



2020 Annual Report

2020



5,739

requests for help



540

clients of
Community &
Health Justice
Partnerships



56

clients
represented at
mental health
hearings

2,137

clients helped



Acknowledgement of Country

We acknowledge the traditional custodians of the land and waters throughout Australia and pay our respect to Elders past, present and emerging.

We benefit from the gifts of First Nations peoples, acknowledge the historical and ongoing injustices they bear and support their call for power over their destiny.

111

people and NFPs
connected to pro
bono representation



778

litigants helped
by our Court &
Tribunal Services



33,383
pro bono hours





LawRight Patron

“The 2019/2020 reporting year began unmemorably, but the start of 2020 and the advent of the COVID-19 pandemic threw up problems for the delivery of legal services that no one had ever contemplated.

Remarkably, LawRight has weathered that disruption in fine style, delivering even more pro bono hours than last year and, wonder of wonders, breaking fundraising records for the 2020 Queensland Legal Walk. The success of the Walk, although it could not be the usual en masse event, demonstrates that community is much more than physical togetherness.

These are triumphs over adversity, achieved through the great work of LawRight’s staff and volunteers, of which LawRight can be very proud indeed.”

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

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President

What a year it has been! We have all heard the interview or career planning question: where do you see yourself in 5 years' time? I doubt that anyone in 2015 answered with a correct prediction: sitting at home juggling work and family responsibilities, meeting everyone remotely and walking around the neighbourhood rather than commuting; and here we are having survived it and in many cases thriving; with innovation forced upon us and a whole new way of looking at and organising our professional and personal lives.

The amazing thing is that LawRight has continued to be able to provide quality pro bono services to even more people and law firms and individuals lawyers have responded in the best possible way to the increased need for legal services for our clients, normally vulnerable, but made more so by an unruly pandemic.

I have spent most of the last 12 months hearing stories of resilience and unnecessary suffering at the Disability Royal Commission. It is therefore especially heart-warming for me to be part of an organisation that shows lawyers at their professional and personal best.

The strength of LawRight comes from the confluence of many factors: structural and personal. The structure of encouraging law firms and individual lawyers to contribute their considerable skills to those who have the most need for advice and guidance means that the profession has been able to meet that need in an organised and not haphazard way. No longer does pro bono assistance come because you happen to have a friend or relative who is or knows a lawyer who might help. Rather LawRight provides a clearinghouse model where those in most need of assistance and advice are linked with those most able to give it.

This brings me to what is the enduring strength of LawRight: that is the people who contribute to LawRight's work. May I start with all of the lawyers who contribute their valuable time

to assist the clients of LawRight as well as contributing to law reform proposals. You are the fundamental strength of the organisation. Your selfless commitment to making the legal system a just system for the homeless, mentally ill, and impecunious is what makes us all proud to be part of a profession with a commitment to just outcomes for all. In these days of social and economic uncertainty that is needed more than ever and our members have responded with enthusiasm and care. Thank you to all of you!

I would also like to thank all of the staff who have responded to the need to work differently this year with optimism and efficiency. They are so well led by our joint directors, Sue Garlick and Linda Macpherson, who represent the very best of what our profession can offer: they and all of our staff are committed, patient, approachable, proactive and concerned always for the welfare of our clients and members. They provide the core strength of this organisation.

I have been fortunate to be supported by a wonderful Management Committee with a diverse, involved and intelligent membership. I would like to express particular gratitude to Matthew Jones, a past president of LawRight who has unfortunately reached the limit of time on the Management Committee allowed under our Constitution. He has been an enormous

help to me in my first year as President. We will miss him but know that he continues in many practical ways his commitment to justice for those might otherwise miss out. Unfortunately we are also losing Damien O'Brien who has served with diligence and distinction as our Treasurer. He has been elected Vice-President of the Bar Association and while we acknowledge the Bar's good fortune, we will miss him. His report notes our strong financial position. Thank you Damien and Matthew and all of the team.

2021 will, we hope, be different. We will have our Law Walk in person rather than virtually! And our services will be provided in the more usual way. But I think we have all been changed by 2020 and the possibilities that adversity has forced upon us. Thank you to everyone who has contributed to making this year another successful year for LawRight.

Roslyn Atkinson AO



Joint Directors

As we write this overview, we are mindful of the impact of bushfires and COVID restrictions faced nationally. The need for national systemic responses to climate change and inequity is even more apparent.

We are privileged to report that the strength and agility of LawRight's strategy to increase access to justice was demonstrated in local COVID disruptions. Although almost every facet of our operations had to be reviewed and adjusted, our strong partnerships at 21 locations moderated the logistical challenge.

This blockbuster of a report is a “directory” of the profession's pro bono impact at each of these locations. Our court, health and community partners helped us stay connected to existing and new clients. Our pro bono partners helped us transition to virtual service delivery, attend rostered appointments remotely and offered additional support.

Together we delivered 130% more legal services than our core government targets. Pro bono hours contributed by the legal profession through LawRight increased to an impressive 33,383 hours – thank you!

Amidst these adjustments, LawRight's staff of 34 transitioned to working from home and developed new casework and communication systems, including supervising secondees and students remotely. Their thoughtful law and systemic reform initiatives continued. They are remarkable as practitioners and as people.

The profession's generous, record-breaking support for the first virtual Queensland Legal Walk and LawRight Gala (cancelled but still raising over \$30,000) encouraged us in the midst of all these changes. Our commitment to self-funded innovation is unabated.

We welcomed secure, increased funding for five years from the State and Commonwealth, together with five years further funding for the Federal Court Self Representation Service; three years of continued support from The Charles and Sylvia Viertel Foundation for our Mental Health Law Practice and Health Advocacy Legal Clinic at the Mater; and the ongoing support of donors and Friends of LawRight. Additional funded projects — to create Law Yarn video training, embed a financial counsellor in our outreach practice, and explore the governance structures of our Health Justice Partnership with Wuchopperen Health Service — will strengthen strategic service delivery.

LawRight's Management Committee continues to guide us on behalf of the whole profession. Matthew Jones finished his term as president, and we farewelled former president Lucy Bretherton, Peter Smith and Robyn Wilkinson. We welcomed The Honourable Roslyn Atkinson AO as our new President and new committee members, Andrew Crowe QC, Tony Denholder, Jacqueline Wootton and Tania Boal.

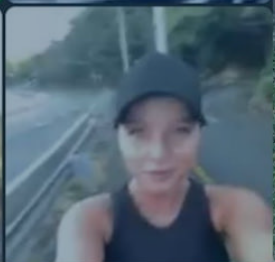
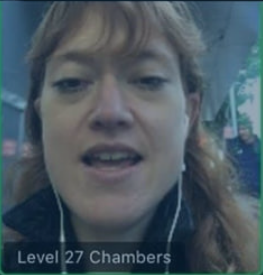
We are grateful for the active support of our Patron, The Honourable Catherine Holmes, Chief Justice of Queensland, especially at the Walk, Street Soccer and hosting our debate at the Banco Court.

Together with our partners, members, and the wider legal profession, we are well-positioned to face the ongoing social and economic impacts of COVID and whatever challenges 20/21 brings.

Sue Garlick & Linda Macpherson



Thank you
#QldLegalWalk 2020



You raised \$150,000!



Queensland Legal Walk

Planning a mass event in May 2020 brought plenty of uncertainty, but the 2020 Queensland Legal Walk transformed into a live broadcast, with LawRight friends as its presenters and hosts. More than 500 supporters walked in their own suburbs and towns across Queensland and shared their photos and stories.

Together we raised an extraordinary \$150,000 in support of LawRight and pro bono services across Queensland. Thank you to each generous donor.



\$10,000 from the 2019 Walk was donated to Townsville Community Law to support their flood response work.

2020: Virtual Walk

Impact

\$150,000

raised in support of LawRight and pro bono work across Queensland

2020 champions

Team Fundraising

Land Court of Queensland

Individual Fundraising

Salwa Marsh, Level 27 Chambers

Law School Fundraising

Griffith University

Team Spirit

MurphySchmidt Solicitors



Pro Bono Connect

Pro Bono Connect has been the pro bono “matchmaker” for the Queensland profession since 2001, assessing and referring matters with a public interest for full pro bono representation. We partnered with the Queensland Law Society and the Bar Association of Queensland in 2009 to manage their pro bono referral schemes, where a “public interest” test is not required. Once a matter is successfully referred, the firm acts in their own name and LawRight continues to support the matter with referrals to pro bono barristers and community support.

COVID changes

Pro Bono Connect saw an increase in requests and referred almost 25% more matters for pro bono assistance. We worked with member firms and barristers to match individual matters to the expertise and interest of its members and as a result, firms accepted 200% of the usual number of requests in April and 100% of our requests for help were accepted – the highest pick-up rate of referrals that PBC has experienced.

Members have also helped with discrete advice and tasks for clients who are not eligible for full pro bono representation.

Member Firms and Barristers that accepted referrals

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

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

Who asks for help

Mandy transferred her home to her son on the basis that she would be able to live there for the rest of her life. A tenancy agreement was drafted but was soon breached by her son. Her son's partner, children and animals moved in to the house, which in turn created a toxic living environment for Mandy.

Hamid was in immigration detention after his visa was cancelled on character grounds. Hamid had 28 days to apply for an internal review so he completed the required forms and gave them to the officers of the correctional centre. The officers failed to send the forms in time and the limitation period expired. The correctional centre acknowledged that it did not submit the forms in time, but the Department still refused to conduct the internal review.

