



2014 – 2015

Annual Report



Our work

2014-2015 Casework

Pro Bono Referral Service

440 applications received
88 referrals

Homeless Persons' Legal Clinic

643 new clients assisted

Refugee Civil Law Clinic

48 new clients assisted

Self Representation Service (QCAT)

248 applications received (Brisbane)
14 applications received (Townsville)

296 appointments conducted (Brisbane)
28 Appointments conducted (Townsville)

Self Representation Service (Qld Courts)

221 applications received (Brisbane)
27 applications received (Townsville)

364 appointments conducted (Brisbane)
52 Appointments conducted (Townsville)

Self Representation Service (Federal Courts)

216 applications received
259 appointments conducted

Mental Health Law Practice

139 new clients assisted
25 returning clients assisted

Mental Health Civil Law Clinic

28 new clients assisted

Pro Bono since 2002

Public Interest Referrals (since 2002)

3,316 applications received
1,150 referrals

Self Representation Service (since 2007)

1,642 applications received

Homeless Persons' Legal Clinic (since 2002)

4,875 clients assisted

Refugee Civil Law Clinic (since 2007)

326 clients assisted

Mental Health Law Practice (since 2009)

614 files opened

2014-2015 Financials

Revenue – **\$2,144,528**

Expenses – **\$2,367,512**

Contents

President's report	4
Legal Health Check	6
Disbursement Fund	7
Civil Justice Fund	7
Regional	8
Pro bono referrals	10
Self representation	12
Homelessness	17
Refugees	18
LegalPod	19
Mental health	20
Health advocacy	22
Student clinics	24
Client feedback	28
Publications	29
Down to Earth	29
Events	30
Management committee and staff	32
Members and supporters	34
Finances	40

All client stories have been de-identified and are shared with the client's permission.

QPILCH at a glance

Our vision

a just, fair & accessible
legal system

What we do

QPILCH coordinates the provision of
pro bono civil law services
to aid in the relief of
poverty and disadvantage.

Our objectives

1. Provide targeted, efficient and effective legal services
2. Facilitate engagement of the legal profession in pro bono work
3. Undertake research and exercise a responsible influence to achieve systemic change

~Underpinned by effective governance~

President's report

In 2014-15, QPILCH continued to target the most disadvantaged; implement best practice service design, including delivering services where they are most needed, and work collaboratively with our members and stakeholders.

Our services focus on people who are homeless or are at risk of homelessness, people with mental illness, self-represented litigants and disadvantaged people all over Queensland who seek referral to a law firm or barrister for representation in civil law matters.

We know that people experiencing disadvantage have limited access to legal services, often have multiple problems and low economic participation. Their multiple problems are not limited to one area of law but often encompass flow-on problems that need addressing holistically. The majority of our clients have an annual family income of less than \$52,000 and most are on Centrelink payments.

Because our clients have low access to legal assistance, they are less likely to attend traditional legal services and are less amenable to early intervention or preventative measures. For this reason we have established services at outreach locations (18 Homeless Persons' Legal Clinics (HPLCs) in Brisbane, Toowoomba, Cairns and Townsville; 1 Refugee Civil Law Clinic in Brisbane; 2 Mental Health Civil Law Clinics in Brisbane; 1 Mental Health Law Clinic at PA Hospital; 1 Health Advocacy Law Clinic at St Vincent's Hospital; a number of LegalPods supporting young people transitioning from care, the Self Representation Service located in the Supreme and District Courts in Brisbane and Townsville, QCAT in Brisbane and Townsville, Magistrates Court Townsville and Federal Courts in Brisbane, with phone and email contact to other places in Queensland) and our referral service is open to applications for civil law assistance from anywhere in Queensland.

LegalPod, which continues to expand since its launch in February 2014, offers a targeted approach to address the needs of young people transitioning from care.

The Legal Health Check (LHC) website, launched in July 2015, supports caseworkers in community organisations as gatekeepers to ensure their clients get the appropriate assistance they require. This tool discloses all the legal problems a client may have, not just the presenting problem, and therefore enables assistance for the whole person, not just the legal issue.

Partnerships

All our services are conducted in partnerships with the private legal profession, welfare organisations and other stakeholders.

Our members and QLS/Bar supporters play a key role in directly reducing poverty, helping people out of circumstances that can be hindering recovery and by helping people navigate the complex and often confusing pathways that characterise government, marketplace and legal systems.

Staff members of the organisations with which we collaborate – organisations like the Red Cross, OzCare, Micah Projects, Open Minds, and St Vincent's Hospital – are vital in hosting us and referring and supporting our mutual clients, making sure they get the best overall assistance.

Other community legal services and Legal Aid Queensland work with QPILCH to ensure referrals are timely and effective and we collaborate to promote coordination of the services all our clients need.

Government is an important partner to provide funding for QPILCH to facilitate services for the clients who most need the services we provide.

Over the past year, much work has been done to better coordinate Queensland's legal assistance services and QPILCH has been involved in ensuring that pro bono services best fit into the mix.

The broader context

The context of our work (taken from the 2012 LAW Survey) gives support for the direction we have taken:

10% of Queensland respondents accounted for 68% of the legal problems reported.

Half of respondents experienced a legal problem, which translates to an estimated 1,699,000 people aged 15 years or over in Queensland over a one-year period.

3.9% of Queensland respondents live in remote areas, 42.5% live in regional areas and 53.6% in major cities.

Queensland respondents who consulted their main adviser in person reported travelling more than 20 kilometres in 21% of cases, including more than 40 kilometres in 8% of cases. Respondents with a disability had odds of experiencing legal problems that were twice as high as those for other respondents.

Mental health problems represented about 80% of people who had a disability, which the LAW Survey identified as the largest area of unmet legal need; and of respondents who had at least six problems, over 60 per cent had a mental illness.

People with a mental illness were especially likely to report stress-related ill health as a result of their legal problems and legal problems are not only associated with mental illness, but also can cause and exacerbate mental illness.

President's report

A snapshot of QPILCH's experience

From QPILCH's casework:

- The top three areas of law for **HPLC** clients are tenancy/housing, debt and criminal law.
- The top three areas of law for **refugee** clients are other civil, debt and tenancy/housing.
- The top three areas of law for **mental health clients** are debt, other civil and guardianship.
- **Overall**, the top areas of law our **outreach services** assisted with are tenancy/housing, debt, criminal law, other civil, family law (including DV), SPER, employment law and guardianship.
- The average number of matters for each outreach client is two. However, many clients experience a range of legal problems. In our own research following implementation of the LHC, we found that people who do not have the LHC administered are assisted with on average 1.4 problems, whereas people who have the LHC administered are shown to have 3.6 problems.
- The top areas of law assisted through the **Self Representation Service** are housing, property disputes and employment.
- The top areas of law assisted through our **referral services** are consumer, employment, debt, discrimination, government and administrative law, immigration, personal injuries and property disputes.

'Other civil' includes:

- Personal injury
- Change of name applications
- Changing details on official documents (e.g. DOB on visa documents)
- Right to Information requests
- Requests for information regarding complaints made to the police / other government bodies
- Recovery of lost possessions / personal documents
- Rights relating to bans from businesses

In summary

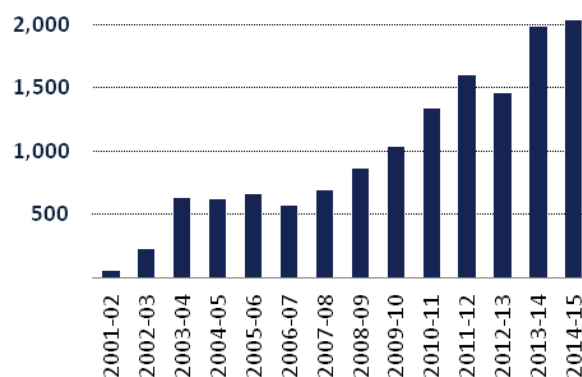
Accessing the profession's generosity and commitment to these client groups through the approaches we have pursued since establishment in 2002 and have developed over the last 13 years are now clearly yielding fruit for the benefit of Queenslanders.

However, as demand is unwavering and our funding constantly uncertain, staff must divert time from casework to source grants to maintain or extend our services. QPILCH holds regular fundraisers such as the *Queensland Legal Walk* and *Red Wine for Justice*, two flagship and enjoyable events which contribute to service delivery. I thank the then Chief Justice, the Honourable Tim Carmody for leading the 2015 Walk with the Attorney-General and Minister for Justice, the Hon Yvette D'Ath MP.

In March 2015, the President of the Court of Appeal, The Honourable Margaret McMurdo AC launched the *Civil Justice Fund*. I thank Her Honour for launching this new perpetual fund which we hope to build up over time to seed needed civil law projects.

I extend my deep thanks to QPILCH members who continue to be the mainstay of QPILCH's reputation for providing accessible and quality civil law services for Queenslanders in need.

Client numbers since QPILCH was founded



I thank my colleagues on the management committee for their great leadership of QPILCH over the past year.

I also thank QPILCH staff members whose energetic and innovative approach to their work maintains our focus and commitment to the people who most need the pro bono assistance of Queensland's legal profession.

Lucy Bretherton

President

Legal Health Check

The Legal Health Check is a resource developed by QPILCH which assists community workers and lawyers to identify the multiple legal needs of their vulnerable clients and to collaborate for positive outcomes.

In late 2014, QPILCH was approached by the National Association of Community Legal Centres (NACLC) to develop web-based training resources for community workers to use and share the Legal Health Check nationally. This project was funded by the Attorney-General's Department. The project was finalised in June 2015, with the creation of the Legal Health Check website.

We connected with 60 stakeholders for feedback about the website, tutorials and resources and presented to over 35 groups of community agencies, legal aid staff, community legal centres and government departments.

We engaged with several **Health Justice Partnerships** – collaborative partnerships between lawyers and health workers – to address the social (and legal) determinants of health for vulnerable people. We contributed to a new national resource - the *Health Justice Partnerships Toolkit*.

The Productivity Report on Access to Justice Arrangements (December 2014) recommended that legal health checks be developed and

shared, together with the training of non-legal workers and collaborative service delivery models.

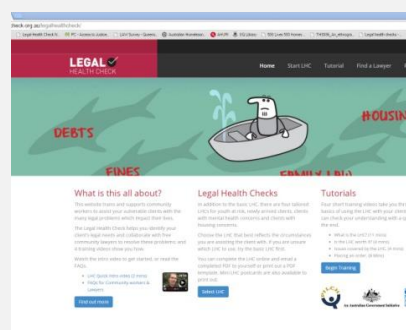
Community lawyers across Australia experimented with the resources in their local communities. Over 20 centres are currently considering or using the resources.

The AGD plans to promote the resources to national services such as DHS, DSS and DVA.

"The Legal Health Check was well received by community members and Legal Aid staff as it was easy to use with the public, especially people who do not readily understand what a legal issue is. The health-related service providers thought it was a great angle!"

Thanks to QPILCH for your work on this wonderful resource. We bring it to all our remote community outreach trips now, and especially when we are running a stall or general information session. It is a really useful tool in getting the legal conversation started!"

NT Legal Aid Commission, using at Minjilang Healthy Lifestyles Festival on Croker Island alongside blood pressure and diabetes tests.



At www.legalhealthcheck.org.au

- printable and online Legal Health Checks for different client groups
- tutorials for community workers
- resources to help prepare for appointments with lawyers
- 'Find a Lawyer' page
- project report.



"The concept of a Legal Health Check was new to everyone in the room; they all thought it was a great tool to prompt them to ask about various common issues in their clients' lives. I had requests on the spot for presentations at several of the agencies represented."

Lawyer, Eastern Community Legal Centre, Victoria



Legal Health Check website launched with NACLC, AGD and QCOSS.

Civil Justice Fund

When they need help with a civil law matter, many low-income Queenslanders cannot afford to pay. Often these legal problems are caused or exacerbated by homelessness, poverty, health issues, age, mental health problems, social disadvantage and/or disability.

To provide a sustainable, long-term source of funding for civil law work, QPILCH has established the Civil Justice Fund (CJF).

The CJF will provide direct legal assistance to families, the elderly, disadvantaged people and anyone with established need.

The legal needs addressed will include housing, employment law, consumer protection, health, financial abuse, property disputes, guardianship, credit and debt and child protection.

How it works

The CJF is a registered subfund of the Queensland Community Foundation. It was established with seed funding from the Public Trustee and Legal Aid Queensland.

Donations and bequests made to the CJF are invested in perpetuity and the income earned each year is applied to meet the objectives of the Fund. The perpetual fund is managed by the Public Trustee of Queensland and invested by QIC - one of Australia's leading investment managers.

