health Service in Cairns.

Donations from attendees enabled us to supply 75 Law Yarn resource bags to community workers.



# Disbursement Fund

The Disbursement Fund offers financial support to clients of community legal centres and pro bono lawyers for expenses associated with their legal case, such as travel, obtaining witness reports, medical reports and filing fees.

This year the Disbursement Fund granted funds to 53 people from across Queensland.

## Story of impact

### David – Coronial inquest

In March 2019 there was an inquest into the deaths of 8 men as a result of two separate incidents involving the capsizing of fishing vessels, the Cassandra and the Dianne.

Caxton Legal Centre acted for the family of one of the men, David Chivers, in an inquest as part of their Coronial Assistance Legal Service.

The Disbursement Fund paid for the travel and accommodation costs of the barrister and Caxton lawyer for the 3-day inquest in Gladstone. The client also had to travel to attend the inquest and would not have been able to participate at all, without the Disbursement Fund supporting Caxton.

The Coroner found that the Cassandra had capsized while the crew were retrieving a snagged trawl net from a seabed and that both men aboard the trawler drowned.

As Mr Chivers' body was never found following the capsizing, the finding that Mr Chivers had died means a death certificate will be issued.

The Coroner made nine recommendations regarding safety measures that could be implemented to prevent deaths occurring in similar circumstances in the future.

Perhaps the most significant recommendation was for the Department of Agriculture and Fisheries to immediately notify the Queensland Police Service of any failure to poll by a vessel. Fishing vessels have an on-board vessel monitoring system that reports their location back to the Department at regular intervals.

The sharing of 'failure to poll' data with Police has the potential to enable a more speedy search and rescue response to capsized vessels and could help to improve the safety of those working at sea.



# Friends of LawRight

Friends of LawRight creates a reliable income stream to sustainably rebuild and create legal services, leveraging donations with the pro bono resources of our members.

For every \$1,000 of funding LawRight delivers pro bono legal services conservatively estimated at \$10,000.

Friends of LawRight currently support:

- Health Justice Partnerships with the Wuchopperen Health Service and Mater Young Adults Health Centre
- Advocacy Service for the Mental Health Review Tribunal

These services increase access to justice, housing, income and legal rights and improve health and well-being.

## Thank you

Andrew Buchanan  
Andrew Crowe QC  
Angela Rae  
Barry Dunphy  
Damian Clothier QC  
Damien O'Brien QC  
Daryl Clifford  
Dr Jacoba Brasch QC  
Jennifer McVeigh  
Joanne Rennick  
Katharine Philp  
Lucy Bretherton  
Majella Pollard  
Margaret McMurdo AC  
Marshall Irwin  
Matthew Jones  
Olga Buchanan  
Paul Newman  
Randal & Susan Dennings  
Roslyn Atkinson AO  
The Hon. Justice Robert Gotterson AO  
The Hon. Justice Thomas Bradley  
Tony Denholder  
and anonymous friends

# Law schools

## Pro Bono Connect

Students help assess requests for legal help and develop research, client and drafting skills.

### **Queensland University of Technology Access to Justice, Semester 2 2018**

Lachlan Owens  
Francesca Aguinaldo  
Minhal Burney

### **Griffith University Social Justice Lawyering, Semester 1 2019**

Rachel Hussey  
Tegan Fitzgerald  
David Marr  
Sarah Coleman  
Kelly Browne  
Harriet Sinclair

*"Placement has taught me things that a classroom never could."*

*"...An incredibly rewarding introduction to the legal industry and has encouraged me to reflect on how I can engage in community lawyering for the future."*

## Self Representation Service

Students rotate through SRS offices and support service delivery with research, legal drafting and client skills.

### **Bond University Litigation Clinic, Trimester 3 2018**

Michelle Xiao  
Kristin Vanderlee  
Brodie Roberts  
Eleanor Meany  
Vishani Khoosal  
Shantel Sharma

### **Queensland University of Technology Litigation Clinic, Semester 1 2019**

Brandon Barrio  
Ashley Dunn  
Jesenthana Moodley  
Victoria Naumova  
Aiswarya Sasidharan  
Jacqueline Sinclair  
Sandra Tran  
Madeleine Young

## Outreach Legal Clinics

Students are hosted for six weeks at law firms, attending and supporting our Outreach Legal Clinics. Students spend a further six weeks with LawRight staff developing policy and research, including a publication on the experience of people sleeping rough and interviews with people experiencing homelessness for the Criminalisation of Poverty project, led by Professor Tamara Walsh.