George was in hospital when his neighbour persuaded George to appoint him as attorney under an Enduring Power of Attorney. The neighbour then sold George's home and all of his possessions without his knowledge and convinced George's doctors that George was an alcoholic. The doctors subsequently misdiagnosed George and treated him for dementia caused by alcoholism. When George recovered and asked to return home, he found out that his home had been sold and he had nowhere to go. George had to move into rental accommodation with nothing.

Pro Bono Connect

People who cannot afford a lawyer or obtain legal aid may still need legal representation to protect their rights, income and housing, especially where the matter is of "public interest" due to the impact of the problem on the individual, organisation or their community.

Our on-line application form is available statewide and triaged by our team of two part-time staff lawyers

Our applicants

819 vulnerable people and NFP organisations applied for help

47% referred from other community legal centres that could not offer the intensive legal service required


34% live in regional or remote Queensland

40% income of <\$21,000 with
60% on government benefit

45% with a disability

4,410
pro bono hours

Pro Bono Connect



Glenise's husband was the victim of an online scam and died leaving Glenise with a mortgage over her home, for which she did not recall signing the documents. A member firm negotiated a settlement with the bank which allowed Glenise a partial refund, a waiver of interest and deferred repayment of the reduced principal. Now Glenise can live in the house for the rest of her life.

Stories of Impact

Khym was sexually abused by her adoptive father when she was 7 years old. A member firm and barrister enabled Khym to discharge the adoption order as part of her recovery journey.

Sandy is a First Nations woman who lives in a remote area. Sandy took out a payday loan and the lender charged fees of almost 100% of the loan on the same day. By the time she applied for assistance, she had repaid the loan three times over and was still making repayments. A member firm negotiated a complete release from the loan plus a partial refund for Sandy.

Pro Bono Connect

Impact

444 applicants given a comprehensive assessment of their complex legal problems

111 given full pro bono representation with:

69 people with public interest matters referred to LawRight members

42 referred to QLS or BAQ members

375 given information, advice and targeted referrals

Legal problems

14% Not for Profits

11% elder abuse

10% migration and refugee issues

9% property disputes

7% estate disputes

7% discrimination



Court & Tribunal Services

LawRight has on-site offices at three Brisbane registries and remote services throughout Queensland for vulnerable people navigating civil Court & Tribunal proceedings.

Our strategic partnerships with law firms and barristers match pro bono assistance with the legal problem and capability of the individual. Court & Tribunal Services incorporate the former Self Representation Service, Duty Lawyer, mediation, and appearance services. LawRight also operates representation and advocacy services at the Mental Health Review Tribunal.

Court & Tribunal Services Reference Group

The Honourable Margaret McMurdo AC
The Honourable Marshall Irwin
Joanne Rennick
Gavin Handran
Tony Woodyatt
Stephen Colditz
Monica Taylor
Assistant Professor Narelle Bedford

Getting the Law Right Debate

November 6, 2019 - Banco Court

Topic: Should court rooms be left to the specialists?

Debaters: Gavin Handran, Danielle Tay, Mark Thomas, Katie Clark, Sophie Devitt and John Flood

Adjudicators: Margaret White AO, Melanie Hindman QC and Joanne Rennick.

Chair: Damien O'Brien QC



Corrs Secondment

Corrs Chambers Westgarth continued to provide a full-time secondment to the State Courts Service. This year's secondees were Hanna Seal, Yasmin Steele and Molly D'Arcy.



Court & Tribunal Services

Supreme Court of Queensland
District Court of Queensland
Queensland Court of Appeal
Magistrates Court (Enforcement Hearings)
Queensland Civil and Administrative Tribunal
Federal Court of Australia
Federal Circuit Court of Australia
Mental Health Review Tribunal

Impact

2,797 legal services

778 clients

13,327
pro bono hours



Court & Tribunal Services

State Courts

LawRight has partnered with the State Courts since 2006, collaborating with stakeholders and providing on-site services, resources and training to increase access to justice.

- 22% of clients are connected by court staff — security guards, registry staff, Registrars, Case List Managers, the Client Relations Team, Associates or Judges.
- Registry staff refer litigants to LawRight when a *Notice of party acting in person* is filed or documents are filed without a lawyer.
- The Supervised Case List (for Supreme Court matters involving self-represented litigants) encourages contact with LawRight and our staff attend case reviews to speak to any parties who have “slipped through the cracks”.
- We share referrals with Court Network and Court Network’s Victim Support Unit.
- LawRight participates in Court’s Workplace Health and Safety Committee, Court User Stakeholder Group and other working groups.

COVID changes

Although Supreme and District Courts premises remained open during COVID, parties were encouraged to make applications on the papers and appear by telephone or video conference.

Our on-site office closed in March but continued delivering legal services remotely. Our close court connections helped us maintain contact with existing and new clients. There were less ‘informal’ referrals but more direct referrals from Senior Registrars and members of the judiciary, primarily from Supervised Case List review hearings.

Participating firms

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

Story of Impact

A worker at Julie's daughter's childcare kept complaining to Julie about another parent at the centre, including serious allegations that the parent wasn't safe.

Julie was concerned and informed the centre management. She was shocked when months later she was served with court documents alleging she had defamed this parent when she passed on the information.

Julie lives with speech, reading and memory impairments and couldn't afford a lawyer. Her regional community legal centre didn't have the resources to help with complex litigation and helped her apply to LawRight.

Julie filed a defence but was told by lawyers for the other side that it was deficient, liable to be struck out and that Julie would be responsible for their costs. She was highly distressed.

On the day that LawRight received her application, a staff lawyer phoned Julie and explained that we could help, how we worked, and booked her an appointment with our pro bono lawyers.

Rostered pro bono lawyers listened to Julie, helped her understand the complexity of the claim and discussed her options. Staff lawyers helped her correspond with the other side, request more time and amend her defence. The court had a hearing on procedural matters and we helped Julie prepare and consent. The matter was set down for mediation.

LawRight knew Julie would struggle to represent herself at the mediation, so a firm, a QC and his junior agreed to appear pro bono.

The pro bono lawyers negotiated the discontinuance of the proceedings against Julie, with no order as to costs – a huge relief.

State Courts

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

Full-time office in Brisbane registries and remote service statewide providing pro bono resources for vulnerable people navigating the civil courts without a lawyer.

- advice and document assistance
- advice on the best way to represent yourself
- mediation
- referral for pro bono representation
- self-help resources

Impact

646 legal services to **179** clients (including **137** new clients)

448 advices and **129** legal tasks

34 matters referred for pro bono representation

4,784
pro bono hours

State Courts

Law Reform: Defamation challenges in the social media age and the new Model Defamation Provisions

25% of our clients are involved in defamation disputes. A quick criticism on social media can lead to years of legal battles, which are too complex for self-represented parties to navigate.

Laura's 3-year ordeal

Laura's comments on a private Facebook page for parents at her children's school pulled her into legal proceedings with seven other defendants that went on for three years. LawRight assisted Laura with all aspects of her litigation, from helping her draft her defence to preparing for trial.

Multiple hearings were required to deal with different aspects of defamation law. The court considered what is needed to establish the defence of honest opinion. Under the *Defamation Act 2005* (Qld), the opinion must be "based on proper material", which the court said requires that the facts on which the opinion is based be stated or referred to in the allegedly defamatory publication. Not many Facebook posts include these types of source notes (including Laura's), so this defence was not available.

After a four-week trial, the claim against Laura was dismissed on the basis that her statements were not defamatory. The court indicated that even if Laura's statements had been defamatory, it would have awarded only \$2,000 in damages against her, instead of the \$150,000 sought by the plaintiff.

Laura was very happy with the outcome and glad it was all over – she told us that there was no way she could have gone through all of this without LawRight's help.

Laura's case is only one of a few that LawRight has seen go to a trial, but the challenges she encountered are common across many self-represented parties, such as how to understand and correctly plead a particular defence. But most defamation matters don't even settle; after a plaintiff brings a claim and the defendant files a defence, the court proceedings stall, remaining in the court system and not progressing. LawRight believed the law could do more to encourage the early resolution of defamation disputes and make things clearer for self-represented parties.

In 2019, the Council of Attorneys-General began reviewing Australia's Model Defamation Provisions, the law on which Queensland's Defamation Act is based. LawRight made initial submissions in April 2019 and further submissions in January 2020. We were invited to roundtable discussions in June 2019 and March 2020. Our submissions and feedback focused on common issues for our clients, including how to:

- encourage parties to resolve their disputes early and out of court;
- establish the defence of honest opinion; and
- reduce defamation claims being commenced for unsubstantiated claims for damages or inappropriately to quell debate or to elicit a quick settlement offer from a stressed defendant.

On 27 July 2020, the Council of Attorneys-General approved the Model Defamation Amendment Provisions. Many of the key changes addressed the issues and potential solutions LawRight raised during the review process. These include:

- making it mandatory for a potential plaintiff to issue a concerns notice before they can start court proceedings, to encourage parties to attempt to resolve their disputes before commencing litigation;
- clarifying the form, content and timing for concerns notices and offers to make amends, so there is less confusion about what these pre-litigation procedures involve;
- clarifying what it means for an opinion to be “based on proper material” in order for a defendant to rely on the defence on honest opinion; and
- introducing “serious harm” as an element to the cause of action, and enabling this element to be dealt with as a threshold issue in order to encourage the early resolution of defamation proceedings.