The CJF is administered by a voluntary Committee comprising lawyers, business leaders, a marketing specialist, an accountant and the director of QPILCH. There are no administration costs to the fund as all work is done on a voluntary basis.

To make a donation

To make a donation, visit <http://www.qcf.org.au>, contact director@qpilch.org.au.

Bank account details

PTQ Common Fund No 1
Commonwealth Bank of Australia
064 006 00090244
Reference: QCF20664496

Launch

The CJF was launched on 18 March by its patron the Honourable Justice Margaret McMurdo AC, President of the Court of Appeal.



Attorney-General The Honourable Yvette D'Ath and The Honourable Justice Margaret McMurdo AC, President of the Court of Appeal



Attorney-General Yvette D'Ath, Legal Aid Queensland CEO Anthony Reilly and Queensland Law Society CEO Noela L'Estrange

Disbursement Fund

Since 2008, QPILCH has applied a percentage of its fundraising income towards the *Disbursement Fund*, for distribution to community legal centres and law firms to pay for disbursements (court filing fees, medical and other reports, travel costs) in pro bono matters when the client is unable to afford such costs.

In 2014-15, the fund has supported access to justice in the following ways:

- Caxton Legal Centre accessed the fund to pay for an expert psychological assessment and report.
- The fund reimbursed filing and search fees for a pro bono client referred by the Self Representation Service and represented by Norton Rose Fulbright.
- The Refugee and Immigration Legal Service accessed the fund to pay High Court filing fees for a refugee challenging a decision of the Federal Court.
- The fund paid for travel costs incurred by a solicitor from McInnes Wilson to travel to Cairns for a QCAT hearing that resulted in a favourable settlement for the client.
- The fund paid for a special test for a client of the Suncoast Community Legal Centre to prove that she was drug free in order to have better access to her children.

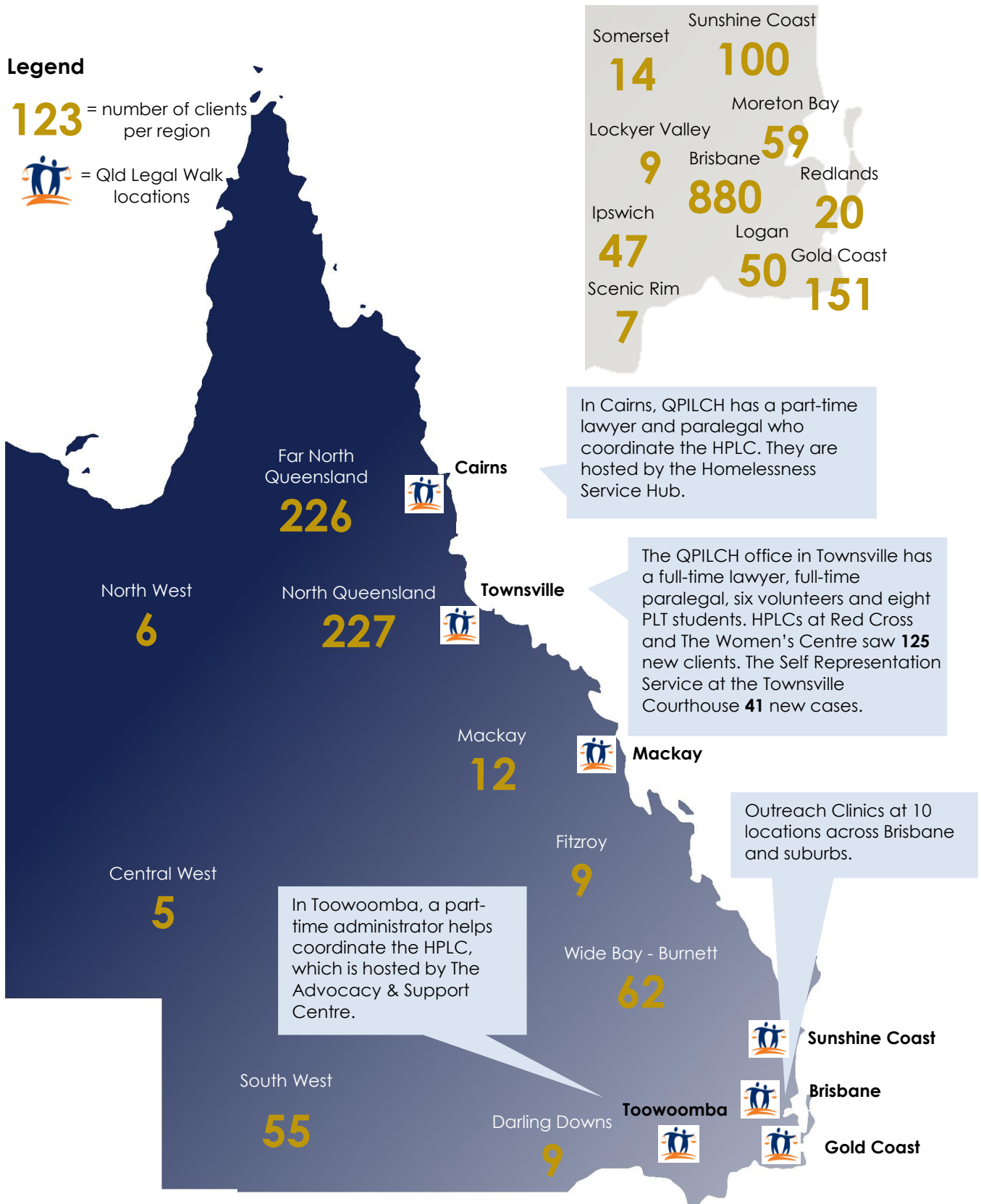
Legal help across Queensland

Legend

123 = number of clients per region



= Qld Legal Walk locations



Regional Queensland

More than half of Queenslanders live outside greater Brisbane and regional areas see a high level of disadvantage.

This year, QPILCH increased its capacity to help Queenslanders in rural, regional and remote areas, following the opening of a Townsville office in March 2014.

QPILCH has operated the Homeless Persons' Legal Clinic in Townsville, Cairns and Toowoomba for several years. We now have staff based in each of these centres, which helps us to collaborate with local support agencies, universities and lawyers.

This helps us provide access to justice to the most vulnerable Queenslanders across the state.

Paul and Anne's story

Paul and Anne were age pensioners and ran a very small business. When Anne developed a serious mental illness requiring hospitalisation, they sold the business.

The purchaser paid the first installment as agreed but refused to pay the final \$5,000.

Paul needed specialist advice about how he could take legal action even

though Anne lacked legal capacity due to her illness.

Paul came to our Self Representation Service in Townsville, and we helped him go to court to recover the final payment.

This helped Paul and Anne obtain money they deserved and badly needed to deal with their next challenge.

Jenny's story

Jenny received a notice that she would lose her house unless she paid a \$220,000 judgment debt.

Jenny was a pensioner with a severe disability. Many years earlier, she had agreed to be a guarantor in relation to her ex-husband's business, for no benefit to herself.

Jenny came to our Homeless Persons' Legal Clinic at the Women's Centre.

We advised Jenny about the laws that protect innocent guarantor spouses. We helped her to negotiate with the bank so she could sell her home herself, avoiding a 'fire sale', and the bank agreed to waive half the debt, saving Jenny \$110,000.

"Volunteering with QPILCH is an opportunity to assist disadvantaged or vulnerable numbers of the local community who may not have the ability or confidence to address their legal issues. Volunteering also gives me a sense of fulfilment and pride in my profession."

Jessica Ashwin, Connolly Suthers

Regional partners

ATSIWLAS

TASC

Andrew Braithwaite, Hede Byrne & Hall

Boulton Cleary and Kern Lawyers

Catherine Cheek, Clewett Lawyers

Connolly Suthers

Crosby Brosnan & Green

Kathy Walker, Walker Solicitors

Regional firms and barristers who took on pro bono cases

Connolly Suthers

Slater and Gordon

Maurice Blackburn

Strategic Lawyers

Legal Aid Queensland

CBC Lawyers

BCK Lawyers

Michael Fellows

Tony Collins

Viviana Keegan

Janice Mayes

Rowan Pack

Regional HPLC partners

Townsville

Red Cross

The Women's Centre

Townsville Homelessness Service

Integration Network

NQ Mental Health Alliance

NQ Legal Assistance Forum

James Cook University

Townsville District Law Association

Cairns

Homelessness Service Hub

Mission Australia Douglas House

Youth Empowered Towards

Independence

Mall Outreach

Toowoomba

The Basement

The Advocacy and Support Centre



Townsville office
opened

2014

Pro Bono Referrals

People who have complex civil law problems and need representation can be left with few options if they can't afford a lawyer.

Firms and barristers enthusiastically take on pro bono work, but want to ensure their help gets to the people in genuine need.

How it works

QPILCH takes applications from individuals and community groups seeking pro bono help. We refer eligible cases to law firms and barristers who provide legal advice and representation on a pro bono basis. We assess each application carefully and only refer it if:

- they are otherwise unable to obtain legal help;
- their case has sufficient legal merit; and
- a referral for pro bono legal assistance is justified.

The Referral Service includes:

Public Interest Referral Service for QPILCH members

QLS and Bar Pro Bono Referral Services for members of the Queensland Law Society and Bar Association of Queensland.

Unsuccessful applicants

We explain to every ineligible applicant:

- why their case may lack merit or be inappropriate for pro bono;
- what they can do to resolve their problem themselves; and
- where else they can go for help.

This helps them to resolve their legal issue and avoids simply shifting the demand to another legal service.

Christof's story

Christof had limited English and had major depression including psychotic symptoms. Christof alleged he was subject to bullying and discrimination at work.

Christof successfully applied for workers' compensation, but the decision was overturned on the basis that the injury resulted from administrative action consistent with the employer's policies and procedures.

Christof then filed an appeal with the Administrative Appeals Tribunal and sought QPILCH's assistance. We referred Christ of through the QLS & Bar Pro Bono Referral Service to barrister Damien Gates, who, instructed by QPILCH, helped Christof through lengthy negotiations, securing a significant settlement.

More importantly, Christof did not have to go through a stressful appeal on his own.

Phil's story

Phil, a disability pensioner, had suffered emotional and physical abuse as a child after being adopted.

Phil was seeking to have his adoption order discharged by the Supreme Court.

Phil was being assisted by Pine Rivers Community Legal Service. QPILCH connected Phil to member barrister Scott Thackeray, who successfully argued on Phil's behalf that the adoption order should be discharged because it was not in Phil's best interests.

This outcome was not only important to Phil personally, it also set a precedent in Queensland.

440 applications received

6% Aboriginal or Torres Strait Islander

25% from regional areas

28% had a disability

44% relied on Centrelink

110 requests sent to firms and barristers

88 successful referrals

63 firms

199 barristers

\$1.45 million+ pro bono contribution

Public Interest Referrals established **2002**

QLS/Bar Referrals established **2009**

Pro Bono Referrals

QLS and Bar Pro Bono Referral Service

QPILCH coordinates pro bono referrals on behalf of the Queensland Law Society and the Bar Association of Queensland.

While referrals to QPILCH members focus on cases 'in the public interest' any member of the QLS or Bar can be on our panel willing to take other pro bono cases.

Cases must still be assessed as appropriate for pro bono assistance, but do not necessarily need to achieve a public interest aim.

Having QPILCH as a central assessment and referral agency reduces duplication in the challenging task of assessing applications and responding to the ever-increasing demand for pro bono help.

Trends in demand

As a clearing house, we often see the requests for help in areas of need that are not being met elsewhere. Where appropriate, we work innovatively to use pro bono services to respond to that need. This year we noticed an increase in:

- Mandatory cancellation of visas on character grounds, including clients with relatively minor convictions who have resided in Australia since early childhood.
- People seeking judicial review of decisions in relation to their protection visa applications.
- Not-for-profit organisations seeking assistance with a range of legal issues.

"The successful outcome is a model of how the QPILCH pro bono scheme contributes to the interest of justice. Thank you for the work of QPILCH staff and volunteers in assessing the applicant's application for pro bono assistance and in preparing my brief."

Stephen Colditz, Barrister

"I want QPILCH to know how grateful I am to the barrister and how good he was at Court."

Client

Navid's story

Navid and his mother moved from Iran to Australia to care for his brother, who had an acquired brain injury. He was on a bridging visa and didn't speak English.

Navid was administrator and guardian of his brother, but a third party advocated for the Public Guardian and Public Trustee to be appointed. This could have resulted in Navid and his mother being forced to return to Iran.