Hosts, King & Wood Mallesons, Holding Redlich, Ashurst, MurphySchmidt, Clayton Utz, McCullough Robertson, Herbert Smith Freehills and MinterEllison.

### **The University of Queensland Semester 2 2018**

Katherine Coombes  
Melanie Karibasic  
Mollie O'Connor  
Robert Natanek  
Josephine Vidler  
Hannah Whitton

### **Semester 1 2019**

Xannel Mangahas  
Madeline Capel  
Emma Beckinsale  
Jacob Butcher  
Sarah Buchanan  
Andrew Heiner



## Health Advocacy Law Clinic

Law and social work students attend the Mater Young Adult Health Centre to support our health justice partnership.

### **The University of Queensland Semester 2, 2018**

Law students

Alice Chester  
Hannah Musco  
Carissa Tan  
Thomas Winks

Social work students

Lucy Duffield  
Catherine Forde  
Brydie Gordon-King  
Emily Jonklaas  
Amar Mesalic

### **Semester 1, 2019**

Law students

Andie Martin  
Clinton Truman  
Elizabeth Boyle  
Dylan Houghton  
Sophia Horrocks  
Heather Lawson  
Holly Brown

Social Work students

Ellen Young  
Jessica Schmidt  
Olivia Courtney  
Cameron Aiau  
Isabella Di Maio  
Awakhiwe Nolovu

## Mental Health Law Practice

Students visited the Princess Alexandra Hospital Mental Health Unit to help clients with legal issues. This clinic ceased operation in November of 2018.

### **The University of Queensland Semester 2, 2018**

Matthew Clarke  
Samantha Parkinson  
Emily Rudz  
Benjamin Russell  
Mandy Wang  
Emily Woodhouse

### **Bond University Student placement**

Jesica Cacciavillani  
Shanel Desrochers

## Access to Justice and Innovation Clinic

Law students supported LawRight services with digital innovation projects, using design thinking principles. Projects of the clinic were considered in research by Associate Professor Francesca Bartlett

### **The University of Queensland Semester 2, 2018**

Loretta Benson  
Rachel Van Der Veen  
Aimi Gordon  
Madeleine Pitman  
Ellen Purcell  
Madeline Young

### **Semester 1, 2019**

Nicholas Eddy  
Alwyn Wan  
Hai Ying Mo  
Rui Yu  
Eline Beijssens  
Xiu Geng Li

# Our profession

## Member firms

Allens Linklaters  
Ashurst  
Australian Workplace Lawyers  
Baker & McKenzie  
Barry.Nilsson.Lawyers  
Bartley Cohen Litigation Lawyers  
Clayton Utz  
Colin, Biggers & Paisley Lawyers  
Cooper Grace Ward  
Corrs Chambers Westgarth  
DLA Piper Australia  
Guy Sara & Associates Lawyers  
Hall and Wilcox  
Herbert Smith Freehills  
Holding Redlich  
Hopgood Ganim Lawyers  
Jeff Horsey Solicitor  
King & Wood Mallesons  
K & L Gates  
Landers & Rogers  
Maurice Blackburn  
McCullough Robertson Lawyers  
McInnes Wilson Lawyers  
McPhee Lawyers  
Minter Ellison  
Moulis Legal  
MurphySchmidt Solicitors  
Piper Alderman  
Slater & Gordon  
Sparke Helmore Lawyers

Thornton Legal  
Walkers Lawyers  
WF Yau Lawyers & Notary  
Wotton & Kearney

## Member barristers

### Senior Counsel

Damien O'Brien QC  
Dan O'Gorman SC  
Douglas Campbell QC  
Dr Jacoba Brasch QC  
Ken Barlow QC  
Liam Kelly QC  
Mal Varitimos QC  
Michael Hodge QC  
Nicholas Andreatidis QC  
Patrick Cullinane QC  
Peter Hastie QC  
Rowan Jackson QC  
Stephen Keim SC

### Counsel

Ahmed Fokruddin  
Amy Low  
Anastasia Nicholas  
Andrew Quinn  
Angela Hellewell  
Angela Walker  
Anna Cappellano  
Anthony Anderson