The changes give more opportunities for parties to resolve their disputes before resorting to litigation or at an earlier stage in the proceedings.

LawRight is optimistic that, once these changes have been adopted in Queensland, we will see positive outcomes for our clients.

State Courts

Our clients

78% outside metro Brisbane
incl. 28% regional

25% referred from other
community legal centres

81% <\$52,000 household
income incl. 60% Centrelink or no
income

12% non-English speaking
background

5% First Nations

22% Seniors

30% with disability

New clients' disputes involved:

56% District Court

31% Supreme Court

25% defamation

15% property

15% contractual disputes

57.8% of clients are diverted
from the courts, do not continue with
their proceeding, or otherwise reach a
settlement with the other side.



Court & Tribunal Services

Magistrates Court Enforcement Hearings

LawRight has partnered with the Magistrates Court since 2016, working with the judiciary and the registry to operate the Duty Lawyer Service at debt enforcement hearings.

100% of our clients are directed to our Service by Magistrates Court staff.

The Duty Lawyer Service increases access to justice for people involved in debt enforcement hearings. Most are unaware that a judgment has been entered, cannot afford to repay the debt or are unfairly named on the debt documents. Common debts are for unpaid work, breach of contract, credit card debts, damages from vehicle accidents, unpaid rent or bond repayments.

The Service ensures that judgement debtors are treated fairly and helps hearings to be conducted smoothly without unnecessary delay.

Student volunteers

We couldn't operate the Duty Lawyer Service without our hard-working student volunteers. They arrive early before court starts, complete intake forms with clients, brief barristers and sit in on client conferences and conversations with creditors. Students attend court with volunteer barristers to take notes and record the outcome of the hearing so we can advise the client. After returning to the office, students update the client database, type up file notes and prepare closing letters of advice to clients.

Jennifer Kim
Li-Zhen Ho
Natalie Tham
Leandra Augustin
Guy Magee
Claudia McCall

COVID changes

Enforcement hearings were adjourned from March. LawRight continued to advise clients whose proceedings were adjourned or pending. In late June 2020 enforcement hearings recommenced and the duty lawyer service started one week later thanks to strong liaison with the court and the support of pro bono barristers.

Story of Impact

J & J borrowed \$25,000 from friends to get their business through a “rocky patch”, but while they were interstate with a family emergency, the friends enforced the debt without their knowledge. J & J would have defended the proceeding if they had known they existed. LawRight advised them of their options and negotiated with the creditor on their behalf. Even though J & J provided the relevant documents, the creditor wanted to cross examine them on their bank records. Our pro bono barrister appeared for J & J and was able to have the enforcement hearing proceeding dismissed. After court, the volunteer barrister negotiated realistic repayments and now the business is back on track.

Thank you Matt

Barrister Matthew Jones is an active supporter of LawRight. Since 2012, he’s been on our Management Committee, including three years as President and regularly offers his legal skills to many clients. In July 2019, Matt and Ben Tuckett, Managing Lawyer Court & Tribunal Services presented training for barristers on the enforcement hearing process, chaired by Damien O’Brien QC. The session was attended in person and online by 45 barristers and increased the number of barristers volunteering with the service, as well as providing ongoing training resources.

Magistrates Court Enforcement Hearings

In person every Wednesday morning from 8:30am at the Brisbane Magistrates Court.

- legal advice about the dispute, court processes and other options for the resolution of the debt dispute
- assistance to complete court forms
- negotiates with creditors
- represent clients at enforcement hearing

Our clients

65% <\$52,000 household income

Impact

71 advices and duty lawyer services for 48 clients

66 referrals for financial advice or other legal advices

360
pro bono hours



Court & Tribunal Services

Queensland Civil & Administrative Tribunal

LawRight has partnered with QCAT since 2010, working closely with all stakeholders and providing on-site services, resources and training to increase access to justice.

50% of clients are directed to the service by QCAT staff including the registry, security, client services and tribunal Members and adjudicators. This includes referrals to our onsite office and telephone and internet enquiries.

One tribunal Member stated that she often refers parties to LawRight and noted that when they appear before her again they are more prepared and knowledgeable than before they have engaged us.

COVID changes

QCAT adjourned non-urgent hearings and re-listed urgent hearings by phone. LawRight moved out of our on-site offices in March. QCAT staff continued to refer clients to us and we worked hard to stay accessible, with May being our busiest month in 19/20, providing 107 legal services to 55 new and existing clients. Pro bono lawyers staffed virtual appointments.

10th Anniversary of QCAT

In January 2020, QCAT celebrated its 10-year anniversary. QCAT President, Justice Daubney made special mention of LawRight and thanked our service for being a part of the journey since the tribunal's inception.

Law firms

Clayton Utz
Cooper Grace
Lander & Rogers Lawyers
McCullough Robertson Lawyers
McInnes Wilson Lawyers
MinterEllison

Murphy Schmidt Solicitors
Sparke Helmore Lawyers
Colin Biggers & Paisley
Clyde & Co
HopgoodGanim

Helping people navigate guardianship

48 people applied to LawRight for help with guardianship and administration matters, which is 22% of new matters.

Staff lawyers gave advice to 43 of these and 16 received intensive legal help from pro bono volunteers. Once they understood the law better, many realised their matter could be resolved without the need to commence tribunal proceedings. Only three wanted further help to make applications to the Tribunal.

QCAT

On-site at Brisbane registry and remote services statewide providing pro bono resources for vulnerable people navigating the Tribunal without a lawyer.

- self representation advice and task assistance
- drop-in advice for same day hearings and conference
- pro bono representation
- self-help resources

Our clients

62.7% with income <\$32,000

30% with disability

27% from regional, rural and remote areas

12% First Nations

Impact

1,422 legal services to **268** clients (incl. 219 new clients)

512 advices and 200 legal tasks

46 in-hearing services

18 referrals to pro bono barristers/firms for full representation

3,600
pro bono hours

Queensland Civil & Administrative Tribunal

Law Reform: Structural impacts of Blue Card policy

92 people sought help from LawRight to review a decision by Blue Card Services (BCS). This totals 41% of applications to and 67% of the legal services provided by our QCAT service.

Blue cards indicate that a person is safe to work or volunteer with children, including to act as a kinship carer. BCS decides whether or not to issue a blue card and considers an applicant's interactions with the Department of Child Safety as well as their criminal history, even when a charge has not proceeded to court or where the court has not recorded a conviction. Where BCS has concerns, they issue a negative notice to the applicant, after providing a short amount of time to respond to their concerns.

Many people who receive a negative notice from BCS do not pursue the matter, even though they may have legitimate grounds for a review. For those that do seek a review, it is a long and complex process. The time from the first application to BCS to the final hearing can be three years – by which time the plan to be employed in child-related employment or education, or to care for your grandchildren as a kin-carer may have become futile.

Some communities in Queensland are adversely impacted by this policy and practice. They include people who received inadequate legal representation for criminal matters; women impacted by long-term domestic violence; remote communities where policing criminalises behavior, often due to the absence of community support services; communities with traditional (kin) child-rearing practices; people with low literacy who struggle to respond to government paperwork and timeframes; and Aboriginal and Torres Strait Islander communities, which are over-represented in child protection systems.

LawRight has made a parliamentary submission and encouraged practices that improve this disproportionate impact and will continue to do so. Pro bono barristers and solicitors contributed to successful reviews in 12 matters, including eight where the client was empowered to keep representing themselves.



Court & Tribunal Services

Federal Courts

LawRight has partnered with the Federal Court since 2011, working closely with all stakeholders and providing on-site legal services, resources and training to increase access to justice.

33% of clients were referred by Federal Court staff including judicial registrars, registry staff and Judges.

In some matters the court orders a referral to LawRight for advice on prospects and potential ongoing assistance.

COVID changes

The Federal Courts moved to remote hearings from March and most lists were conducted by telephone. LawRight staff moved from our on-site offices from March to June, working with clients remotely. Pro bono lawyers continued to staff virtual appointments.

Our bankruptcy drop-in service adjusted to providing advice remotely, with support from registry staff who arranged access to client documents. Settlement conferences in Fair Work matters were suspended from March.

Pro bono going the extra mile

Since 2011, LawRight has self-funded a Settlement Conference Program to assist Federal Circuit Court Judicial Registrars with the Fair Work Small Claims list. Volunteer mediators conduct settlement conferences for Applicants and Respondents referred from the Small Claims list for mediation.

The program was suspended due to COVID but recommenced in July 2020 at the request of the registry, with mediations conducted by telephone. This could not have occurred without LawRight's pro bono mediators, who conducted mediations remotely, from their own offices, using their own equipment. Mediators assisted with 21 conferences:

Rob Stevenson
Chris Lenz
Reimen Hii
Andrew J See
George Kalimnios

Law firms

MinterEllison
Clayton Utz
Sparke Helmore
Hall & Wilcox
HopgoodGanim
Ashurst
McInnes Wilson
Piper Alderman
McCullough Robertson Lawyers
Corrs Chambers Westgarth
Wotton + Kearney

Federal Courts

Federal Court of Australia
Federal Circuit Court of Australia
Commonwealth Law Courts Building,
Brisbane

On-site full-time in Brisbane and remote services statewide providing pro bono resources for vulnerable people navigating the Courts without a lawyer.