A support centre referred Navid to QPILCH, and member barrister Brian Cronin represented him at the QCAT review hearing. QCAT appointed Navid as his brother's administrator for 5 years and guardian for 6 months.

This allowed Navid and his mother to stay in Australia and continue caring for his brother.

Martin's story

Martin's son died and the investigating police determined that the death was a suicide. Martin believed that the circumstances surrounding the death were not properly investigated.

Martin sought help from QPILCH. Member barrister Stephen Colditz represented Martin at a coronial inquest into the death of his son.

Following the inquest, the Coroner indicated that the finding to be handed down will exclude suicide as a possible cause of death.

Martin was extremely relieved by this finding.

We helped with

Administrative law & government issues
Consumers & complaints
Credit & debt
Employment
Property disputes
Refugee & immigration law
Discrimination

Funding

The Referral Service is funded by the Legal Practitioner Interest on Trust Accounts Fund, administered by the Department of Justice and Attorney-General, membership contributions, and contributions by the Queensland Law Society and the Bar Association of Queensland.

Self Representation

Representing yourself in court is particularly stressful for the individual. It is also a challenge for courts and judges to balance the fair treatment of litigants with an efficient process.

QPILCH's Self Representation Service helps people with civil law problems who are representing themselves in the:

District Court

Supreme Court

Queensland Court of Appeal

Queensland Civil and Administrative Tribunal

Federal Court of Australia

Federal Circuit Court

Magistrates Court (Townsville only)

The Self Representation Service is a cost-effective way of meeting the rising demand for accessible legal advice in civil law jurisdictions.

How it works

Clients are given hour-long appointments in which they receive advice and assistance to complete the legal tasks associated with litigation.

Clients continue to self-represent and remain responsible for their own case.

Appointments are conducted at our four satellite offices, located at QCAT, the Federal Courts, the QELC Courts and the Townsville courthouse.

Member firms send volunteer lawyers to conduct the appointments. The commitment is confined to the appointment time, so lawyers are not required to do any ongoing work for a client.

Each service has a solicitor and paralegal who brief the volunteer lawyers before appointments and conduct any necessary follow-up.

This year

We received 727 applications for assistance. We provided 919 appointments from our Brisbane offices (in person or by phone) and around 80 appointments in Townsville.

Reaching the regions

Appointments are often conducted over the phone for clients outside Brisbane and Townsville. This is particularly important given the lack of other services with the ability to provide the type of ongoing, practical assistance with litigation offered by the Self Representation Service.

Diversion

An important purpose of the Service is to encourage the early resolution of disputes and dissuade litigants with a lack of legal merit from commencing or defending proceedings.

This year, 95 people whose cases lacked merit were discouraged from commencing or defending proceedings.

When an application is assessed as having little merit, an appointment is arranged for the self-represented litigant to provide advice about the proposed legal cause of action and the likely difficulties they will face if they proceed with the action.

These diversions result in benefit not only to the self-represented parties themselves but also to the justice system as a whole.

Resources

This year we updated our Guardianship and Administration Toolkit, which is used by clients and volunteer solicitors involved in guardianship and administration matters.

727 people applied for help

95 people discontinued unmeritorious proceedings

27% had a disability

3% were Aboriginal or Torres Strait Islander

49% relied on Centrelink

80% had household incomes < \$52,000

26% were from regional areas

76% said they self-represented due to the cost of legal representation

1400 hours contributed by volunteers preparing for and staffing appointments

\$1.03 million pro bono contribution

Self Representation Service Reference Group

John Bond QC (Chair) until March 2015
Magistrate Bronwyn Springer
Joanne Rennick
Dr Shelley Keane

State Courts

People representing themselves in the District Court, Supreme Court and Court of Appeal often deal with difficult legal issues and a complicated system, and the outcome of their case has a significant impact on their life.

In the civil jurisdiction of the Court of Appeal, almost 20% of people were self-represented.

Our Self Representation Service in the State Courts helps people with any area of civil law.

248 364

applications

appointments

"It gives the Court of Appeal judges great comfort to know that the [Self Representation Service] allows self-represented civil litigants the opportunity to obtain considered legal advice.

The [Service] is playing a critical role in ensuring access to civil justice for vulnerable Queenslanders."

President of the Court of Appeal, The Honourable Margaret McMurdo AC

Jackie's story

78-year-old pensioner Jackie was in deteriorating health when she signed a private agreement to sell her small rural property so she could move closer to her daughter.

A disagreement over the terms of the sale arose.

The property was worth around \$170,000. Jackie said the sale price was \$60,000 plus a car worth \$60,000. The purchaser argued that the agreement was for \$30,000 plus a second-hand car.

The purchaser commenced District Court proceedings for specific performance of the contract, obtained a default judgment and commenced enforcement proceedings.

Volunteers from QPILCH member firms helped Jackie to successfully apply to set aside the default judgment, so the matter could be properly heard.

Next they will help Jackie to draft her defence and complete disclosure.

Dom's story

Dom was defending proceedings in the District Court for enforcement of a contract. He was vision-impaired and had limited English.

Dom came to the Self Representation Service for help.

In an appointment, our volunteer lawyers helped him to draft his defence.

Then we helped him to negotiate with the plaintiff, who agreed to discontinue the claim.

We helped with

- Property disputes
- Contract disputes
- Small business disputes
- Wills & estates
- Credit / dispute with lender
- Mortgage repossession
- Appeals from District or Supreme Court
- Personal injuries
- Disputes with lawyers
- Defamation
- Judicial review
- Employment law

Funding

The Self Representation Service in the State Courts is funded by the Legal Practitioner Interest on Trust Accounts Fund, administered by the Department of Justice and Attorney-General.

Established **2007**

QCAT

Proceedings in the Queensland Civil & Administrative Tribunal often have serious consequences for the welfare, dignity and daily living of people and their families.

Without legal assistance, vulnerable self-represented parties have difficulty in navigating through QCAT processes and meaningfully assert their rights.

The Self Representation Service in QCAT targets areas of law that affect the most vulnerable, including housing matters, administrative reviews, children matters, guardianship and administration, anti-discrimination, appeals, disciplinary matters, and information and privacy rights.

This year

This year our focus has been on the human rights division of QCAT.

We had a 50% increase in the number of children's matters we assisted with compared to the previous financial year. We also saw more guardianship and administration matters than ever before.

263

applications

296

appointments

We helped with

Housing matters
Guardianship & administration
Appeals
Minor civil disputes
Administrative review
Anti-discrimination
Children's matters
Enforcement

Funding

The Self Representation Service in QCAT is funded by the Legal Practitioner Interest on Trust Accounts Fund, administered by the Department of Justice and Attorney-General.

Kate & David's story

Kate and David had three children and relied on Centrelink payments to support themselves.

They needed help to apply to QCAT to review a decision made by the Department of Communities, Child Safety and Disability Services to restrict contact visits with their children, who were under a short term child protection order.

Volunteers from Shine Lawyers and TressCox Lawyers helped Kate and David to draft their application to QCAT and assisted them to prepare for two compulsory conferences.

During the second compulsory conference the clients were able to reach an agreement with the Department. The children have now returned to Kate and David's care full-time.

With QPILCH's help, Kate and David had a voice in the decision-making process and their family is reunited.

Established **2010**

Federal Courts

For many, the Federal Courts represent the final stage of proceedings for disputes about bankruptcy, employment and appeals from lower federal courts or Tribunals.

Proceedings in the Federal and Federal Circuit Court are often heavily litigated, adversarial and pose serious costs risks for those parties involved.

Many people in this jurisdiction find themselves unable to afford legal assistance.

This year

2014-15 was the second year of the Self Representation Service operating in the Federal Courts.

In the first full year of operation, we have seen particularly high demand with matters in the Fair Work Division of the Federal Circuit Court, as well as bankruptcy proceedings in the Federal Circuit Court.

Extra help

Where there is a particularly vulnerable client with a complex case, member firms and barristers sometimes provide extra help than is normally given in the Self Representation model. This includes:

- Mediating disputes
- Providing opinions to help us determine how to assist the client
- Appearing in court

MurphySchmidt Solicitors accepted a referral to represent an unemployed woman in a general protections claim in the Federal Circuit Court against her former employer.

John Farren of Counsel provided an opinion about an indigenous woman's prospects of success in a general protections claim she wanted to bring in the Federal Circuit Court, helping the client to achieve a negotiated settlement.

259 216

appointments

applications

\$372,176 saved

A cost-benefit evaluation of the Self Representation Service in the Federal Courts undertaken by accounting firm, BDO Kendalls. It found that the Service saves Federal Court operating costs of \$372,176 per annum. This is a benefit to cost ratio of 2:1.

We helped with

Employment law
Bankruptcy
Appeals (federal tribunal)
Judicial review
Anti-discrimination
Enforcement
Appeals to the Full Court of the Federal Court
Competition & consumer

Funding

The Self Representation Service in the Federal Courts is funded by the Commonwealth Government Attorney-General's Department.

Zoe and Jamal's story

Zoe and Jamal were young women from a non-English-speaking background, who relied on Centrelink Newstart payments.

Zoe and Jamal had worked for a company for around two years and were paid only \$9 an hour (just over half of the Award rate), with no allowance for overtime, weekends or public holidays.

Volunteers from Ashurst and McCullough Robertson helped the women to prepare their initiating documents for filing in the Federal Circuit Court, understand how to properly file and serve their documents and to prepare their case ahead of their court hearing.

With help from our volunteers, Zoe and Jamal successfully represented themselves.

The Federal Circuit Court ordered Zoe and Jamal's former employer to repay them their entitlements – a combined total of just over \$26,000.

Established **2013**

Reaching the most vulnerable

When people experience vulnerability and marginalisation, they are more likely to face multiple legal problems, but many do not seek help from lawyers.

Without effective assistance and support, unresolved legal issues can lead to chronic and entrenched disadvantage, preventing people from accessing or maintaining housing and engaging in the community.

To reach these disadvantaged groups, QPILCH provides pro bono, direct advice and assistance through outreach legal clinics located at community support agencies.

The clinics are located in Brisbane, Toowoomba, Cairns and Townsville. Each clinic is staffed by volunteer lawyers from private law firms and located at a community agency where vulnerable people access essential services. Volunteer lawyers work closely with community support workers to appropriately identify and address clients' legal needs.

Since the Homeless Persons' Legal Clinic (HPLC) commenced in 2002, this outreach model has provided legal representation and advice to over 6,000 clients experiencing disadvantage. The outreach legal clinics include:

Homeless Persons' Legal Clinic
for people who are homeless or at risk of homelessness

Refugee Civil Law Clinic
helping refugees and new arrivals

LegalPod
helping young people transitioning from state care into independence

730 new clients this year

19% Aboriginal or Torres Strait Islander

15% were culturally and linguistically diverse

20 community host agencies

25 law firms

400+ volunteer lawyers

\$4 million+

of pro bono support contributed by law firms



Homelessness

People experiencing homelessness and related forms of disadvantage are likely to have up to three legal problems each year.

QPILCH established the Homeless Persons' Legal Clinic (HPLC) to provide targeted, accessible and comprehensive legal services to people experiencing or at risk of homelessness.

How it works

The HPLC works in partnership with law firms and community agencies to deliver pro bono legal services to those most vulnerable in our community through 16 outreach legal clinics in Brisbane, Cairns, Townsville and Toowoomba.

In 2014-15, the HPLC provided legal representation and assistance to over 600 new clients.

Training

We provide training to our pro bono firms, partner agencies and other community organisations. This year, we trained more than 100 community workers to identify legal issues and refer vulnerable clients. We presented over 15 training sessions on legal skills and relevant areas of law for volunteer lawyers. We ran our fifth annual Caseworker Training Day in Legal Basics, training over 40 caseworkers from social service sectors. Sessions were presented by Legal Aid Queensland, specialist community legal centres and government agencies. We also profiled our new Legal Health Check resources.

500 Lives 500 Homes

500 Lives 500 Homes is a community campaign to address homelessness in the Brisbane area. We trained 60 community workers and contributed to a submission about the Brisbane Housing Plan.

Jeff's story

When our Mental Health Law Practice first met with Jeff, he was in a locked mental health ward under an involuntary treatment order and had been issued with a First and Final Strike Notice issued by a state government department under their *Anti-Social Behaviour Management Policy*.

We successfully represented Jeff in QCAT proceedings, helping him to sustain his current tenancy and avoid being evicted into homelessness.



Jeff has received further help from the HPLC with debt and criminal law matters, allowing him to focus on moving forward with his life after being discharged from hospital.