Anthony Skelton  
Benjamin Kidston  
Benjamin Moses  
Bridget O'Brien  
Bruce Wacker  
Carla Klease  
Carolyn McKeon  
Catherine Chiang  
Claire Schneider  
Clare Dart  
Clare O'Connor  
David Keane  
David Thomae  
Dr Andrew Greinke  
Dr Cathryn McConaghy  
Dr Robert Lake  
Dr Stephen Lee  
Dr William Wild  
Duncan Marckwald  
Emma Hoiberg  
Frank Maconi  
Gavin Handran  
Hamish Clift  
Harry Knowlman  
Jade Marr  
James Ford  
Janice Mayes  
Jason Mitchenson  
John Cahill  
John Faulkner  
Judy Brien  
Julene Winn

Jules Moxon  
Kim Forrester  
Lee Clark  
Leonid Sheptoocha  
Margaret Forrest  
Mark Steele  
Mathew Jones  
Mei Barnes  
Mitch Rawlings  
Morgan Clarke  
Nathan Laing  
Nitira Kidson  
Paul O'Brien  
Paula Morreau  
Reimen Hii  
Richard Williams  
Robert Stevenson  
Sally Robb  
Samuel McCarthy  
Sean Lamb  
Sean Russell  
Seraphina Noble  
Shireen Long  
Stephen Colditz  
Steven Hogg  
Stewart Webster  
Susan Forder  
Thomas Jackson  
Toby Nielsen  
Travis O'Brien

## Associate members

Griffith University Law School  
Bond University, Faculty of Law  
Queensland University of  
Technology Law School  
TC Beirne School of Law, The  
University of Queensland  
James Cook University School of  
Law

## Specified members

Bar Association of Queensland  
Inc  
Queensland Law Society

## Government legal unit members

Crown Law, Department of  
Justice and Attorney-General

## Life members

Andrew Buchanan  
Hugh Scott-Mackenzie  
Joanne Rennick  
Lucy Bretherton  
Peter Rosengren  
Robert Reed  
Simon Cleary  
Tony Woodyatt



## Training

We deliver training to volunteer lawyers from member firms to equip them to help vulnerable clients through LawRight programs.

### Outreach Legal Clinics

HPLC Procedures: Update and training  
26 July 2018

Trauma-informed legal practice: effectively assisting clients who have experienced trauma  
21 November 2018

Engaging with clients experiencing or at risk of homelessness  
6 December 2018  
Refugee Civil Law Clinic - Induction session  
11 December 2018

Introduction to Homelessness, Mental Health and the Law  
2 & 4 April 2019

Assisting vulnerable clients with consumer disputes and debt issues  
9 & 11 April 2019

Government Applications: Assisting clients to engage with SPER and Victims Assist  
15 & 17 April 2019

Impaired Capacity and Assisted Decision Making: Assisting clients with guardianship and administration issues  
30 April & 2 May 2019

LawYarn Project – Training and induction session on Wuchopperen Cairns Clinic  
3 May 2019

### Self Representation Service

Team Leader meetings  
21 August, 3 and 5 December 2018

“Every little bit counts” training by King & Wood Mallesons  
4 April 2019

Inductions  
21 August 2018, 19 and 26 February, 2 April, 10 June 2019

Blue Card  
30 May 2019

# Volunteers

## **Pro Bono Connect volunteers**

Elisabeth Woodward  
Lillian Burgess  
Luke Besse  
Michelle Xiao  
Mitch Sorensen  
Natalie Stoll

## **State Courts SRS student volunteers**

Baillie McLeod  
Felicity Wood  
Lachlan Seeto  
Madeleine Depace  
Rachel Tomassen  
Sarid Milne  
Tahnee Snelleksz  
Zoe Lai

## **Enforcement Hearing Duty Lawyer Service**

Alani Tenaglia  
Brandon Barrio  
Cassandra Hayden  
Felicity Wood  
Hayley Feakes  
Jayana Kerr  
Kurt McDonald  
Loretta Benson  
Madeline Young  
Mi (Julie) Kim  
Robert Natanek  
Stephanie Irvine  
Zachary Denovan

## **Federal Court SRS**

Aaron Harris  
Austyn Campbell  
Chiara Falzon  
Elisabeth Woodward  
Nicholas Waight  
Timothy Flanagan

## **QCAT SRS**

Alani Tanaglia  
Bridget Barford  
Cassandra Hayden  
Charlotte Tully  
Jesenthen Moodley  
Kathryn Lukin  
Milyka McCutcheon  
Sandra Tran  
Zachary Denovan