- self representation advice and task assistance
- drop-in bankruptcy advice service
- mediations (Fair Work conciliations)
- pro bono representation
- self-help resources

Impact

617 legal services to **227**
clients (incl. 131 new clients)

386 advices and **100** legal
tasks

21 settlement conferences

19 matters referred to pro
bono barristers/firms for legal
opinion or full representation
(including a Full Federal Court Judicial
Review of a decision of the Full Bench of
the Fair Work Commission)

2,517
pro bono hours

Federal Court

Stories of impact

Brian's landlord tried to evict him because he had an assistance dog. Brian's complex mental health condition and limited disability support pension meant he could not afford a lawyer.

LawRight helped Brian commence proceedings in the Human Rights Division of the Federal Circuit Court, prepare affidavit evidence and prepare for mediation. Brian settled his matter and has also settled into a new home.

Grant worked as an agricultural labourer and needed help to claim over \$50,000 in unpaid wages. His dispute went to trial and LawRight helped him prepare his documents, draft submissions and negotiate the contents of the Court Book (consolidated court documents and evidence), which the court relies on). Just prior to the hearing, Grant was able to settle his matter.

"Without you I would not have been able to get the job done...from the time I started, when I look back, I would never have won the case without your help...In the end after the last set of affidavits [they] were happy to settle...I'm so grateful."
Grant

Charlotte struggled with debt following her divorce and faced bankruptcy. LawRight explained the new COVID protections and reviewed the creditor's documents, which were flawed. We helped her seek a dismissal of the creditor's petition, by which time Charlotte had paid off more debt and the remaining amount was below the threshold for bankruptcy.

"I am beyond grateful... I cannot thank your firm and the volunteers that help people like me enough." Charlotte

Hami had a panic attack on his first day of court and his application for unpaid wages was dismissed due to his failure to attend. LawRight helped Hami get reports from his GP and psychiatrist and guided him in the process to set the dismissal aside. The proceedings were successfully reinstated and Hami could still pursue his entitlements.

Barry worked for years as a cleaner and claimed unpaid wages. He had been treated as an independent contractor and not an employee. LawRight helped him prepare evidence, prepare for mediation and engage in settlement negotiations. Barry settled his matter and felt his dignity was restored.

"...once I was in contact (with the Service) it was such a relief, it was fantastic." Barry

Cici invested in a managed scheme and lost all her money. Her family home was being claimed under a bankruptcy order. Cici didn't understand the powers and duties of the trustee in bankruptcy and wanted to annul the bankruptcy. Law Right staff met with Cici and after a lengthy appointment, she realised this would be an expensive and fruitless exercise.

"I am truly grateful for the time you have given in researching my case. It is amazing people like you that gift their time to others... Unfortunately due to past choices we are in this predicament...it may seem like the end of the road for many but it is truly a new beginning for my family and I. Thank you also for the open door [for the future]." Cici

Federal Court

Our clients

76% in South East Queensland

19% <\$52,000 household income

33% support from Centrelink

18% with a disability

9% referred from other community legal centres

New clients were helped with:

27 bankruptcy matters

53 employment matters including unpaid wage entitlements, general protections claims and unfair dismissals

11 appeals from federal tribunals in social security, migration matters

10 judicial reviews, mostly in migration matters

6 anti-discrimination matters

Mental Health Review Tribunal

The Mental Health Review Tribunal (MHRT) hears reviews and applications under the *Mental Health Act 2016* (Qld). Of 14,614 hearings in 2019/20, statutory legal representation was available for 2,570 reviews for selected matters, including Forensic Orders and ECT applications. LawRight is on the panel for these matters.

82% of MHRT hearings, including of adult Treatment Authorities, don't attract statutory representation. For these matters, LawRight has operated a pro bono advocacy service since 2012 to provide advice and support at hearings. Referrals to this service are from other community legal centres (14%), hospital staff or independent patient rights advisors (14%) and 13% from Legal Aid Queensland or the MHRT

COVID changes

The MHRT registry closed and hearings moved to video or phone. LawRight adjusted too, with staff working from home.

Clients were impacted by limited access for lawyers to hospitals, closure of community health facilities and reduced access to disability support services. Some clients don't have reliable telephone access or have impaired communication and were not able to give instructions or attend hearings.

Human rights to freedom of movement, protection of family, liberty and security of person, and property rights are concerns for clients on orders that require them to live in hospital as inpatients. COVID restrictions have resulted in their leave being reduced or cancelled, which impacts their freedom to move around, maintain family relationships and ensure their properties are safe and remain in their possession.

Hall & Willcox secondee

I've loved getting to know the team and I truly value everything I've learned. My notion of the legal practice has been hugely expanded! It's been such a fantastic experience."

Amelia Pattison

"The secondment... has been such a wonderful experience for Monique and Amelia."

Nathan Kennedy, Pro Bono Partner, Hall & Wilcox

Advocacy Service volunteers

Three lawyers and 59 students from all six SEQ Law Schools volunteered with the service.

We closed the Advocacy Service in September 2019 due to limited resources and have been unable to reopen it due to COVID.

Sylvia & Charles Viertel Charitable Foundation

The Sylvia & Charles Viertel Charitable Foundation extended their philanthropic support, committing to a total partnership of ten years.

MHRT

Brisbane registry, and by video or telephone all over Queensland.

Our clients

30% First Nations

39 rural, regional or remote

24 Brisbane and SEQ

4 children, 3 of whom were First Nations

Impact Representation

under the statutory scheme

72 hearings for 42 clients (including 20 new clients)

14 Statements of Reasons obtained for 10 clients.

- Two Forensic Orders revoked
- One client released from hospital after >7 years
- One client avoided return to hospital
- One Treatment Authority revoked

Advocacy and advice

under our pro bono MHRT Advocacy Service

10 hearings for **14** clients (including 7 new clients)

6 Statements of Reasons obtained

10 weeks of operation from 1 July 2019

858

pro bono hours

Mental Health Review Tribunal

Stories of Impact

Most Treatment Authorities (TAs) are revoked by doctors once the legislative criteria are no longer met (and this year 6,898 were revoked before a review hearing was even required). However, this year we represented a First Nations client on a TA whose doctors conceded did not have a mental illness.

He was removed from his community to hospital and had no contact with anyone he knew. He spoke limited English and the doctors had not used an appropriate interpreter. They were also contemplating appointing a guardian. We worked with the hospital social worker and our Cairns staff to meet the client in a culturally safe process and the Tribunal revoked the TA. We continued to liaise with multiple agencies to support our client to access a range of basic services.

Hilda was placed in a mental health unit by her husband who she was planning to divorce. LawRight's Advocacy Service helped Hilda present evidence that she didn't have a mental illness. The Tribunal agreed there was sufficient doubt, and in a rare move, funded an independent mental assessment.

We first helped Connor through our Advocacy Service in 2016 but he became more unwell and this year, we were asked to represent him for an ECT matter. He was in a forensic mental health unit following an alleged crime. He was suicidal, homeless and overwhelmed by debts. He had no assets, no family and no support. When we visited, his only request was for A3 envelopes to organise his legal papers while on a locked ward with little privacy. We also connected him to our Community & Health Justice Partnerships team who resolved several of his debts. Connor was grateful and able to focus on defending his criminal matter and improving his health.

Working with Toyota

The Toyota Production System Support Centre (TSSC) shares Toyota's manufacturing experience and know-how with local organisations, sharing concepts of the Toyota Production System in ways tailored to their specific needs.

LawRight has done two projects with TSSC. In 2018-19, Pro Bono Connect worked with TSSC, and the improvements embedded in their service have continued this year. While TSSC systems had a "shop-floor focus", the team transferred them online to work remotely. In early 2020 we were invited to share the project with other organisations at TSSC's inaugural conference, unfortunately cancelled due to COVID.

TSSC and LawRight teamed up for a second project in the State Courts service in 2019-20. The main goal of the project was to increase the capacity of the service to assist more clients. To achieve this goal, we looked at ways to maximise the use of existing capacity at volunteer law firms, increase the capacity of staff and scale up or expand the use of volunteer lawyers outside the current service design. We intend to roll out the findings from the project across all Court & Tribunal Services offices.

As LawRight staff developed their understanding of TSSC principles, we have incorporated TSSC philosophy and techniques into other LawRight services.

The TSSC principles of high quality and continuous improvement, putting the customer first, and recognising that people are our most important resource, resonate strongly with LawRight. All the people who contribute their time and expertise to LawRight, are certainly the greatest resource we have.

Thank you TSSC for your contribution to LawRight.



Red Wine for Justice

Red Wine for Justice was held in August 2019 and superbly hosted by Herbert Smith Freehills. The wines donated for drinking and auction fuelled some excited bidding, with over \$47,000 raised.

The most coveted item of the evening was a Champagne High Tea, generously hosted by Margaret McMurdo AC at her home, with Margaret White AO. Bartley Cohen was victorious with a \$5,000 bid, and the team enjoyed their event in June 2020.

Thank you to speakers Rebecca Treston QC, BAQ President and Matt Dunn, QLS Manager and wine writer for Proctor. Damien O'Brien QC was the MC and Yianni Mooney of Apollo Auctions donated his time.







Community & Health Justice Partnerships

LawRight nurtures partnerships at 17 locations, where staff and visiting pro bono lawyers collaborate with health and community workers.