Host agencies

139 Club
Brisbane Homelessness Service
Collaborative
Brisbane Youth Service
New Farm Neighbourhood Centre
Nundah Community Centre
Roma House
Salvation Army Pindari Men's Hostel
Salvation Army Pindari Women's Hostel
West End Community House
Cairns
Homelessness Service Hub
Mission Australia Douglas House
Youth Empowered Towards Independence
Mall Outreach
Toowoomba
The Basement
Townsville
Homelessness Service Hub
The Women's Centre

Partner firms

Allens
Ashurst
Clayton Utz
Herbert Smith Freehills
Holding Redlich
HWL Ebsworth
King & Wood Mallesons
McCullough Robertson
Minter Ellison
MurphySchmidt

We helped with

Tenancy & housing
Debt
SPER fines
Employment
Centrelink
Victims of Crime compensation
Guardianship and administration
Mental Health Law
Domestic violence
Criminal law
Family law

Funding

The Homeless Persons' Legal Clinic is funded by LPITAF and the Commonwealth Government Attorney-General's Department

Established **2002**

Refugees

Many refugees and new Australians experience challenges settling into their new life in Australia. QPILCH established the Refugee Civil Law Clinic (RCLC) to assist new Australians to navigate complex legal, regulatory and social systems, and address concerns about government decision-making, inappropriate financial or residential arrangements, fines and infringements, and difficulties within social and family relationships.

How it works

The RCLC provides free civil law advice and assistance to refugees and other vulnerable people who have been in Australia for less than 5 years.

The RCLC is staffed by volunteer lawyers and works in partnership with the Multicultural Development Association, a local refugee support agency, to provide holistic, targeted legal assistance. Since 2007, the RCLC has provided comprehensive assistance and advice to over 300 new clients.

"Thank you very much for the RCLC's support and assistance. Our mutual client wanted to wish all the best to the lawyers who have supported him to successfully resolve his car insurance issue."

Community support worker

Host agency

Multicultural Development Association

Partner firm

Corrs Chambers Westgarth

We helped with

Tenancy & housing
Debt
Criminal law
SPER fines
Employment
Victims of Crime compensation
Insurance law
Motor vehicle disputes
Consumer complaints



Amir's story

Amir, a young Iraqi refugee with limited English, was violently assaulted by a group of strangers.

He was unfamiliar with the Australian legal system and didn't know what his rights were.

Amir's caseworker at the Multicultural Development Agency connected him to the Refugee Civil Law Clinic.

We advised Amir that he might be entitled to compensation. We helped him to obtain the necessary supporting documents to lodge an application for victim's compensation.

Amir was awarded around \$1,300 as special assistance in recognition of the violence he had suffered.

Established **2007**

LegalPod

Each year, over 500 young people will transition from the Queensland Child Protection system into independence. At least 34% will experience homelessness in the first 12 months. This often leads to chronic, long-term homelessness throughout their lifetime.

QPILCH developed LegalPod to limit this negative impact for these vulnerable individuals. Multiple legal needs are entwined with an unstable transition, including tenancy, debt, Centrelink and criminal law problems.

How it works

Each small team of pro bono volunteers ('the Pod') connects to a young person exiting the child protection system, providing assertive, personalised and consistent long-term legal assistance.

In collaboration with non-legal support agencies. The Pod completes a Legal Health Check with the young person to diagnose emerging legal needs and maintains a personalised connection with the client for up to 4 years.

Most LegalPod clients are assisted with multiple legal issues, with two clients having 9 issues each.

Since its creation, 9 firms have been trained to create 21 Pods, offering on-going legal services to 36 young people.

Independent evaluation

LegalPod was independently evaluated by Encompass Family and Community Ltd. The evaluation found the legal assistance provided to young people had been of a high quality and our collaborative model was a key strength of the clinic.

500+ young people in Qld will transition from child protection into independence

34% will experience homelessness in the first 12 months

24 new clients were placed with a Pod

3.5 legal issues each

Bill's story

Bill was 17 and couch surfing after an unstable transition from the child protection system. He suffers from anxiety, which is exacerbated by not having stable housing. When Bill first connected with LegalPod, he had applied to Centrelink but was yet to receive any payments and he was on the youth housing waiting list.

Bill learnt about LegalPod through a community organisation. His first concern was a fines debt with the State Penalties Enforcement Registry (SPER). The fines were for fare evasion and public nuisance.

Because Bill was not receiving any income, LegalPod arranged for his SPER debt to be put on hold, pending his Centrelink application process. Once Centrelink was approved, LegalPod negotiated for Bill to be placed on the lowest SPER payment plan.

Bill then told his Pod that he had been evicted from and he didn't know where the Department of Housing had put his belongings.

We liaised with the Department and discovered where Bill's property was being stored and made collection arrangements. LegalPod gave Bill practical advice about his Magistrates court proceedings and briefed the Legal Aid duty lawyer. No conviction was recorded and Bill was relieved to have the matter resolved.

Bill will stay connected with LegalPod for the duration of his transition to independence. Now that Bill's immediate legal issues have been resolved he is looking to fulfil his goal of finding permanent accommodation and applying for tertiary education. LegalPod will be there to help him.

Partner firms

Allens
Ashurst
Baker & McKenzie
Clayton Utz
Herbert Smith Freehills
HWL Ebsworth
King & Wood Mallesons
Minter Ellison
MurphySchmidt

Reference Group

The Honourable Margaret White AO
Lucas Moore, CREATE Foundation
Tracey Smith, PeakCare Queensland
Dr Cameron Parsel, Australian Housing
and Urban Research Institute –
Queensland Research Centre
Paul Newman, Ashurst

Established **2013**

Mental Health

Many people with health problems and mental health issues have multiple legal issues that are not addressed by current legal services.

Their legal issues are often exacerbated by their health problems.

QPILCH's Mental Health Law Practice (MHLP) aims to address the serious deficit in legal and advocacy services for people experiencing mental illness or impacted by mental health laws in Queensland. Queensland continues to have the lowest rate of representation in this context across Australia.

We hope to assist clients to pursue their own path to recovery by addressing their legal issues.

Projects

In 2014-15, the MHLP contributed to the review of the *Mental Health Act 2000* (Qld).

We also developed research proposals to create best practice guidelines and training for collaboration between lawyers and caseworkers and to examine the legal needs of Queenslanders with mental illness.

We hope to secure funding to commence these needed research projects.

Joanna's story

Joanna had bipolar disorder and was an inpatient on an ITO.

While on leave from hospital, she incurred over \$65,000 of debts to various lenders, including her landlord and a phone company.

We negotiated on Joanna's behalf and persuaded most of her creditors to waive the debts, with only one creditor requiring Joanna to repay \$1,500 through a manageable payment plan.

How it works

QPILCH's Mental Health Law Practice includes:

Tribunal Advocacy Service

Lay advocates help clients having their Involuntary Treatment Orders reviewed in the Mental Health Review Tribunal.

Health Advocacy Legal Clinic

A cross-disciplinary clinic located at a hospital helps clients with health-related legal issues.

Mental Health Civil Law Clinic

Volunteer lawyers at mental health support centres help clients with civil law issues.

PA clinic

An outreach clinic at the Princess Alexandra Hospital helps people with mental health law and other civil law problems.

General casework

The MHLP takes on cases when someone has a legal issue which relates to their mental illness.

139 new clients helped

70 caseworkers trained in mental health law and referral pathways

Funding

This service receives no government funding. It is funded by generous grants from two philanthropic organisations.

English Family Foundation

The English Family Foundation is a Queensland-based foundation that supports organisations that have 'the vision and drive to tackle major social issues'.

In 2012, the English Family Foundation generously provided funding for three years to establish the Tribunal Advocacy Service.



Sylvia and Charles Viertel Charitable Foundation

The Sylvia and Charles Viertel Charitable Foundation supports medical research, the disadvantaged, the homeless, and the elderly. In 2014, the Foundation kindly awarded QPILCH a grant over three years, which ensures the Tribunal Advocacy Service can continue to meet this vital community need.



Established **2009**

Tribunal advocacy service

People on Involuntary Treatment Orders (ITOs) have the order reviewed by the Mental Health Review Tribunal every 6 months.

Less than 2% of people are represented in those hearings.

We help clients to tell their story to the Tribunal in a way that addresses the appropriate legal criteria so the Tribunal can make the best decision in the circumstances.

This service allows people to participate in the legal process which is so closely connected to their own health.

How it works

We have a panel of independent, trained advocates (mostly final year law and social work students). We provide assistance and representation for people with hearings in the Mental Health Review Tribunal throughout Queensland.

70 clients represented at ITO review hearings

35 new advocates trained to appear in ITO hearings

"I was very impressed by my advocate... She was genuine and competent – I wouldn't have been able to get my ITO revoked without her."

QPILCH client

Peter's story

Peter was being treated involuntarily in hospital for bipolar disorder and needed help with the first review of his ITO at the Mental Health Review Tribunal. Although the ITO was confirmed at his first hearing, our advocacy persuaded the hospital to grant Peter leave from the hospital so he could re-engage with a supportive community organisation.

When a QPILCH advocate represented Peter at his second hearing, the Tribunal revoked his ITO on the basis that he was capable of taking responsibility for his own treatment. Peter tearfully thanked the Tribunal and his QPILCH advocate.

Established **2012**

Mental Health Civil Law Clinic

People with mental health concerns and other disabilities are more likely to experience chronic disadvantage alongside multiple, complex and clustered legal needs. For people living on the margins of society, there are many barriers to resolving legal issues effectively.

Addressing legal issues with the assistance of a lawyer makes it easier for people to focus on their wellbeing, recovery process and broader community engagement.

How it works

The Mental Health Civil Law Clinic (MHCLC) is based on the HPLC's outreach legal clinic model, operating in partnership with two community-based mental health agencies in South-East Queensland. The MHCLC provides accessible and timely assistance to people experiencing mental health concerns.

"The debt reduction so far makes me feel that someone cares... QPILCH cares and the community of Australia cares."

I am very touched by your spirit of determination."

Client

Partner firms

DLA Piper
Allens

Host agencies

Open Minds
Footprints

We helped with

Guardianship and administration
Mental Health Law
Tenancy & housing
Debt
Criminal law
SPER fines
Family law
Employment
Centrelink
Victims of Crime compensation

Established **2011**

Health Advocacy Legal Clinic

Research shows that environmental causes of poor health can have their origins in unresolved legal issues. These are best resolved by health workers and lawyers working in partnership.

How it works

The Health Advocacy Legal Clinic (HALC) is located at St Vincent's Hospital. It is based on US Medical-Legal Partnerships.

Supervised by an experienced practitioner, UQ law students, QUT social work students and Griffith Medical students provide advice, information and referrals in relation to the legal and social challenges they face.

Clients are referred by hospital social workers and the neuroscience department.

The HALC can assist with issues such as Enduring Powers of Attorney, Advance Care Plans, and Guardianship and Administration issues before QCAT.

Supervisor

Karen Williams

Supported by

TC Beirne School of Law
QUT Social Work School
Griffith University Medical School

Students

Semester 2 of 2014
Gabriel Perry
Lindsay Kiemann
Vikki Wilkes
Kira Grayson

Semester 1 of 2015
Laura Uptin
Grace Townsend
Shelly Heath
Dana Heywood
Michael Hayes

Guest speakers

Dr Niki Edwards, QUT Social Work
Mental Illness Fellowship Queensland
Dr Kim Forrester
David Manwaring, QAI
Darren Clerk, QCAT
Menessia Nagi, Indigenous Sentencing List
Kevin Cocks, Anti-Discrimination
Commissioner
Ben White QUT Law School

We helped with

Guardianship
Advance care planning
Mental health law
Discrimination

Funding

The HALC is funded by QUT Social Work School, St Vincent's Hospital and QPILCH.

The **Flannery Foundation** made a significant contribution to QPILCH which will fund the establishment of an additional cross-disciplinary health advocacy clinic at the Mater Hospital, Brisbane.

We hope other funders will further support the establishment of more health advocacy clinics across Queensland.

Established **2014**

Health Advocacy Legal Clinic

Advance Care Plans

This year the clinic focused on Advance Care Plans to help clients with a cognitive disability accessing emergency health services.

Most health planning documents only work when a client has capacity.

An ACP can be completed with the person and their family (as attorneys or guardians) and their treating doctor, so that when a person finds themselves in an emergency

situation, new professionals can quickly see the person's wishes and current treatment.