## **MHLP advocates and volunteers**

Adam Lukacs  
Adam Marsh  
Amelia Bell  
Amelia Nolan  
Anna Stubbersfield  
Anna Wilson  
Anne Hewson  
Bethanie Patch  
Bree-Anna Bowtell  
Bridgette Vanderwolf  
Bronte Lerch  
Cameron Keast  
Cassandra Hayden

Catherine Bugler  
Catherine Collins  
Chee Kay Chan  
Chloe de Almeida  
Clara Huang  
Daniel Dow  
Daniel Jess  
David Rawnsley  
David Taylor  
Dominic Bilton  
Edward Cleary  
Elaine Lay  
Elizabeth Katona  
Emily Gorse  
Giulia Marrama  
Jack Hubert  
Jack Morris  
Jaymin Pratt  
Jennifer Kim  
Jess Park  
Kai Nash  
Karell Schmitt-Virgo  
Kate Bartkowski  
Kate Cincotta  
Katherine Coombes  
Kelly Abrahams  
Kiarah Kelly  
Kris Karan  
Kristy Do  
Kurt McDonald  
Loretta Benson  
Lydia Hamer  
Lydia Hugrass  
Matilda Leausa-Inu

Nicholas Cleasby  
Nicole Gillard  
Noelene Riikonen  
Otis Platt  
Rachel Ponting  
Ramisa Raya  
Rebecca Nguyen Le  
Renee Smith  
Ruby Eno  
Sabina Crewes  
Saibal Kar  
Sarah Sheppard  
Shiralee Rudolph  
Shonna Lye  
Spencer Hayward  
Taranjit Kaur  
Teaghan Bankier  
Thomas Feeney  
Toni-Kris Bennett  
Tracy Bowen  
Vanessa Bouwman  
Vicki Kerr  
Will Rienecker  
Zane Jhetam



## Conferences and presentations

At the National Access to Justice and Pro Bono Conference in March 2019:

- Donnella Mills presented on the LawYarn project and Wuchopperen Health Justice
- Ben Tuckett presented on best practice for helping self-represented litigants and participated in a panel discussion on what different generations of lawyers have achieved, the adoption of technology by different generations of lawyers, and how we hand over to the next generation.

Stephen Grace and Ben Tuckett presented at QUT on the positive and negative impacts of AI and technology on legal practice in community legal centres.

Melinda Willis and Vinay Veerabhadra spoke at UQ's Justice and the Law's forum on pro bono and careers in community legal centres.

At Community Legal Centres Queensland conference in March 2019, Kurt Maroske launched the Guide to Best Practice in Legal Outreach.

Donnella Mills also presented on the Law Yarn and Health Justice Partnerships at the Public Health Association of Australia Conference, March 2019; and gave a key note address at the International Women's Day breakfast, Department of Justice and Attorney.

Sue Garlick presented at the 2018 Asia Pro Bono Conference in October 2018 on the Law Yarn.

# Our people

## LawRight staff

Ada Sculthorp  
Amanda Bosworth  
Andrea de Smidt  
Andrea Perry-Petersen  
Ben Craig  
Ben Tuckett  
Cassandra Hayden  
Cate Banks  
Cicilia Halaholo  
Donnella Mills  
Elizabeth Furfaro  
Elizabeth Gallagher  
Emily Giblin  
Erica Wilkinson  
Jacob Matysek  
Jessica Massa  
Joanna Cull  
Julia Anderson  
Karen Dyhrberg  
Kate Adnams  
Kurt Maroske  
Linda Macpherson  
Loretta Stellino  
Mandy Shircore

Melinda Willis  
Michaela Transton  
Mitchell Sorensen  
Nikki Gatbonton  
Nikki Hancock  
Orchi Sarker  
Paula Hughes  
Rachel Sloper  
Raquel Dos Santos  
Rebecca Slade  
Renee Blackwell  
Renee Lees  
Robyn Schermer  
Rose Mackay  
Sarah Cox  
Sophia Finter  
Stephen Grace  
Sue Garlick  
Tomea Ryan  
Vinay Veerabhadr

## Awards

Ben Tuckett, Managing Lawyer of the Self Representation Service, was awarded the Lawyers Weekly 30 under 30 in the Community Legal Centre Lawyer category.