Together we resolve the complex, intersecting problems of clients including people experiencing domestic violence, mental illness or homelessness, refugees and Aboriginal and Torres Strait Islander communities.

These partnerships include the former Homeless Persons' Legal Clinic, Refugee Civil Law Clinic, Outreach Legal Clinic and Mental Health Civil Law Clinic; and two Health Justice Partnerships at Wuchopperen Health Service in Cairns and the Mater Young Adults Health Centre in Brisbane, where lawyers are embedded 3-5 days per week to resolve health-impacting legal problems.

Locations

3rd Space
Brisbane Youth Service
Community's New Farm Neighbourhood Centre
Refugee Civil Law Service at Multicultural Australia
Encircle
Red Cross
Salvation Army
Footprints
Micah Projects
Mission Australia's Roma House
St Vincent de Paul Homeless Hostel
Zig Zag
Anglicare Homelessness Services Hub, Cairns
Mission Australia's Douglas House, Cairns
Wuchopperen Health Service, Cairns
Mater Young Adults Health Centre
Clarence St

Law Firms

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

Community and Health Justice Partnerships

Impact

948 legal services for **540**
clients

482 intensive legal services
(10+ hrs)

Brisbane outcomes

>\$408,000 consumer
disputes resolved

\$130,000 fines resolved

\$55,500 payments to crime
victims

15,496
pro bono hours

Community & Health Justice Partnerships

Law Reform

Community and Health Justice Partnerships seek to change laws and practices that are unfair and make life harder for our clients. We contribute themes and data from our legal casework and include the voices and perspectives of people with lived experience of hardship in all our submissions. We participate in forums and projects where we can collectively understand and create good change.

Homelessness Inquiry

Our submissions to the *Commonwealth House of Representatives Inquiry into Homelessness in Australia* drew attention to the necessity of specialist homelessness support services, the need for increased access to supported social housing, and the importance of financial and consumer protections for people experiencing homelessness.

We contributed to a joint response to the same inquiry with four other specialist homelessness legal services in Australia: Justice Connect (Victoria), The Public Interest Advocacy Centre (NSW), Street Law WA and Street Law ACT.

Tenancy Reform

We responded to the *Queensland Government's Open Doors to Renting Reform* consultations, seeking three key areas of law reform: that minimum housing standards should be implemented, for improved protections for tenants experiencing domestic and family violence, and for an end to “without grounds” tenancies.

The *Make Renting Fair in Queensland Alliance* includes Tenants Queensland, QCOS, Community Legal Centres Queensland and other community organisations. This year the Alliance advocated for extending the COVID eviction moratorium, met with Members of Parliament on tenancy reform, and continues to respond to tenancy reform consultations.

Criminalisation of Poverty

LawRight is one of ten community legal centres across Australia that partnered with academics at four Australian universities to study the ways in which experiences of homelessness are criminalised. We provide insight into the practical and legal issues faced by people experiencing homelessness, systemic disadvantage within our justice system, and included the voice of people with lived experience of homelessness. The first peer-reviewed article was recently published.

Submissions

- Australian Securities and Investment Commission's consultation paper on its product intervention power in Pt. 7.9A of the *Corporations Act 2001*
- Senate Economics Legislation Committee's inquiry into the *National Consumer Credit Protection Amendment (Small Amount Credit Contract and Consumer Lease Reforms) Bill 2019 (No. 2)*
- Queensland Parliament's Consultation Regulatory Impact Statement on renting in Queensland
- Senate Standing Committees on Community Affairs' inquiry into the adequacy of the allowance payment system for jobseekers and others
- Senate Standing Committees on Community Affairs' inquiry Centrelink's compliance program
- Commonwealth House of Representatives Inquiry into Homelessness in Australia – LawRight and joint national submission

Forums

- ASIC Consumer Regulatory Forum
- RTA Stakeholder Forum
- Community Legal Education Legal Assistance Forum
- Brisbane Alliance to End Homelessness
- Make Renting Fair in Queensland Alliance
- Work and Development Order Implementation Reference Group
- Brisbane Youth Service's Couch Surfing Projects - Community Advisory Group

Street Soccer

A group of people are playing street soccer on a grassy field. In the foreground, a man in a yellow jersey and camouflage shorts is running towards the right, while a woman in a red jersey is running towards the left. In the background, other players are visible, including a man in a yellow jersey and a man in a black jersey. The field is green and there are some white cones scattered around. The background shows some trees and a fence.

Sixteen teams from law firms, business, police and community agencies competed in the 8th Street Soccer Tournament in August 2019.

Together, the 115 players created an opportunity for social inclusion and raised \$5,000 for the Big Issue and LawRight.

Thank you to Lady Bowen Trust for \$2,000 sponsorship and Clayton Utz for catering. Congratulations to two-time champions, The Big Issue team!

Chief Justice Catherine Holmes presented the awards, together with the Chair of Lady Bowen Trust, Darryl R Seccombe OAM





Community and Health Justice Partnerships

3rd Space

3rd Space is a drop-in centre for people experiencing homelessness, offering showers, meals and intensive support to improve housing and community connections.

LawRight has partnered with 3rd Space since 2013, providing weekly on-site legal services and training community workers to recognise the legal dimensions of problems.

COVID changes

3rd Space closed to visiting services from March. During this time, frontline workers at 3rd Space connected clients to us where possible. When 3rd Space relaxed restrictions in May, workers created a room where clients could meet staff lawyers virtually.

Pro bono

A Senior Associate was promoted in his pro bono team after he worked with a client for four years to build trust and secure her crime victim payments. The client now reaches out whenever she has a legal question.

“Volunteering with LawRight is one of my favorite aspects to my work... [I have learnt] new skills... legal knowledge and assisted a diverse range of clients.”

Emma, volunteer lawyer

“I feel privileged to work with 3rd Space... it allows me to help some of our most vulnerable Australians and give back to my community [and] broadens my perspective.”

Jess, volunteer lawyer

Stories of Impact

Julian has been homeless for 13 years after leaving home as a teenager. He works hard to manage his complex and chronic health conditions but had to sleep in his car. When it was involved in an accident, LawRight helped get a waiver the \$29,000 insurance debt.

T. left home at 16, and has lived with violence for most of his life. His partners used his credit to cover their own purchases and left him with utilities debts after relationship breakdowns. He can't afford safe housing because he pays 50% of his income to creditors. Pro bono lawyers vigorously negotiated his \$12,000 of debt with the Administrator, creditors and the Australian Financial Security Authority, reducing it to nil.

After a violent crime in her home, LawRight helped Lina access >\$7,000 of home security measures and a \$3,500 payment.

"Thank you for all the help you guys have been and continue to be it can't wipe the smile from my face to see that things really have been moving forward and the change of direction is paying off so enjoy the weekend and keep in touch!"

Community workers

"LawRight have been pivotal in supporting 3rd Space visitors with their legal issues. Having a friendly and professional team at the centre not only supports those experiencing or at risk of homelessness but the wider community who seek out LawRight's counsel."

Caroline

3rd Space Fortitude Valley

LawRight staff and pro bono lawyers on site Thursday 9 am – 11 am

Our clients

100% experiencing homelessness

29% impacted by domestic violence

18% had legal problem involving violence

17% are culturally diverse

Impact

101 legal problems addressed for **34** clients

54 intensive legal services (10+ hours)

49% consumer or debt issues with **>\$182,000** of debt resolved.

\$19,000 Victim Assist payments



Community & Health Justice Partnerships

Brisbane North Telephone Service

LawRight collaborates with four frontline services across Brisbane North that support people experiencing immediate risk to their housing.

Since 2012, support workers and their clients have phone access to pro bono lawyers to resolve legal problems impacting housing, such as consumer disputes (which limit the income available for rent and housing), tenancy and blacklist disputes.

COVID changes

Because the telephone service already operates remotely, it continued throughout COVID restrictions. We extended our intake times from two hours on Tuesdays to any convenient time for the lawyer, client and worker. Community workers kept connecting clients to us.

Collaborating with Encircle and Pine Rivers Legal Service

“Encircle Brisbane North Homestay values the shared work we do with LawRight and respect their organisation as a valuable asset to our sustainable tenancies program, working to support our clients. In addition to Encircle’s Pine Rivers Community Legal Service, LawRight has been a specialist service, helping our clients with debt management, tenancy law and superannuation access.

This referral pathway allows us to work with confidence with clients, who present to us with challenging legal concerns. Encircle Brisbane North Homestay and the Community who access our service value the integrity, compassion and genuine interactions they experience with all members of the LawRight Team.”

Stories of impact

Bri was exhausted and fragile after years of disputes with her landlord. LawRight helped her manage expectations, negotiate effectively and extend her lease. Every week, pro bono lawyers supported Bri's interactions with the property manager until she could safely move on. We are now helping Bri with a disputed bond return.

Some businesses lure vulnerable clients with unlawful rent-to-buy schemes that appear affordable but actually cost excessive amounts. Abby came to us with deep debt to one of these companies. We helped her understand her legal protections and negotiate with the lender. Our involvement ensured the lender stopped harassing Abby for amounts they weren't entitled to claim. We continue to work with Abby to make a complaint to the Australian Securities and Investments Commission.

Sergio was a successful medical professional but a terminal illness stopped him working. Over time, his housing became unstable and he owed \$110,000. We helped Sergio declare himself bankrupt.

Brisbane North Telephone Service

Red Cross, Encircle and Salvation Army

People at risk of losing housing.
LawRight staff and pro bono lawyers available as required.