An ACP is not a legally binding "guarantee" of treatment, but a succinct written document that clearly nominates the formal or informal decision maker, a list of current treating health professionals and their contact details and current treatment preferences. An ACP can be stored in a patient's medical record as a hard or electronic copy.

Anna's story, in the words of her mum, Susan

"Two years ago Anna said 'no more'. She did not want any more medical intervention as she had seven years of going in and out of hospital.

Anna was born with Ring Chromosome 22 and had multiple brain tumours, which had become aggressive. The system didn't enable Anna to express her wishes through a Care Directive, as she couldn't sign or read the document – it was therefore not a legally binding document.

Anna worked alongside the team at HALC where she developed an Advance Care Plan which focused on Anna, the person, rather than Anna with a medical condition. It outlined who she was – outgoing, a social butterfly, artistic, an accessories-guru and, most importantly, her likes and dislikes.

There was one page giving details of her multidisciplinary teams. It also outlined her 'end of life wishes' which clarified what was important to Anna.

She stated that she would like to be at home with family and friends, have flowers and music and go out in her car. She wanted a quality of life and no over-burdensome treatments to keep her alive.

As it turned out it was only six months from completing the document that Anna collapsed and after a cat scan Anna was given an option of another operation or approximately two months to live. Anna chose to rest at home.

I was able to share Anna's Advance Care Plan with her palliative team, nurses and support workers and they abided by it with much care and respect.

I found myself referring to the document regularly to ensure I was staying true to her wishes.

Anna's wishes were granted. She was home for seven weeks where she was showered with love, support, music, flowers and drives in her beloved blue car.

The Advance Care Plan made a huge difference to Anna's quality of life. The document was also very helpful for the Reverend who acted as the celebrant at Anna's Sacred Sunflower Service that the funeral was honouring Anna's wishes.

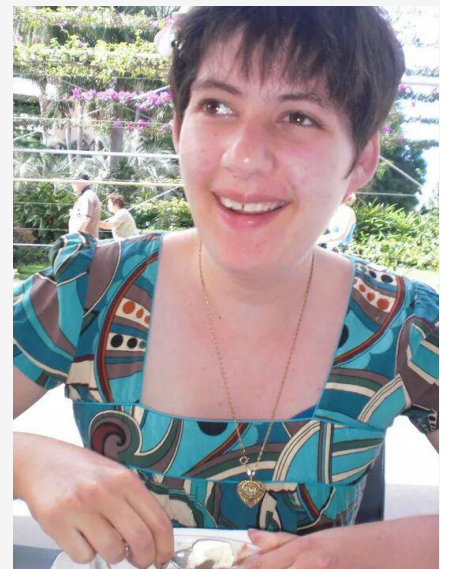
I am very grateful for the team at HALC for their valuable input to creating the template for Anna's Advance Care Plan and giving her the best outcome for her end of life and making her journey easier."

To honour Anna's life, her mother Susan published "*Universal Life Lessons from My Brilliant Blue Bohemian Butterfly*", which contains valuable information including

85 universal life lessons and links to organisations such as QPILCH that made a difference to Anna's quality of life.

For more information see

www.universallifelessons.com



Student Clinics

QPILCH supervises a number of student volunteers, PLT students and student clinics. Students support the work of the Referral Services either working directly on cases or undertaking research projects which are informed by casework and which seek to find solutions to systemic issues. Student volunteers and clinics also provide senior law students with an exceptional learning experience and allow them to put theory into practice.

HPLC Student Clinic

Each clinic has two rotations, with students spending half the semester in our Brisbane office working on research projects and the other half at partner law firms, attending and supporting the volunteer lawyers at the outreach legal clinics. Students:

- developed resources to inform vulnerable clients, community agencies and lawyers about changes to police powers during the G20,
- considered the links between tenancy database blacklistings and homelessness,
- explored legal and non-legal options for vulnerable clients with utility debts, and
- published articles in *Parity*, a national magazine published by the Council to Homeless Persons

Supervisors

Sue Garlick, Cameron Lavery, Marissa Doors

Supported by

University of Queensland TC Beirne School of Law

Semester 2 of 2014

Georgia May
Tim Sexton
Amy Arkbuckle
Sophie Clarke
Pui-Chi Cheng
Samuel Schumann

Semester 1 of 2015

Andrew Lamb
Bronte Shaddock
Caitlin Scantlebury
Lucy Jacobsen
Sarah Judge
William Penfold

Host firms

Ashurst
HWL Ebsworth
McCullough Robertson
Minter Ellison
MurphySchmidt
Herbert Smith Freehills

Guest speakers and excursions

Paul Holmes, Legal Aid Queensland
Penny Carr and Julie Bartlett, Tenants Queensland
QCOSS energy team
Visits to Roma House and BHSC



Established **2006**

Mental Health Law Clinic

The Mental Health Law Clinic assists clients with mental health law issues and civil law problems that relate to their mental illness.

Supervisor

Imogen Coates-Marnane

Supported by

The TC Beirne School of Law

Semester 2 of 2014

Matias Peltola
Nastassja Milevskiy
Nathan Lindsay
Daniel O'Connor
Chantelle Lee-jones
Hilary Wilson

Semester 1 of 2015

Niamh Reilly
Ruby Nielsen
Laura Berkelmans
Verdi Guy
Rahael Eapen
Alasdair McCallum

Guest speakers

Barry Thomas, MHRT
Michelle Radke, MHRT
The Honourable Justice David Boddice, Mental Health Court
Dr Frank Varghese, Mental Health Court
Julie Hearnden, Queensland Advocacy Incorporated
Roba Ryan, Queensland Advocacy Incorporated
Brent Dixon, Metro North Hospital and Health Service
Nadia Beer, The Park

"My brief experience in helping, or hearing the stories of, people impacted by mental illness has provided some important and unique lessons... and will sustain an enduring commitment to pro bono practice."

Nathan Lindsay, UQ student



Established **2009**

Public Interest Research Clinic

This clinic aims to engage in socio-legal research and evaluation. PIRC students:

- investigated the level of legal support provided to adults with impaired capacity in hearings before QCAT. Initially this occurred through analysis of QCAT files and data, and then through observing hearings.
- prepared a report to the Guardianship and Administration Network, a subcommittee of QAILS.

Supervisor

Andrea Perry-Peterson

Supported by

TC Beirne School of Law

Sem 2 of 2014

Antonia Hartzenberg
Lucinda Bourke
Samantha Ramsay
Luke Gallant
Rebecca Rutland
Jean Lukin

Sem 1 of 2015

Andrix Lim
Anna Simpson
Evelyn Hoare
Ingrid Gardiner
Jessica Rankin-Dixon
John Slater

Guest speakers

Jodie Cook, Public Advocate for Queensland
Mathew James, Registrar of the Human Rights Division of QCAT



"I learned to appreciate the policy and social issues of the role of law in society and look "outside" the law at broader, practical implications."

Student

Established **2002**

Access to Justice Clinic

The students:

- worked on Referral Service files and assisted to assess applications and refer or advise clients.
- prepared a flowchart, factsheet and template letter on making a Family Provision application.
- prepared materials including a checklist, incorporation flowchart and template letters relevant to applications we receive from Not-for-Profit organisations.

Supervisor:

Andrea Perry-Petersen

Supported by

Queensland University of Technology

Students Semester 2 of 2014

Jonathan Costello
Sophie Murdock
Rachel Liang
Mitchell Dunk
Kate Jacques
Lesley Ariza

Guest speakers

Stafford Shepherd, Queensland Law Society
Joanne Hagenson, Ashurst

"I gained an appreciation of justice, fairness and morality in the operation of law through witnessing real life effect of the law on vulnerable persons... and a deeper appreciation of the issues that people who aren't privileged experience.

That's why lawyers are around – to help people."

Student

Established **2013**

Social Justice Lawyering

The students assisted the Referral Service with casework. They also:

- individually presented a seminar on a topic related to social justice and
- completed a reflective journal for which they were assessed.

Supervisor

Andrea Perry-Peterson

Supported by

Griffith University Law School

Students Semester 1 of 2015

Corey Harrison
Emily Reyher
Jaime McIver
Linda Fernando
Matthew Staley
Thomas Browning

Guest speakers

Stephen Colditz of Counsel
Stafford Shepherd, Queensland Law Society

"More than any clinic, subject or work experience I've done, this clinic definitely exposed me to integrating different areas of law."

Student

Established **2002**

Civil Litigation Clinic

The Clinic provides support to the Self Representation Service. Uniquely, the Clinic operates in a collegiate environment in its dedicated Clinic room within the Supreme Court precinct. The students observe self-represented litigants in the court room, attend client interviews with volunteer solicitors and improve their legal research, analysis and writing skills by working on files from Supreme, Federal Courts and QCAT. The students also undertake discrete research projects.

Supervisor

Liz O'Connor

Supported by

Queensland University of Technology Law School
Donations by 13 QCs

Host

Supreme and District Courts

Sem 2 of 2014

Andrew Osborne
Jason Liu
Lara Moreton
Matthew Stewart
Sophie Williams
Robert Lake

Sem 1 of 2015

Ben Chapman
Daniel Posner
Greg Grunet
Maddison Jago
Megan Southwell
Nick Congram

Guest speakers

Justices Atkinson, Applegarth, Boddice & Bond - Supreme Court of Queensland
Retired District Court Judge and Chief Magistrate Marshall Irwin (retired)
Robert Reed of Minter Ellison
Associate Professor Kay Lauchland, Faculty of Law, Bond Uni
TressCox Lawyers



Established **2014**

Administrative Law Clinic

The Students work on casework files from Referrals and Self Reps Services in the AAT, Federal Court & QCAT. Students' work included a review from SSAT to AAT for a minor on a DSP, analysis of recent Migration Act changes, decisions made under Criminal Compensation legislation, Applications under Right To Information legislation Administrative powers of the newly formed Public Safety Business Agency.

Supervisor

Liz O'Connor

Supported by

Bond University Law School

Sem 3 of 2014

Billy Young
Deena Yousif
Hannah Mangione
Jenaya Keats
Lucas Helmke
Lysette Yates
Natasha Kljaic
Tessa Van Der Wert

Sem 1 of 2015

Briar Blount
Wen Wen Quin
Sera Erikozu
Tony Birak
Elisha Hodgson
Rana Nosrat



Guest speakers

Michael Berkman, EDO
Simon Burgess, Ed Turkovic & Charo Weldon, ATSILS
Shirley Tong & Alana Ebeert, Cwllth Ombudsman Office
Deputy President Philip, AAT
Practitioners at Clayton Utz & Holding Redlich

Established **2004**

Client Feedback

QPILCH surveys clients in all our services to ascertain what they think of the service they received. We summarise their views and record some of their comments:

In the **State Courts Self Representation Service (SRS)** 86% of survey respondents said that the Service helped them feel more confident about representing themselves in Court, 93% of respondents said that the advice and information provided by the Service was easy to understand and 79% of respondents were satisfied overall with the assistance provided.

In the **QCAT SRS**, we learned from survey responses that some clients felt their personal circumstances (e.g. mental health, disability etc) prevented them from having closure even though their legal proceedings were finalised. This therefore challenges QPILCH to listen to clients and refer them to support services, understand what referrals would be appropriate and engage with clients more deeply to ensure a more holistic approach whenever possible.

While one respondent had difficulties with the QPILCH application form and one found the information and advice difficult to understand, other respondents in the **Federal Courts SRS** were satisfied with the quality of the service they received.

In the **Mental Health Law Practice**, 88% were satisfied with the service they received, 97% of respondents agreed that the service made sure their voice was heard in Mental Health Review Tribunal hearings and 88% said the service assisted their understanding of the hearing process.

While the sample of responses was small for the **Townsville Office**, clients were consistent in saying that they were treated respectfully and all were satisfied with the service they received.

The **Referral Service** surveys recorded that 60% of clients found QPILCH to be incredibly helpful and knowledgeable in resolving their matter and noted that QPILCH is particularly helpful for rural clients who are unable to travel to the city. Some clients commented that the assistance from QPILCH has enabled them to 'move on' with their lives.

"The appointments provided relief and instilled confidence, the information given by the lawyer was clear and comprehensive, the last letter provided helped bring the case to a close."

"I felt very prepared when I attended court as the advice I had received was accurate and covered my situation."

"My advocate was lovely and compassionate. I really hope she advocates for me in the future."

"QPILCH did a wonderful job, even from the beginning. They were willing to accept what I had to say."

"I was able to present my case very well because I had someone beside me who was a professional and knew the law."

"I found the service really good because I had no idea what to do and the staff were so knowledgeable. It was also incredibly helpful even though we live so far away from a city."