Andrea Perry-Petersen, Supervisor of A2J and Innovation clinic, was awarded the Queensland Law Society's Innovation in Law Award.





## Professional forums

LawRight staff are members of the following forums or boards:

Queensland Legal Assistance Forum (QLAF)

QLAF Working Groups for Best Practice, ATSI Service Planning, and Mental Health Service Planning

Queensland Law Society Access to Justice committee

The University of Queensland Pro Bono Centre  
Community Legal Centres Queensland

Make Renting Fair in Queensland Alliance

Work and Development Order Implementation Reference Group (WIRG)

Courts' Cultural Diversity Project External Consultation Group

ASIC Consumer Regulator Forum

RTA Stakeholder Forum

Community Legal Education Legal Assistance Forum (CLE LAF)

Brisbane Alliance to End Homelessness

Court User Stakeholder Group

## Law reform

LawRight increases access to justice by sharing the experiences of our clients to lawmakers to encourage systemic change.

Inquiry into the operations of toll roads  
Outreach Legal Clinics, written and oral submissions

Inquiry into Wage Theft in Queensland  
Federal Court Self Representation Service, written submissions

Open Doors to Renting Reform, Department of Housing and Public Works  
Outreach Legal Clinics, written submissions

Inquiry into the Human Rights Bill 2018  
LawRight, written submissions

Review of the blue card system  
QCAT Self Representation Service, written and oral submissions

# Management committee

**President**

Matthew Jones of Counsel

**Secretary**

Gabriella Ritchie, Senior Associate of McCullough Robertson

**Treasurer**

Tim Baumann, Senior Associate of Murphy Schmidt (resigned 18 February 2019)

**Treasurer and Bar Association of Queensland representative**

Damien O'Brien QC of Counsel (Treasurer from 18 February 2019)

**Queensland Law Society representative**

Binari De Saram, Legal Policy Manager of Queensland Law Society

**Universities representative**

Associate Professor Francesca Bartlett of TC Beirne School of Law, The University of Queensland

**Legal Aid Queensland representative**

Robyn Wilkinson of Legal Aid Queensland

**Firm representatives**

Chloe Sheptoocha, Senior Lawyer of Clayton Utz (resigned 18 July 2018)

Kate Hanson, Lawyer of Lander & Rogers (resigned 25 June 2019)

Lucy Bretherton, Counsel of Ashurst

Katie Clark, Partner of MinterEllison

Peter Smith, Partner of Herbert Smith Freehills

Tania Boal, Partner of MurphySchmidt (appointed 18 February 2019)

**Fundraising subcommittee**

Andrew Buchanan (chair)

Kathleen Singleton

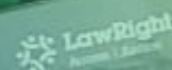
Matthew Jones



LawRight

Access | Justice

direct connect



LawRight  
Access | Justice

Annual Report  
2017-2018



# Our finances

## Treasurer's report

I am pleased to present my first report as Treasurer, as well as the audited and financial statements for LawRight for the 2018-2019 financial year.

This year has maintained last year's successful financial results. This year an overall operating profit of \$157,901 has been achieved. LawRight's ability to meet future contingencies through a significant cash balance as well as healthy prudential reserves ensures that LawRight is in a strong financial position.

Government funding continues to make up 72% of LawRight's income. LawRight once again needs to congratulate both the State and Federal Government for their continuing efforts to fund the important services that LawRight provides. While self-funding efforts continue, LawRight would not be able to provide the level of services that it does without this important support from both levels of Government.

All the evidence shows that the funding by Government of services such as LawRight results in significant costs savings to the judicial system

in Queensland. Court resources are stretched. The work of LawRight contributes to ensuring that the limited resources of the Courts are used most efficiently.

In an effort to continue to expand LawRight's ability to meet the needs of vulnerable clients, initiatives continue to be undertaken to increase the self-funding of LawRight and to reduce general expenditure.

Once again, a record was set for LawRight's Law Walk with \$112,435.87 being raised. It is hoped that the increasing success and profile of this signature event for LawRight will continue. The event serves not only as an important fundraising event for LawRight but also as an occasion to highlight the importance of pro bono legal assistance in Queensland.

The Friends of LawRight campaign also continues to be successful. Nearly 30 legal professionals have committed to a substantial annual donation to LawRight. I would like to thank all of those who have made this commitment. It is an important contributor to LawRight being able to fund all of the services it provides.