Our clients

100% people at risk of homelessness

36% experience family violence

30% legal problems impacted by violence

28.5% First Nations

Impact

43 legal problems addressed for 14 clients

31 intensive legal services (10+ hrs)

>\$24,800 consumer disputes resolved

11% had fines debts resolved

16% improved housing



Community & Health Justice Partnerships

Brisbane Youth Service

Brisbane Youth Service helps vulnerable young people find and maintain appropriate housing, address physical & mental health issues and thrive in the community.

LawRight has partnered with BYS since 2008 to resolve complex issues connected to a young person's challenges and homelessness.

LawRight delivers on-site legal services, trains youth workers, undertakes systemic law reform for young people and sits on BYS Community Advisory Groups.

COVID changes

BYS closed its doors but LawRight worked with youth workers to create a virtual legal service, connecting with clients via video chat appointments. BYS supplied devices to clients to support the connection.

Pro bono

I have loved volunteering at BYS and the opportunity to take ownership of files. The files give us the chance to make a real difference in our clients' lives."

Tessa, volunteer lawyer

"Volunteering at BYS provides our volunteers with invaluable experience...[they] gain immense satisfaction from working one-on-one with clients in order to assist with their legal needs."

Olivia, volunteer lawyer

Community workers

LawRight have been invaluable to the young people coming to BYS. [They] are frequently caught up in legal challenges they find difficult to untangle and often put these issues on the backburner due to feeling overwhelmed with the complexities in navigating legal processes. LawRight have been a patient, stable presence at the Hub assisting hundreds of young people

navigate issues such as predatory lending, complex court procedures, victim's assist claims, SPER debt and tenancy concerns. LawRight put time and effort into building rapport with young people and have provided a clear, simple pathway that enables young people to begin addressing their legal concerns.

BYS, Hub Team

Stories of Impact

Jen was being chased by Centrelink, who reduced her payments and raised a debt after her ex-partner said he would share care for their baby. He didn't, but Centrelink didn't believe Jen was solo-parenting. LawRight couldn't persuade them to change their decision, so Jen successfully appealed the decision to the AAT. Jen now receives her correct entitlement and is better able to support her young family.

Violet was homeless as a teenager and now lives in social housing. She was "broke as hell" when she asked her telco to repair her phone. Instead they signed her up to a more expensive contract. She was now \$2,400 in debt and the telco wanted the phone back. LawRight spent 6 months chasing details of the debt while the telco repeatedly assigned the debt to multiple collections companies. After we raised concerns of inappropriate contracting, failure to conduct correct credit assessments and breaches of consumer protection obligations with the telco and the Ombudsman, the debt was waived and Violet could keep the phone. Violet stays connected with her lawyers, her housing is stable, *"finances in order and everything has been really good for her"*.

Brisbane Youth Service Fortitude Valley

Young people experiencing homelessness.

LawRight staff and pro bono lawyers on-site weekly, Mondays 1-3pm.

Our clients

100% young people (12 - 25yo)
experiencing homelessness

53% experienced family violence

38% legal problems impacted by
violence

19% First Nations

16% culturally and linguistically
diverse

Impact

73 intensive legal services (10+hrs)
for **43** clients

>\$75,800 consumer disputes
resolved.

>\$19,000 fines debts resolved

\$18,000 Centrelink debt
removed

18% claimed Victim Assist
payments

Community & Health Justice Partnerships

Footprints



Footprints works with older people, people living with a disability or mental illness, and those at risk of homelessness.

LawRight has partnered with Footprints since 2010 to resolve complex issues and empower clients to make their own decisions.

LawRight delivers on-site legal services and trains workers to recognise the legal dimension of problems.

COVID changes

Footprints closed to all visiting services in March. LawRight continued to offer potential clients telephone and virtual appointments with our lawyers, making arrangements with the community workers on a case-by-case basis.

Pro bono

“Working alongside LawRight and seeing the impact that their work has on members of our community is very rewarding. It was really great to help our client out of a sticky situation, managing to achieve an outcome which has had a big impact on his life and wellbeing.”

Volunteer lawyer

Story of Impact

Derek's severe mental health condition

makes him vulnerable to entering unsuitable contracts. He was being chased for >\$20,000 of debt with credit providers and telcos. We helped him negotiate the cancellation of contracts, and waivers of the debt and cancellation fees.

“Just want to say a big thankyou to everyone from lawrite for all your help and patience through this time, its been a big help really mentally for me as I wanted to give up on many of times as it was too much for me. I cant thank everyone enough!”

Health worker

“LawRight achieved great outcomes recently with one of my clients. This client was living in a homeless shelter, on Jobseeker payment (pre-COVID supplement) and had debts amounting to around \$20,000. LawRight reduced the debt to around \$1,000 in a quick, efficient manner. The impact on my client's health and wellbeing is hugely significant – his stress levels, anxiety and symptoms of depression decreased whilst his sleep, physical health and general presentation improved. [My colleagues] had similar experiences and benefits to report. The service is highly valued across all Footprints services.”

Footprints Fortitude Valley

People experiencing mental health concerns.

LawRight staff and pro bono lawyers on-site monthly.

Our clients

100% have mental health concerns

50% impacted by family violence

Impact

21 legal problems addressed for six clients

16 intensive legal services (10+ hrs)

88% addressed money problems

>\$25,000 consumer disputes resolved



Community & Health Justice Partnerships

Micah Projects

Micah Projects cares for community members experiencing hardship, homelessness and violence and has programs to support people with a disability, families, women and children, and victims of institutional abuse.

LawRight has partnered with Micah since 2009, delivering on-site legal services, training their staff to recognise legal issues and working together on research and projects. Micah staff book clients into appointments on our behalf.

Clients from **Wesley Mission** and **Anglicare Homelessness Services Women & Families** also connect to lawyers through this service.

COVID Changes

Micah closed to visiting services in March. LawRight continued to meet clients through phone or virtual appointments.

Pro bono

“Volunteering with LawRight provides a timely reminder of the good that we, as lawyers, can do for those in most need within our communities. I have seen the strides forward that our clients can make when given [legal] assistance.”

Volunteer lawyer

Community worker

“[LawRight] provides excellent legal advice & support for the vulnerable women I support. [You are] patient & kind, which is so important when supporting people who have experienced significant trauma, are disadvantaged, & have experienced social injustice. With [LawRight support] we were able to resolve a significant debt of my client’s, which has had a positive impact on her stress levels, & mental health.”

Homelessness support worker

Stories of Impact

Dave suffered a panic attack while driving so his passenger friend took the wheel. Unknown to both of them, Dave's friend's license had been suspended for unpaid fines. Police pulled them over, issued a notice and impounded the car.

Despite Dave's efforts, the pound refused to release his car and demanded \$3,000 in 7 days or his car would be forfeited. LawRight quickly negotiated the car's release for a significantly reduced fee. Dave needs his car to access vital medical support.

"I like to thank you Micah and the lawyer because you always stand with me and help and help everybody in need."

In 2017 we helped Kiki resolve multiple debts and get back on her feet. As a result, she recently moved out of public housing but had a dispute with the removalists, who failed to complete the task, over-charged her and damaged property. Kiki reached out to us again and pro bono lawyers negotiated a settlement.

"Once again I want to thank you all for such a wonderful outcome for an underdog like myself. Thank you!"

Micah Projects South Brisbane

People experiencing hardship and homelessness.

LawRight staff and pro bono lawyers on-site fortnightly, Wednesdays 10am - 11.30am.

Our clients

100% chronic homelessness or long-term social housing tenants

44% were impacted by violence

14% First Nations

Impact


32 legal problems addressed for 16 clients

24 intensive legal services (10+ hrs)

>\$9,000 debts resolved

25% improved housing

12% claimed Victim Assist payments



Community & Health Justice Partnerships

New Farm Neighbourhood Centre

New Farm Neighbourhood Centre provides kitchen, computer, laundry and shower facilities for the community as well as health and housing services, food relief and financial inclusion services, community education and social activities.

LawRight has partnered with NFNC since 2009, providing on-site legal services to drop-in clients. Our priority is to address barriers to housing.

COVID changes

In early 2019, NFNC commenced major renovations and moved to a temporary site. We moved with them but client numbers dropped significantly. NFNC closed to visiting services in response to COVID, preventing us from connecting with new clients. Renovations at NFNC have finished and the centre has re-opened. We are now back on-site.

Stories of Impact

Jim, a senior pensioner, was being chased by debt collectors after he crashed his car while suffering a seizure. Jim couldn't resolve the matter himself. We helped him collect the evidence and negotiate a full waiver of the claim.

Ursula lived in a homeless women's hostel, in debt and terrible health. We worked with her for years to resolve debts and access super and Centrelink entitlements so she could move into independent housing. We recently helped Ursula collect evidence to legally correct her name, allowing her to apply for identification documents. Seeing her life stabilise has been wonderful.

"Thank you LawRight for taking on my case pro bono. This positive outcome most likely would have not manifested had you not done so."

Community worker

"Having the legal clinic available at New Farm is an advantage to people who are experiencing hardship, getting assistance that they would otherwise not be able to access. We are grateful for the clinics and support provided."

Kelly Sciacca, Manager

New Farm Neighbourhood Centre New Farm

LawRight staff and pro bono lawyers on-site fortnightly, Tuesdays 10am - 11.30am.