Publications

Submissions

Inquiry on strategies to prevent and reduce criminal activity in Queensland – Submission to the Legal Affairs, Police, Corrective Services and Emergency Services Committee – 10 July 2014

ACNC repeal and replacement – Submission in response to the Options Paper, Australia's Charities and Not-for-profits – 21 July 2014

Submission to Second round of consultation – Queensland Government for the review of the *Mental Health Act 2000* (Qld) – July 2014

Papers

Mental health issues in the courts, JCA Colloquium, October 2014, Tony Woodyatt

The Police Intervention Initiative: Collaboration or Discrimination, Parity, November 2014, Sue Garlick (HPLC) and Sam Schumann (HPLC Student Clinic)

Tenancy Blacklistings and Real Estate's 'Big Brother', Parity, June 2015, vol 28, pp 18-19, Cameron Lavery and Marissa Dooris (HPLC)

Articles

Freedom to Choose: Sharing the Legal Menu with Vulnerable Clients, Parity, November 2014, Sue Garlick (HPLC)

LegalPod: Early Intervention Legal Services for Young People Transitioning from State Care, Parity, November 2014, Georgia May (HPLC Student Clinic)

Self-represented parties and court rules in the Queensland courts, Journal of Judicial Administration, Vol 24(1) p 18, August 2014 Iain McCowie (SRS)

Pro bono lawyers quietly helping thousands, www.qpilch.org.au, Karen Dyhrberg, 5 November 2014

QPILCH's pro bono legal services supporting mental health, www.qpilch.org.au, Karen Dyhrberg, 22 October 2014

Research Reference Group

The Honourable Margaret Wilson (chair) until August 2015
Robert Reed
Professor Richard Johnston
Katherine Curnow
Rebekah Leong

Down to Earth

Commencing in 2012, *Down2Earth* started as a small project to help people in the Surat Basin who could not obtain legal assistance in coal seam gas development.

Since then, QPILCH has produced a discussion paper (published November 2013) and has conducted two consultations – in Emerald in March 2015 and, with partners *Griffith University Law School* (Professor Poh-Ling Tan) and the University of Queensland's *Centre for Social Responsibility in Mining* (Assoc Professor Will Rifkin) and *Centre for International Minerals and Energy Law* (Professor Jonathan Fulcher), in Brisbane in August. The Brisbane consultation was generously hosted by Cooper Grace Ward Lawyers.

The discussion paper, written by QPILCH solicitor Catherine Browning and student volunteers and with

the financial assistance of the Gambling Community Benefit Fund, examined the regulatory framework for coal seam gas extraction in Queensland and the assessment and regulatory systems in other parts of the world.

The purpose of the paper initially was to explain the complex assessment and approvals system for resource proposals. As we explored these issues in other places, the focus changed to how land use disputes could be resolved earlier and more cheaply and the role of collaborative processes in land use decision making and resource planning to potentially enhance long-term environmental, economic and social sustainability and security in the interests of all stakeholders.

While the paper did not focus particularly on disadvantaged clients, the public interest is served in finding ways to resolve community conflict and balance competing interests.

The consultations involved stakeholders representing mining, agriculture, environmental and social interests. Ideas raised in the discussion paper were explored and stakeholders considered the viability of different models to deal with strategic land use and resource planning. The model that appealed to stakeholders, particularly those in Emerald, is an adaptive and collaborative governance mechanism that adapts to local and regional concerns and circumstances

Queensland Legal Walk



The 7th annual Walk took place on 12 May 2015.

Over 1,000 walkers across Queensland raised over \$40,000 to support legal services for disadvantaged Queenslanders.

The top fundraising team was North Quarter Lane Chambers and top fundraising individual was Hayley Grossberg.



Dedicated to a better Brisbane

Mackay

Gold Coast

Brisbane



Cairns



Townsville



Toowoomba



Sunshine Coast



Public Interest Address

On 7 August 2014, the Public Interest address was held at Customs House. The Public Interest Address is held each year to raise awareness about an important social or human rights issue.

The keynote speaker this year was Professor Brett McDermott, Director of Beyond Blue and the Executive Director of the Mater Child and Youth Mental Health Service and Mr Allan English (Chair and founder of the English Family Foundation).

The speakers highlighted important issues resulting from the intersection of law and mental health. A key issue noted was that only 3 of every 100 people on involuntary treatment orders in

Queensland have representation in the Mental Health Review Tribunal which can lead to substantive imbalances in the legal system.

This lack of representation for an acutely vulnerable group not only leads to poor outcomes but also hampers the general legal process. This issue and others similar to it continue to plague many disadvantaged people throughout Queensland.



Tony Woodyatt, Alan English, Lucy Bretherton and Brett McDermott

CPD Training for CLCs

On 19 and 20 January 2015 QPILCH ran legal training for community legal centres. The training sessions were hosted at Minter Ellison in Brisbane and were attended by over 30 professionals from all over the state. To those who were unable to attend on the day a recording of the event was supplied to them. The event was very well received by both attendees and presenters. The sessions were on a variety of topics including legal ethics, practice management, professional skills, advocacy, administrative law, employment law, consumer law, litigation essentials and using socio-legal research.



QPILCH lawyer Iain McCowie presents at the CPD training for community legal centres

Speakers

Sarida McLeod
Abbey Richards
Jackson Walkden-Brown
Joanne Rennick
Monica Taylor
Rebekah Leong
Steven Hogg
Professor Richard Johnstone
Matthew Jones
Anthony Reilly
Brian Bartley
Karen Dyhrberg
Sue Garlick
Catherine Browning
Elizabeth Pendlebury
Iain McCowie
Raquel dos Santos

Management committee

President	Lucy Bretherton	Special Counsel, Ashurst
Secretary and Treasurer	Matthew Jones	Barrister
Queensland Law Society representative	Noela L'Estrange	CEO, Queensland Law Society Incorporated (resigned April 2015)
	Bronwyn Neroni	General Manager, Queensland Law Society Incorporated (from April 2015)
Bar Association of Queensland representative	Kathryn McMillan QC	Queen's Counsel
Associate Member representative	Judith McNamara	Assistant Dean, Learning & Teaching, Queensland University of Technology Faculty of Law
Corporate Legal Unit representative	Rochelle Carey	Corporate Counsel, Glencore Co-opted member
	Andrew Buchanan	Co-opted member
	Matthew Holmes	Partner, MurphySchmidt
	Richard Hundt	Lawyer, McCullough Robertson
	Robert Reed	Special Counsel, Minter Ellison
	Katharine Philp	Partner, TressCox
	Anthony Reilly	CEO, Legal Aid Queensland (resigned April 2015)

Secondments

Norton Rose Fulbright

Georgia Hinds
June – July 2014
Pro Bono Referral Service

Ashurst

Joanne Hagenson
August – September 2014
Pro Bono Referral Service

Bianca Kabel
June – July 2015
Mental Health Law Practice

TressCox Lawyers

Claire Smith
March – April 2015
Pro Bono Referral Service

Helen Maguire
July – August 2014
Self Representation Service

Corrs Chambers Westgarth

Ben Tuckett
March 2014 – September 2015
Pro Bono Referral Service

Corrs has provided a full-time secondee to the Pro Bono Referral Service since March 2008. We thank Corrs for this significant contribution to the running of QPILCH.

Fundraising subcommittee

Andrew Buchanan (chair)
Kathleen Singleton
Robert Reed
Bob Shead
Rochelle Carey

Staff

Director Tony Woodyatt

Acting Director
(Jan - July 2015) Sue Garlick

Deputy Director & Principal
Solicitor Andrea de Smidt
(to Oct 2014)
Karen Dyhrberg
(from Oct 2014)

Townsville
Managing Solicitor David Maunsell

Administrator Jenny Porter

Townsville
Paralegal Danielle O'Connor

Bookkeeper Rebecca Slade

Fundraiser Theresa Scanlan
(to Feb 2015)
Phil Hancock
(from Feb 2015)

Pro Bono Referral Service

Coordinator Catherine Browning

QLS and Bar Pro Bono
Referral Services Solicitor Tim Laird

Administrator Melanie O'Sullivan

Student clinic supervisors

Health Advocacy Legal
Clinic Karen Williams

Public Interest Research
Clinic, Access to Justice
Clinic and Social Justice
Lawyering Clinic Andrea Perry-Petersen

Litigation Clinic Liz O'Connor

Administrative Law Clinic Jackson Walkden-Brown
(to Jan 2015)
Liz O'Connor
(Jan-May 2015)

Mental Health Law Practice

Coordinator Stacey Parker

Lawyer Imogen Coates-Marnane
(from Jan 2015)

Homeless Persons' Legal Clinic

Coordinator Cameron Lavery

Senior Lawyer Sue Garlick

Lawyer Stephen Grace

Research and
Development Lawyer Marissa Dooris
(from Feb 2015)

Lawyer Christina Jackson
(Jan – June 2015)

Lawyer (Cairns) Renee Lees

Project Officer Robert Black
(to Dec 2014)

Paralegal Fleur Hopkins
(to March 2015)

Administrator Victoria Allen
(from Oct 2014)

Administrator (Cairns) Donnella Mills

Administrator (Toowoomba) Lyn Aplin

Self Representation Service

Coordinator &
Solicitor, Fed Courts Elizabeth Pendlebury

Solicitor, Qld Courts Iain McCowie

Solicitor, QCAT Raquel Dos Santos

Paralegal, QCAT Sarah Cox
(to April 2015)
Elizabeth Carmichael
(from Apr 2015)

Paralegal, Qld Courts Jessica Freeburn

Paralegal, Federal Court Dan Nipperess
(to May 2015)
Hannah McAlister
(from June 2015)

Thank you

Volunteers with Pro Bono Referral Service

Barristers

Julian Gillespie
Shane Connor

Solicitors

Ashanthi Jayasekera
Carmel McMahon
Damien Manganaro
Madeleine Murphy
Patricia Gray
Peta Miller
Renee Worsfold
Ruth Kennedy
Scott Guar

PLT

Akash Mahendra
Darren Williams
Kisa Rajapakse
Lyndsay Hercule
Michael Gee
Robert Lake
Zoe Chan

Students

Adonai Rodriguez
Alexander Vanenn
Anna Brasnett
Briar Blount
Caitlin Usher
Carolyn Holdom
Courtney Blomfield
Daniel Roe
Danika Jackson
Ellen Howard
Erin Kelly
Jessica Bell
Jessie Pomare
Joey Chan
Jonathan Costello
Julia Younger
Kate Van Der Heyden
Katharine Ward
Lesley Ariza
Loretta Stellino
Mitchell Dunk
Nicholas Lindsay
Norisha Young
Rachel Liang
Ross Wakeford
Tracey Sharp
Thomas Browning
Sarah Kingston
Zackary George
Zoe Hinchcliffe

Townsville

Jessica Moore
Claire Sullivan
Cherie McLaughlin
Matthew Busby
Bianka Bosnjak
Nathan Mark
Alan Birrell

Julene Winn
Julian Siggins
Stacey Rubio
Simon Walker
Nicole Maruff
Stephanie Mariani
Benazir Taporaie
William McKenzie
Harry Bechmann
Andrew Du Boulay

Self Representation Service

Victoria Allen
Lauren Ash
Vanessa Brown
Jo Cameron
Elizabeth Carmichael
Shane O'Connor
Jennifer Daysh
Michael Esteban
Sophia Finter
Tayla Gorman
Arndt Herrmann
Scott Jury
Hannah McAlister
Wendy Pei
Joshua Rhee
Rebecca Rutland
Caitlin Scantlebury
Elizabeth Smith
Nicola Whalley
Renee Worsfold
Tenika Vakauta

MHLP volunteers

Laura-Rose Lynch
Lara Henshall
Anthony Gardner
Anna Redmond
Courtney Blomfield
Ella Ma
Nastassja Milevskiy
Chantelle Lee-Jones
Daniel O'Connor
Halligan Quin
Iain McGregor-Lowdnes
Alice Nagel
Jean Lukin
James Schlunke
Marie Fernando
Rina Biswas
Portia Tyle

MHRT advocates

Laura-Rose Lynch
Lara Henshall
Anthony Gardner
Anna Redmond
Courtney Blomfield
Ella Ma
Nastassja Milevskiy
Chantelle Lee-Jones
Daniel O'Connor
Iain McGregor-Lowdnes
Alice Nage

Jean Lukin
Aanand Jayachandran
Jo Sampford
Juliet Walker
Naadira Omarjee
Rachel Hew
Rebecca Anderson
Bogart Phillips
Georgia May
Manasa Addepalli
Robyn Dawe

Self Representation Service

Members of the judiciary and QCAT who support the Self Representation Service: The President of the Court of Appeal, The Honourable Margaret McMurdo AC, The Honourable Justices Roslyn Atkinson, David Boddice and Peter Applegarth, His Honour Chief Judge Kerry O'Brien, Queensland District Heather Baldwin, Registrar of the Federal Court Patricia Hanly and Julie Ford, QCAT Members Mary Shortland, Matthew James, and Amanda Vanelderden, QCAT staff The courts and QCAT accommodated us in our 'satellite' offices, which are readily accessible to clients in Brisbane.