Once again, the Management Committee has benefited greatly from the effective leadership of LawRight's joint directors, Linda Macpherson and Sue Garlick. They continue to ensure, amongst

other things, the successful financial stewardship of LawRight. Not only has that stewardship seen an increase in income raised through fundraising efforts, but there has also been significant efforts to decrease expenditure. Those efforts have resulted in the ratio of expenditure to income reducing from their already low levels. The reduction in general expenditure has allowed LawRight to increase expenditure on employment and related staff costs resulting in better support services and outcomes.

Thank you must also be extended to LawRight's bookkeeper, Rebecca Slade, and auditor Jeremiah Thum from Independent Audit Services, who continue to provide outstanding service to the Management Committee through the preparation of financial documents ensuring LawRight's financial integrity.

The staff of LawRight must also be congratulated for their continuing hard work in what can often be a difficult legal environment. Their continued efforts ensure that those who are most vulnerable and disadvantaged in our community have access to essential legal services.

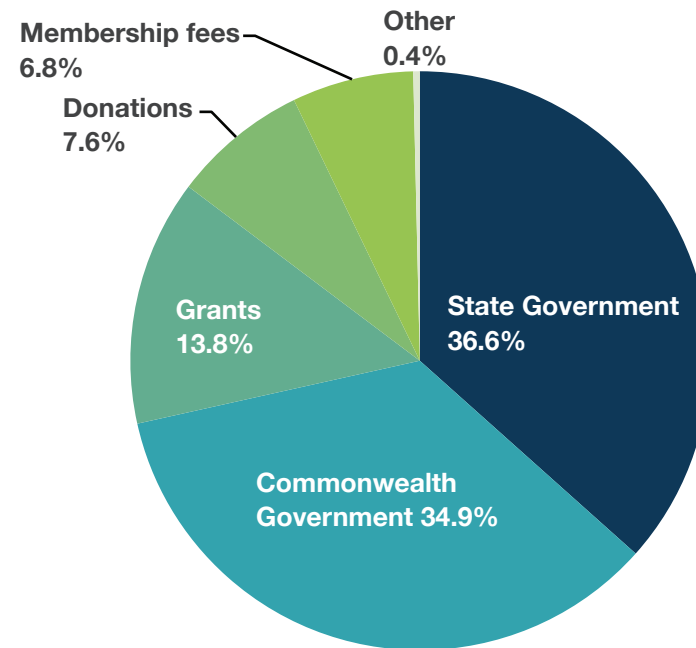
### **Treasurer**

Damien O'Brien QC

# Financial statements

LawRight is association incorporated in Queensland. We are a public benevolent institution, endorsed by the Australian Taxation Office as a deductible gift recipient organisation. Our accounts are independently audited. A copy of our audited, annual financial report is available at [lawright.org.au](http://lawright.org.au) under Annual Reports.

## LawRight income



# Contact

## Main office

PO Box 12217, George Street QLD 4003  
(07) 3846 6317  
[admin@lawright.org.au](mailto:admin@lawright.org.au)

## Self Representation Service State Courts Office

Level 1, Queensland Elizabeth II Courts of Law Building  
415 George Street  
Brisbane QLD 4000  
(07) 3738 7800  
[statecourtsadmin@lawright.org.au](mailto:statecourtsadmin@lawright.org.au)

## Self Representation Service QCAT Office

Level 11, National Australia Bank (NAB) Building  
259 Queen Street  
Brisbane QLD 4000  
(07) 3564 7561  
[srsadmin@lawright.org.au](mailto:srsadmin@lawright.org.au)

## Self Representation Service Federal Courts Office

Level 6, Harry Gibbs Commonwealth Law Courts  
119 North Quay  
Brisbane QLD 4000  
(07) 3248 1278  
[fedadmin@lawright.org.au](mailto:fedadmin@lawright.org.au)

## Duty Lawyer Services

### QCAT and Enforcement Hearings

(07) 3006 2324  
[dutyadmin@lawright.org.au](mailto:dutyadmin@lawright.org.au)

### Pro Bono Connect

(07) 3248 1165  
[probonoconnect@lawright.org.au](mailto:probonoconnect@lawright.org.au)

## Cairns

0439 625 334  
[cairnsadmin@lawright.org.au](mailto:cairnsadmin@lawright.org.au)

LawRight offices are open 9 am to 5 pm on business days. Satellite offices may close or have phones diverted due to staff availability. Main office phones are available 10 am to 4 pm.