Our clients

100% chronic homelessness
or long-term social housing
tenants

Impact

20 people improved legal
rights

9 intensive legal services
(10+hrs)

30% improved housing

>\$24,000 consumer
disputes resolved

Community & Health Justice Partnerships

Multicultural Australia



Multicultural Australia supports recently arrived Queenslanders to feel at home and find community connections, work and study opportunities and learn new skills. New arrivals have to engage with the Australian legal system without knowledge of their rights and responsibilities. Cultural and language barriers mean that many legal problems remain unaddressed and worsen.

LawRight has partnered with Multicultural Australia since 2007, providing on-site civil legal services and training community workers to recognise the legal dimensions of problems.

COVID changes

From March we shifted to telephone appointments supported by support workers at Multicultural Australia. Because of our strong partnership with MA, the transition proved seamless with no change in client numbers or outcomes.

Corrs Chambers Westgarth

All Corrs staff and lawyers are actively encouraged to give back to their community through the firm's Pro Bono and Community Program, which includes LawRight's Refugee Civil Law Clinic. The firm's pro bono commitment is underpinned by formal recognition of all pro bono participation.

"I joined the Refugee Civil Law Service to assist refugees experiencing disadvantage in Australia. I have assisted clients from Iraq, Sri Lanka and Ethiopia with debt collectors, car accidents and even just incorrect billing details. English is not usually the first language of clients, which is an unfortunately common factor in how their situations ended up requiring legal intervention. So it's rewarding resolving a matter, knowing someone is genuinely better off from your assistance."

Volunteer lawyer

Community workers

“LawRight has always been instrumental in supporting my clients with issues including tenancy disputes, debts, applying for VAQ, amending personal details, claims, damages to vehicles, housing.”

“My clients appreciate the support from LawRight because it is:

- easily accessible (clients come to the office where LawRight provides outreach).
- uses interpreters.
- “genuinely fights for me”.

“Thank you LawRight and all the unsung solicitors who assist our newest Queenslanders. Thank you for your patience and your desire to seek the best outcomes for clients.”

Story of Impact

Rayan was settling in Australia as a refugee after fleeing his homeland. With limited English, he was surprised when he received fines for using our tolls roads and fishing in the wrong place. Unsure what to do, his caseworker connected him to our lawyers.

We were able to negotiate the withdrawal of Rayan’s fines, ensuring his settlement in Australia wasn’t impacted by enforcement action. Rayan better understands our laws and is able to focus on establishing his life in Australia.

Multicultural Australia Woolloongabba

Refugees, recent arrivals and people seeking asylum.

LawRight staff and pro bono lawyers are on-site fortnightly, Mondays 1pm - 3pm.

Our clients

100% culturally and linguistically diverse

Impact

46 legal problems for 36 clients

42 intensive legal services (10+ hrs)

>\$64,000 consumer disputes resolved

\$10,000 payments from Victim Assist

A photograph of the Roma House building, a multi-story structure with a mix of brick and wood paneling. It features balconies with metal railings and awnings over the entrances. The text "Community & Health Justice Partnerships" is overlaid in white at the top, and "Roma House" is in a large, bold white font below it.

Community & Health Justice Partnerships

Roma House

Roma House is operated by Mission Australia as a non-exclusionary temporary supported accommodation service in Brisbane, supporting up to 31 residents who are rough sleeping, living in improvised dwellings, or have experienced chronic homelessness.

LawRight has partnered with Roma House since 2009 to resolve legal problems, which are barriers to residents transitioning to stable housing. LawRight delivers on-site legal services, trains workers and provides secondary consults to caseworkers to ensure that clients are receiving appropriate legal services in a timely manner.

COVID changes

Roma House closed and all residents were relocated to premises in Toowong. LawRight worked closely with Roma House caseworkers to stay in contact with clients, and to ensure that we could continue supporting them without disruption in their new accommodation. Since July we have been on site at their new accommodation.

Pro bono

Working as a volunteer lawyer with clients from the Homeless Person's Legal Clinic is a rewarding and refreshing opportunity to be involved in alongside my regular legal work in a commercial firm. HPLC presents itself as a fantastic way to be able to use our legal skills in a way that genuinely helps the lives of others, particularly those who wouldn't normally have access to legal assistance.

Volunteer lawyer

Community worker

"I have been working alongside the staff at LawRight in my capacity as a Recovery Worker for almost 3 years. I know I can vouch for all of my colleagues at Roma House of their exemplary conduct. They have made an enormous impact in many of our clients' lives."

Stories of Impact

Many residents of Roma House are involuntarily treated for their complex mental health. Dot was anxious and confused about attending the compulsory review of her treatment at the Mental Health Review Tribunal. LawRight helped her understand her rights and the process of the hearing which relieved her. We attended the hearing as a support person and ensured that she understood the outcome after the hearing.

Tammy's experience of sexual violence led to homelessness. Her support worker asked LawRight to help with her debts and unpaid fines and together we saw \$7,000 in debt waivers and a fine withdrawn. A year after Tammy moved out of Roma House, she had tenancy problems. She reached out to LawRight again and we helped her assert her rights.

"Thanks so much for all of your work, it's been awesome. I didn't expect much when I first went to see you, but you ended up being able to help me with so much. I'm moving into a little flat in the next couple of days, and I don't think I would've been able to without you guys. Give a big thanks to [volunteer] too- she's been putting in a lot of work behind the scenes, and I really appreciate it."

"I think you guys are awesome, you have helped me so much. You have been wonderful – I wouldn't be as upbeat without you guys, and you can quote me on that! You're not scary like those lawyers in court, you put things in layman's terms so I can understand it. You help a lot of people who wouldn't be able to get the help otherwise."

Roma House Spring Hill

People experiencing long-term complex homelessness.

LawRight staff and pro bono lawyers on-site weekly on Thursdays 9am -11am.

Our clients

100% chronic homelessness

32% First Nations

48% live with mental illness

48% experienced family violence

Impact

92 legal problems addressed for 24 clients

66 intensive legal services (10+ hrs)

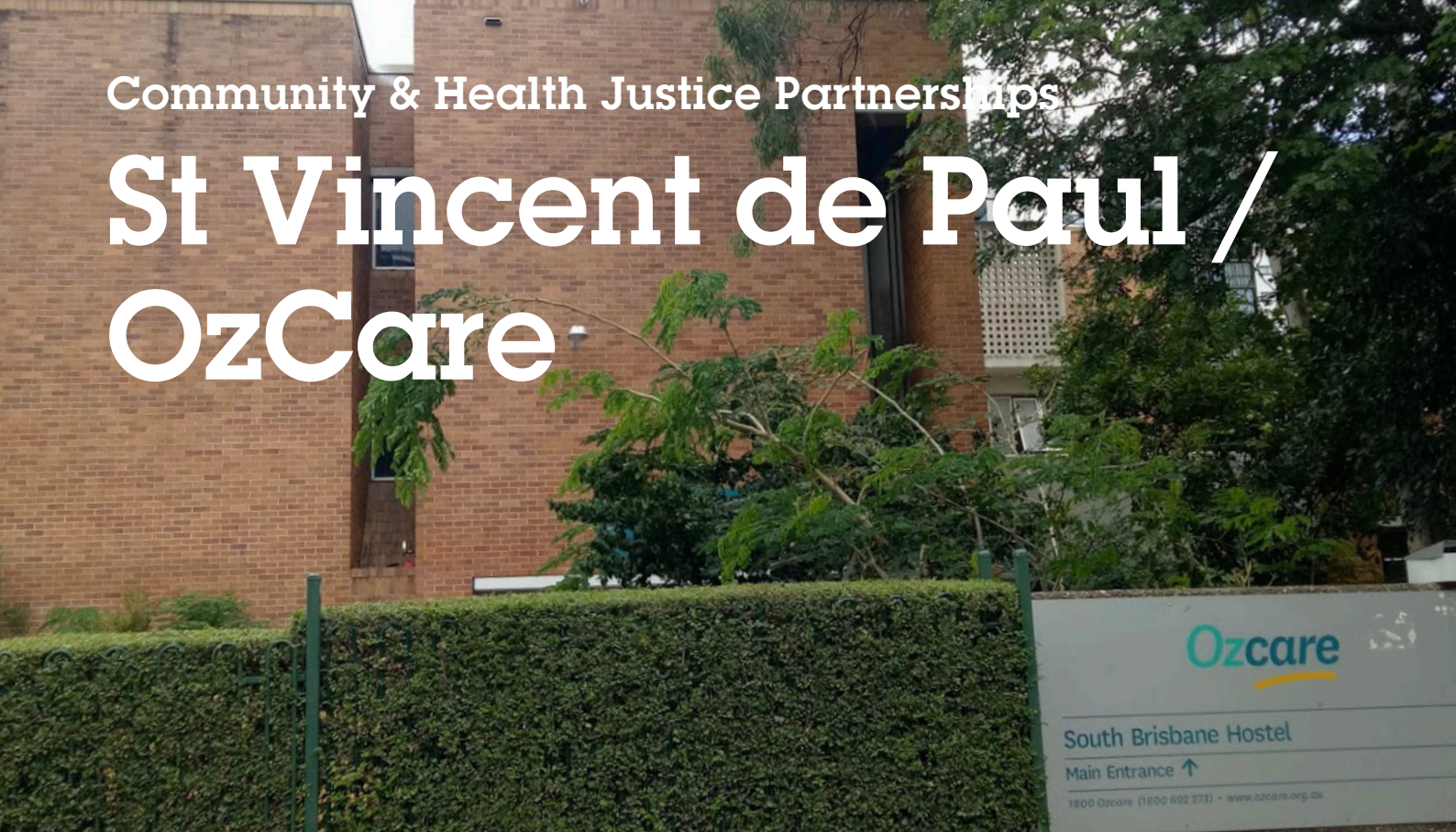
>\$10,000 consumer disputes resolved

>\$4,500 in SPER fines resolved

2 clients supported at the Mental Health Review Tribunal

Community & Health Justice Partnerships

St Vincent de Paul / OzCare



‘Vinnies’ Homeless Hostel (previously run by OzCare) provides emergency, short-term accommodation for men experiencing homelessness. Most residents are highly transient, have significant addiction issues and are chronically homeless. As the hostel can only offer limited individual support, delivering a legal service to residents is very challenging.