Regions

North Queensland Women's Legal Service for help with office furniture.

His Honour Justice North for accommodating our Self Representation Service in the Townsville court building and for supporting our fundraising events.

Regional pro bono help

ATSIWLAS
TASC
Andrew Braithwaite, Hede Byrne & Hall
Boulton Cleary and Kern Lawyers
Catherine Cheek, Clewett Lawyers
Connolly Suthers
Crosby Brosnan & Creen
Kathy Walker, Walker Solicitors

"My secondment to QPILCH and the Mental Health Law Practice was an experience of immeasurable benefit to my personal and professional development."

Bianca Kabel,
Ashurst secondee



QPILCH solicitor Imogen Coates-Marnane and Ashurst secondee, Bianca Kabel

"I feel that I have personally contributed to assisting those most vulnerable within our community."

Loretta, student volunteer

Thank you

Bar scheme participants

Alan Macsporrán
Alex Nelson
Allan Lonerger
Andrew Barron Fraser
Andrew Hoare
Andrew West
Anthony Fronis
Anthony Morris QC
Anthony Kimmins
Anthony McKinnon
Antony Newman
Anand Shah
Brian Cronin
Ben McEnery
Ben McGlade
Ben McMillan
Bertram Curran
Caleb Spicer
Chato Alexander Page
Chris Tam
Chris Templeton
Chris Curtis
Christian Jennings
Clare Dart
Claire Schneider
Craig Harding
Damien Gates
Daniel Lavery
David Keane
David Kent
David Yarrow
Dean Wells (The Hon)
Denika Whitehouse
Dianna Worrell
Donna Callaghan
Duncan Galton
Edward (John) Williams
Edward Goodwin
Elizabeth Gaffney
Elliott Dagleish
Emma Hoiberg
Fiona Lubett
Florence Chen
G Jrebetzke
Gail Hartridge
George Kalimnios
Geraldine Dann
Hugh Scott-Mackenzie
Hunter Trotman
Ilan Klevansky
Isaac Munsie
James Earl Smith
James Grehan
Janice Crawford
Jens Streit
Jeremy Trost
Jillian Francis
Jo Chapple
Joe Morris
John Allen
John Cahill
John Dwyer
John Farren
John Hammond
Joshua Fenton

Julie Kinross
Justin Carter
Kasey McAuliffe-Lake
Kate Blackford Slack
Keith Wylie
Kila Pedder
Kim Bryson
Kirsty Gothard
Kristi Riedel
Lee Clark
Liam Burrow
Liam Dollar
Lisa Stewart
Manuel Varitimos
Mark Guest
Mark Le Grand
Mark McCarthy
Mark Plunkett
Matt Black
Matthew Brady
Matthew Jones
Matthew Williams
Michael Bonasia
Michael Byrne
Michael Kehoe
Michael Labone
Michael Lyons
Michael Williams
Neil Francey
Neville Weston
Nicholas Andreatidis
Nicholas Loos
Nitra Kidson
Patricia Feeney
Patrick Van Grinsven
Patrick Wilson
Paul O'Brien
Paula Morreau
Philip Looney QC
Peter Goodwin
Peter Travers
Richard Williams
Robert Brandon
Roland O'Regan
Ron Ashton
Russell Byrnes
Ruth O'Gorman
S Gerber
S R Lumb
Sarah S F Poon
Sarah Scott-Mackenzie
Schulte
Scott Malcolmson
Shaneen Pointing
Simon Burgess
Simon Cleary
Stephen Colditz
Stephen Lee
Steven Forrest
Steven Hogg
Steven Jones
Stewart Webster
Sue Brown
Susan Fajardo
Susan McLeod
Tracy Thorp

Vince Brennan
William Wild
WJ Kilian
Yulia Chekirova

QLS participants

Aitken Whyte Lawyers
Allens
Andrew Shields
Ashurst
Australia Workplace Lawyers
Baker & McKenzie
Bartley Cohen Litigation
Lawyers
Berrigan Doube Lawyers
Bevan & Griffin Solicitors
BN Law
BT Lawyers
Butler McDermott Lawyers
Bynes Business Lawyers
CBP Lawyers
Clayton Utz
Cronin Litigation
David Wise
DibbsBarker
Franklin, Athanasellis & Cullen
Herbert Smith Freehills
HW Litigation
HWL Ebsworth Lawyers
Hynes Legal
Irish Bentley Lawyers
K & L Gates
Kafrouni Lawyers
Kelly Legal
Splatt Lawyers
Lander & Rogers
Lee, Turnbull & Co Solicitors
Macrossan & Amiet Solicitors
Martinez Lawyers
Drummond Litigation
Murray & Lyons Solicitors
Payne Butler Lang
Piper Alderman
RBG Lawyers
Rostron Carlyle Solicitors
Ruddy Tomlins & Baxter
Shine Lawyers
Slater & Gordon
Sparke Helmore Lawyers
TressCox Lawyers
Trudie Rogers Medical Lawyers
Wettenhall Silva Solicitors
Williams & Associates Lawyers
William Graham Carman
Lawyers

Ken Parry, MacDonald Law
Kennedy Spanner
Legal Aid Queensland
Maurice Blackburn
Strategic Lawyers

Members who took pro bono cases

Ashurst Australia
Allens
Bartley Cohen Lawyers
Barry Nilsson Lawyers
BT Lawyers
Butler McDermott
Clayton Utz
CBP Lawyers
Corrs Chambers Westgarth
Hanna & Jackson Lawyers
Holding Redlich
HWL Ebsworth
K & L Gates
King & Wood Mallesons
MurphySchmidt Solicitors
Maurice Blackburn Lawyers
Minter Ellison Lawyers
Norton Rose Fulbright
Shine Lawyers
Slater & Gordon
Sparke Helmore
TressCox Lawyers
Wettenhall Silva Solicitors
Amanda Stoker
Andrew Greinke
Anthony Fronis
Bill McMillan
Brent Reading
Brian Cronin
Carla Klease
Chris Curtis
Damien Gates
Damien O'Brien
Dan O'Gorman SC
Dianna Worrell
David Purcell
Duncan Galton
Fiona Lubett
Gary Coveney
Gavin Rebetzke
Hugh Scott-Mackenzie
Dr Jacoba Brasch QC
John Farren
John Faulkner
Joseph Jacobs
Julene Winn
Karen Williams
Kateena O'Gorman
Mark McCarthy
Mark Steele
Matthew Jones
Michael de Waard
Richard Williams
Scott Thackeray
Steve Blaxland
Stephen Colditz
Sue McLeod
Vincent Brennan

Member firms

HENRY DAVIS YORK



BAKER & MCKENZIE



HERBERT
SMITH
FREEHILLS



bartley cohen
LITIGATION LAWYERS



Strategic edge. Connected advantage.

HWL EBSWORTH
LAWYERS



COOPER GRACE WARD
LAWYERS

MinterEllison

Allens > < Linklaters



HOLDING REDLICH

CLAYTON UTZ

ashurst



CORRS
CHAMBERS
WESTGARTH
lawyers



KING & WOOD
MALLESONS

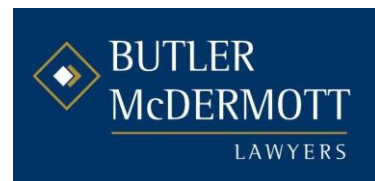
TressCox
LAWYERS

K&L GATES



DIBBS BARKER

Member firms



Corporate members



Members

Barristers

Anthony Anderson
Nicholas Andreatidis
Michael Ballans
Kenneth Barlow QC
Paul Beehre
Robert Brandon
Dr Jacoba Brasch
Judith Brien
Susan Brown QC
Liam Burrow
Gerald Byrne
Stephen Byrne
Douglas Campbell QC
Anna Cappellano
Justin Carter
Lee Clark
Simon Cleary
Stephen Colditz
Lauren Coman
David Cormack
Gary Coveny
Christopher Crawford
Janice Crawford
Brian Cronin
Patrick Cullinane
Chris Curtis
Elliot Dalglish
Clare Dart
Michael de Waard

Dr Gillian Dempsey
Tracy Fantin
John Farren
John Faulkner
Michael Fellows
Domenico Ferraro
Dr Kim Forrester
Jillian Francis
Duncan Galton
Andrew Greinke
John Hammond
Gavin Handran
Steven Hogg
Emma Hoiberg
Keith Howe
Joseph Jacobs
Matthew Jones
Steven Jones
George Kalimnios
Alexandros Katsikalis
David Keane
Viviana Keegan
Stephen Keim SC
Liam Kelly QC
Nitra Kidson
Carla Klease
Derek Kordick
Michael Labone
Dr Stephen Lee

Allan Lonergan
Fiona Lubett
Aida Portia Maier
Scott Malcolmson
Alexandra Marks
Janice Mayes
Kasey MacAuliffe-Lake
Mark McCarthy
Kelly McIntyre
Bill McMillan
James McNab
Peter Metzdorf
Paula Morreau
Alexander Nelson
Antony Newman
Anastasia Nicholas
Damien O'Brien, QC
Paul O'Brien
Thomas (TP) O'Brien
Dan O'Gorman SC
Kateena O'Gorman
Rowan Pack
Chato Page
Kila Pedder
Daniel Pratt
David Purcell
Kristi Riedel
Sally Robb
Guy Sara

Hugh Scott-Mackenzie
Sarah Scott-Mackenzie
Anand Shah
Julian Siggins
Kate Blackford Slack
Caleb Spicer
Kevin Spry
Mark Steele
Amanda Stoker
Chris Tam
Chris Templeton
David Thomae
Tracy Thorp
Peter Travers
Ben van de Beld
Patrick Van Grinsven
Manuel Varitimos
Stewart Webster
William Wild
Matthew Williams
Richard Williams
Douglas Wilson
Dianna Worrell
Keith Wylie
David Yarrow

Associate members



Specified members



Queensland Association of
Independent Legal Services Inc



Funders



An Australian Government Initiative



Grants



Thank you to LitSupport for printing QPILCH's annual report.

Treasurer's report

I am pleased to present my second report as Treasurer of QPILCH and the audited financial statements for the 2014-2015 financial year.

QPILCH has emerged strongly from the difficult financial circumstances of recent years while continuing to operate at optimum levels and striving to implement new long-term programs.

QPILCH used the 2014-2015 year to consolidate its financial position and plan for its future. On the whole, our income was slightly down and expenditure was slightly up in comparison to 2013-2014 figures, but the modest overall operating deficit was due to particular financial management decisions focussing on future opportunities, with QPILCH's structural financial position remaining quite strong.

For example, a small part of QPILCH's financial reserve has been used to temporarily increase staffing levels for particular projects. Part of the reserve has also been used to employ a fundraiser to prepare funding applications and coordinate fundraising events. Phil Hancock replaced Teresa Scanlan in that position in early 2015. Membership receipts and fundraising income (such as from the successful Queensland Law Walk and Red Wine for Justice) have been used to fund particular activities. We have aimed to keep QPILCH's fundraising efforts broad and varied but without overwhelming our supporters.

In terms of long term structural funding, a small operating surplus from LPITAF and government funding has been carried over to the 2015-2016 year.

It is important that QPILCH continues to explore new sources of income and remains adaptable in its financial management. There is enormous demand for QPILCH's services. Money devoted to them is money well spent. The Self Representation Service, for example, saved court resources by diverting 95 potential litigants away from the court system. The Legal Health Check is a way to reach people across Queensland, using community workers as gatekeepers, so people can access legal services without the need to establish new local legal service points.

In 2014-15, QPILCH approached a number of Queensland Private Ancillary Funds (PAFs) for the first time with a degree success. Importantly, a grant from the Flannery Foundation will enable us to establish a new health-justice partnership at the Mater Hospital.

We continue to work with the solicitors' branch and the bar to maximise the efficiency and reach of the services we are able to offer. I would welcome even greater engagement with the bar in particular.

Looking further ahead, on 18 March 2015, The Honourable Margaret McMurdo AC, President of the Court of Appeal, launched QPILCH's Civil Justice Fund.

This is a perpetual fund which will grow over time and in due course fund civil law services in the community.

We have secure funding for core services (including the referrals service, the Homeless Persons Legal Clinic, the State Courts Self Representation Service and QCAT services) until June 2017 and for the Federal Court Self Representation Service until June 2018. We expect funding for those core services to continue for another three years thereafter.

LPITAF is the primary source of this funding, raising possible concerns from July 2017 as LPITAF is a diminishing resource.

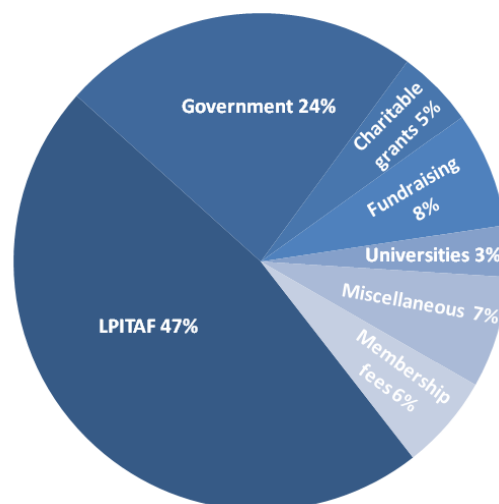
There are also other concerns that should be noted. One-off Federal Government funding for the Townsville office will end in early 2017. We have no ready source of funds to continue operation of the Townsville office past that time. Our Mental Health Law Practice and LegalPod, both leading initiatives, are solely funded by charitable grants, requiring us to constantly chase future funding to keep them operating.

In keeping with previous years' practice, the below table identifies the sources of QPILCH's funding in the 2014-2015 financial year.

The Management Committee is grateful to the management and staff of QPILCH for the comprehensive but useful financial reporting which is provided throughout the year.

In closing, in addition to our core funders, supporters and charitable bodies, I would like to thank all QPILCH members for their outstanding work and financial support, QPILCH's staff for their dedication, the firms and organisations who have provided secondees and our university supporters for funding vital student clinics.

Matthew Jones, Secretary / Treasurer



Financial Report

Queensland Public Interest Law Clearing House Incorporated ABN: 52 033 468 135

Financial Report for the year ended 30 June 2015

Independent Auditor's Report

To the members of Queensland Public Interest Law Clearing House Incorporated:

We have audited the accompanying financial report, being a special purpose financial report, of Queensland Public Interest Law Clearing House Incorporated ("Association"), which comprises the Assets and Liability Statement as at 30 June 2015 and the Income and Expenditure Statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the management committee statement.

Committee's Responsibility for the Financial Report

The committee of the Association is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act 1981 QLD* and the needs of members. The committee's responsibility also includes 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.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial report 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Auditor's Opinion

In our opinion the financial report of Queensland Public Interest Law Clearing House Incorporated:

- (a) presents fairly, in all material respects the entity's financial position as at 30 June 2015 and its performance for the year ended on that date; and
- (b) complies with Australian Accounting Standards to the extent described in Note 1.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's financial reporting responsibilities under the *Associations Incorporation Act 1981 QLD*. As a result, the financial report may not be suitable for another purpose.

Matters relating to the electronic presentation of the audited financial report

This Auditor's Report relates to the financial report of Queensland Public Interest Law Clearing House Incorporated for the financial year ended 30 June 2015 published in the annual report and included on Association's website. The entity's members of committee are responsible for the integrity of the Association's website. We have not been engaged to report on the integrity of this web site. The auditor's report refers only to the financial report identified above. It does not provide an opinion on any other information which may have been hyperlinked to/from the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

Powers Auditors

Chartered Accountants



Jeremiah Thum

Director

Brisbane

Date: 8 October 2015



Committee report

Your Committee members submit the financial report of Queensland Public Interest Law Clearing House Incorporated for the financial year ended 30 June 2015.

Committee Members

Lucy Bretherton – President	Special Counsel, Ashurst
Matthew Jones – Secretary and Treasurer	Barrister
Noel L'Estrange – Secretary and Treasurer	CEO, Queensland Law Society Inc. (Resigned April 2015)
Brownyn Neroni – Queensland Law Society Representative	General Manager, Queensland Law Society Inc. (Appointed from April 2015)
Kathryn McMillan QC – Bar Association of Queensland Representative	Queen's Counsel
Judith McNamara – Associate Member Representative	Assistant Dean, Learning & Teaching, Queensland University of Technology Faculty of Law
Rochelle Carey	Corporate Counsel, Glencore, Co-opted member
Matthew Holmes – Law Firm Member Representative	Partner, MurphySchmidt Solicitors
Richard Hundt - Law Firm Member Representative	Lawyer, McCullough Robertson
Robert Reed - Law Firm Member Representative	Special Counsel, Minter Ellison
Katharine Philp - Law Firm Member Representative	Partner, TressCox Lawyers
Anthony Reilly – Legal Aid Queensland Representative	CEO, Legal Aid Queensland (Stood down March 2015)

Principal Activities

The principal activities of the association during the financial year were to provide legal referral and direct services.

Significant Change

No significant change in the nature of these activities occurred during the year.

Operating Result

The deficit for the 2015 financial year amounted to \$222,984.

Signed in accordance with a resolution of the Members of the Committee.



President

Lucy Bretherton



Secretary/Treasurer

Matthew Jones

Brisbane

Dated: 8 October 2015

Income and expenditure

	Note	2015 \$	2014 \$
INCOME			
Grant (local) operating	7	1,818,575	1,893,163
Interest		43,404	24,169
Memberships		132,869	127,468
Donations and Fundraising	8	108,546	121,620
Sundry Income		41,134	21,382
		2,144,528	2,187,802
EXPENDITURE			
Accounting fees		5,008	5,008
Audit fees		4,620	4,620
Depreciation expense – leasehold improvements and office equipment		36,612	11,600
Event expenses		21,421	30,532
Administration expenses		261,075	277,030
Rental expense	4	65,394	61,741
Salaries and wages		1,973,512	1,372,633
		2,367,512	1,763,164
Current year surplus before income tax		(222,984)	424,638
Income tax expense		-	-
Net current year surplus after income tax		(222,984)	424,638
RETAINED SURPLUS AT THE BEGINNING OF THE FINANCIAL YEAR		736,286	311,648
RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR		513,302	736,286

Assets and liabilities

	Note	2015 \$	2014 \$
ASSETS			
CURRENT ASSETS			
Cash on hand	5	1,336,027	1,742,333
Accounts receivable and other debtors	2	64,693	75,280
TOTAL CURRENT ASSETS		1,400,720	1,817,613
NON-CURRENT ASSETS			
Property, plant and equipment	3	48,856	76,305
TOTAL NON-CURRENT ASSETS		48,856	76,305
TOTAL ASSETS		1,449,576	1,893,918
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and other payables	6	50,975	136,950
Grants received in advance		666,453	896,985
Employee provisions		218,846	123,697
TOTAL CURRENT LIABILITIES		936,274	1,157,632
TOTAL LIABILITIES		936,274	1,157,632
NET ASSETS		513,302	736,286
MEMBERS' FUNDS			
Retained surplus		513,302	736,286
TOTAL MEMBERS' FUNDS		513,302	736,286

The accompanying notes form part of these financial statements.

Notes to financial statements

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 1981* (Qld). The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

(a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997* (Cth).

(b) Property, Plant and Equipment (PPE)

Furniture and equipment are carried at cost less, where applicable, any accumulated depreciation

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use

(c) Impairment of Assets

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

(d) Employee Provisions

Provision is made for the association'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 on Hand

Cash on hand includes, 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) Revenue and Other Income

Revenue is measured at the fair value on consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt. Grant revenue is recognised in line with the terms of the funding arrangement.

All Revenue is stated net of amount of goods and services tax

(h) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised 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.

(k) Leases

Lease payments for the operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Notes to financial statements

	2015 \$	2014 \$
NOTE 2 – ACCOUNTS RECEIVABLE AND OTHER DEBTORS		
Security Deposit	1,450	1,450
Debtors	63,243	78,830
	64,693	75,280
NOTE 3 – PROPERTY, PLANT AND EQUIPMENT		
Computers		
Computers	41,365	41,365
(Accumulated Depreciation)	(39,333)	(35,278)
	2,032	6,087
Furnitures & Equipment		
Furnitures & Equipment	107,487	107,386
(Accumulated Depreciation)	(60,916)	(37,552)
	46,571	69,864
Motor Vehicles		
Motor Vehicles	2,727	2,727
(Accumulated Depreciation)	(2,474)	(2,373)
	253	354
	48,856	76,305
NOTE 4 – LEASING COMMITMENTS		
(a) Operating Lease Commitments		
Being Rent of Office		
Payable - Minimum Lease Payments		
- not later than 12 months	72,135	65,394
- between 12 months and five years	-	-
- later than five years	-	-
	72,135	65,394

Notes to financial statements

	2015 \$	2014 \$
NOTE 5 – CASH ON HAND		
Cash at Bank – unrestricted	1,335,885	1,742,308
Cash Float	142	25
Total Cash on Hand	1,336,027	1,742,333
NOTE 6 – ACCOUNTS PAYABLE AND OTHER PAYABLES		
Sundry Creditors	-	41,793
GST & PAYG Withholding	45,491	46,863
Superannuation	-	32,670
Salary Sacrifice	-	829
Visa Credit Card	864	-
Donation Expended	-	7,995
Accrued Expenses	4,620	6,800
Total Accounts Payable and Other Payables	50,975	136,950
NOTE 7 – GRANT INCOME		
Department of Justice & Attorney-General	505,032	509,000
Legal Aid Queensland	1,013,606	1,108,843
Other	299,937	275,320
Total Grant Income	1,818,575	1,893,163
NOTE 8 – DONATIONS & FUNDRAISING		
Fundraising		
- Law Walk	44,053	49,421
- RWFJ	100	18,322
- Street Soccer	3,500	5,000
- PIA	8,468	-
Donations	52,425	33,707
- QPILCH	-	15,605
- Titus Ani Appeal	-	10,010
Less: Expenditure Titus Ani Appeal	-	(10,445)
Total Donations & Fundraising	108,546	121,620

Notes to financial statements

NOTE 9 – USES OF FUNDS, LEGAL AID QUEENSLAND

Income Statement for the Year ended 30 June 2015

CLSP Income

	2015 \$	2014 \$
Commonwealth	130,032	76,660
State	1,015,168	662,300
Service Generated Income	62,224	39,884
Surplus from Previous	47,188	20,160
	1,254,610	799,004

Expenses

Salaries	986,626	581,685
Superannuation	95,160	55,499
On Costs	13,931	7,731
Rent	54,348	27,235
Repairs and Maintenance	964	698
Other Premises Costs	7,000	7,190
Staff Training	3,000	3,334
Communications	8,461	3,836
Office Overheads	28,717	29,128
Insurance	1,507	2,085
Finance, Audit & Accounting Fees	8,628	12,987
Library, Resources & Subscriptions	15,214	7,760
Travel	8,000	2,765
Minor Equipment	15,000	6,185
Depreciation	6,000	3,700
Total Expenses included in Income Statement	1,252,556	751,818
Surplus/(Deficit) from Ordinary Activities	2,054	47,186

Committee statement

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.

In the opinion of the committee the financial report:

1. Presents fairly the financial position of Queensland Public Interest Law Clearing House Inc. as at 30 June 2015 and its performance for the year ended on that date; and
2. At the date of this statement, there are reasonable grounds to believe that the Queensland Public Interest Law Clearing House Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee.



President

Lucy Bretherton



Secretary/Treasurer

Matthew Jones

Brisbane

Dated: 8 October 2015

Thank you

QPILCH would like to thank
its members, partners and supporters
for their continued assistance.

During the year, QPILCH experienced
unprecedented demand for its services
from vulnerable clients and it is
reassuring that governments, philanthropic
bodies, private firms and individual donors
continue to show their trust and confidence in QPILCH
through their generous donations and in-kind support.

If you would also like to help
vulnerable Queenslanders to
access justice through QPILCH,
please consider making a donation.

www.qpilch.org.au



Queensland Public Interest Law Clearing House Incorporated
ABN: 52 033 468 135
PO Box 3631, South Brisbane BC QLD 4101
(07) 3846 6317
admin@qpilch.org.au
Twitter: @qpilch
Facebook: www.facebook.com/qpilch
The QPILCH office is open 9am-5pm Monday to Friday.