LawRight first partnered with OzCare in 2002 and this year staff and operational changes at the Hostel hindered our ability to connect with the residents. We were collaboratively reviewing our partnership when COVID forced the closure of visiting services to the hostel.

Despite these challenges, we achieved some great outcomes for residents.

Stories of Impact

Brad's life spiralled when his mental health deteriorated. He lost his job, housing and support network and found himself in debt and homeless.

We worked with Brad over a number of months to negotiate the resolution of his debts and supported him to find longer-term accommodation. Brad continues to work through his mental health matters but hopes to return to work soon.

Aleks struggled with addiction and homelessness for years. He came to the Hostel after being kicked out of a boarding house. Aleks was upset the landlord took his bond without giving reasons. We explained the bond process, helped Aleks contest the claim and apply to QCAT.

"That's excellent news... I hope that that's the last I hear of it other than the confirmation letter..... FEWWWW.....and YES it does relieve some of the stress, I can now concentrate on other matters. I can now put that money towards getting my belongings back from my Mother, or put it towards bond/rent for possible accommodation. I stress I can't thank you enough for your assistance, patience and help..... THANK YOU SOOO MUCH."

St Vincent de Paul/OzCare South Brisbane

Emergency homelessness hostel.

LawRight staff and pro bono lawyers on-site weekly Tuesdays 10am - 11:30am.

Our clients

100% homelessness

25% impacted by domestic violence

25% First Nations

Impact

7 new clients, including four who recieved intensive legal services (10+ hrs)



Community & Health Justice Partnerships

Zig Zag

Zig Zag Young Women's Resource Centre supports young women (12-25) who are homeless or survivors of sexual violence. Zig Zag offers counselling, accommodation and support for education, employment, and housing opportunities. LawRight began partnering with Zig Zag in 2018, providing an on-site lawyer one day per week. Our staff lawyer facilitates a safe introduction to pro bono lawyers for complex matters. LawRight also trains Zig Zag workers to recognise the legal dimensions of problems.

COVID Changes

Zig Zag reduced most of its face to face services and LawRight stopped on-site services during COVID. However our close partnership meant we continued to connect with young women telephone and virtual meetings, accessed on a case by case basis. We are now back on site.

DLA Piper

Our partnership with LawRight has been rewarding for us both personally and professionally. It is a privilege to assist people in times of vulnerability, and to see the positive impact providing the services has on their lives. It is exciting to see our DLA Piper colleagues so engaged in supporting this much needed ... alliance between DLA Piper, LawRight and Zig Zag Young Women's Resource Centre.

Elly Brand and Patrick Baisden

Community worker

"Young women living with the impacts of sexual violence have a myriad of complex systems and issues to navigate upon their roads to stable housing and personal recovery. LawRight and its volunteers have made such a difference to many young women.

Additionally, Law Right has graciously provided guidance to Zig Zag staff around various legal areas. Zig Zag offers thanks and gratitude to LawRight and its volunteers for their engagement with Zig Zag staff and young women."

Stories of Impact

Cheryl applied to Victim Assist following an alleged rape but received a Notice of Proposed Refusal. LawRight was able to intervene and advocate for Cheryl to be awarded the highest category of special assistance payment, as well as ongoing psychology support. Cheryl is now accessing regular counseling, which she could not afford without the scheme.

When Didi was a teenager she was in and out of home so often due to family violence that she didn't always update Centrelink – she accumulated \$9,000 in Centrelink debt and a hyper-vigilance about reporting. But when she left a violent partner and told Centrelink, they refused her additional support. When she moved into women's-only accommodation and her ex visited – she told Centrelink but they recorded it as a relationship. Zig Zag workers advocated unsuccessfully for months with Centrelink.

LawRight helped Didi access \$13,000 in back pay, ongoing entitlements and support from Centrelink social workers. As a young Mum and a First Nations woman, we recognise that Didi faces more barriers to accessing her legal rights.

Anna fled domestic violence. Vodafone's policies allowed all her payments and obligations under the contract to be waived in recognition of the financial abuse she suffered. We collaborated with Vodafone and Zig Zag to make sure the client was safe throughout this process.

Zig Zag Camp Hill

Young women survivors of sexual violence

LawRight staff on-site all day Mondays and connect clients to pro bono lawyers as needed.

Our clients

93% impacted by domestic or sexual violence

63% had legal problem involving violence

27% culturally diverse

14% First Nations

Impact

43 legal problems for 15 clients

24 intensive legal services (10+ hrs)

>\$44,000 consumer disputes resolved

\$23,000 claimed payments from Victim Assist



Health Justice Partnerships

Mater Young Adults Health Centre

The Mater Young Adult Health Centre (MYAHC) works with young people transitioning from child health services or whose complex health impacts their well-being.

Adolescents and young adults with chronic health conditions face multiple health, social and legal challenges which, left unaddressed, will significantly impact their adult trajectories.

LawRight has partnered with the Mater since 2015 to increase young people's access to justice. Our Health Justice Partnership embeds lawyers in the hospital to collaborate with the multidisciplinary treating team. This holistic approach addresses legal issues simultaneously with health care needs, in a client-centred, trauma-informed model. LawRight regularly presents to Mater clinicians on the legal needs of their patients.

In addition, we attend MYAHC's **Clarence Street youth, drug and rehabilitation service** weekly and connect to patients in **Mater Hospital wards**, through liaison with health and social work staff.

COVID changes

After the initial COVID lockdown from late March, LawRight staff resumed on-site services in May. We had a surge of COVID-19 related enquiries from March to June and we were able to negotiate better outcomes for vulnerable tenants and advise patients on employment and income issues.

Leo, a young patient at the Mater with a compromised immune system, wasn't safe to continue working under COVID restrictions. His girlfriend lost her job in the fitness industry, so they couldn't afford their lease and asked to be released. Leo mentioned his worries to his hospital psychologist, who connected him to LawRight. We negotiated the termination of the lease and the return of bond monies to Leo.

Maurice Blackburn Lawyers

Maurice Blackburn Lawyers partnered with LawRight in March 2020, providing on-site volunteers weekly to assist with casework and delivering training to Mater staff on a range of legal topics. This service was disrupted by COVID.

University of Queensland

The University of Queensland Pro Bono Centre supports LawRight to operate the Health Advocacy Legal Clinic by providing law students two days per week. Students are supervised by LawRight and work together with social work students from The University of Queensland to respond holistically to the legal needs of our clients.

The UQ students assist with casework and deliver training for young adults. Topics include:

- What do You Have to do For the Law, and What Does the Law do For You?
- Tenancy Rights
- Dealing with Fines
- Legalities of Loans

Financial support

The Mater Health Justice Partnership receives financial support from the Mater Foundation and the Sylvia & Charles Viertel Charitable Foundation.

Mater Young Adults Health Centre

South Brisbane

+ Clarence Street

Youth drug and rehabilitation service, South Brisbane.

LawRight staff, pro bono lawyers, and law and students from The University of Queensland on-site Mondays and Wednesdays.

Our clients

34% young adults

60% with a disability

70% female

Impact

80 legal problems for **60** clients

30 intensive legal services (10+ hours)

45% money problems

19% housing issues

23% family problems

Mater Young Adult Health Centre

Medical professionals

“As the Director of the Mater Young Adult Health Centre (MYAHC) I have seen first-hand the immense benefits of the Health Advocacy Legal Clinic here at the Mater. At MYAHC we work with young people facing significant medical conditions. The effect of having legal problems on top of existing medical challenges places considerable additional burdens on these young people. With the support and advocacy of the [LawRight] team, these legal concerns are often able to be addressed swiftly and comprehensively. This is transformative for young people in these situations as they previously had believed these legal concerns to be insurmountable.”

Dr Simon Denny, MYAHC Director

“You’ve been able to achieve outcomes for patients we couldn’t have and we... believe this impacts in a positive way on their health outcomes as well.”

Mater Clinician

HALC Senior Lawyer, Assoc. Prof. Mandy Shircore co-presented with MYAHC Director, Dr. Simon Denny and Lead Psychiatrist, Dr Tatjana Ewais at the Youth Health Conference (Australian Association for Adolescent Health) in Melbourne in November 2019 about the impact of the Health Justice Partnership, and produced a paper: *Ewais T, Shircore M, Denny S. Health and Law Partnerships in Youth with Chronic Illness. Australian Association for Adolescent Health Conference Bulletin. 2019*



Stories of Impact

Because of his complex needs, the Public Trustee was appointed to control a young patient's finances. Over some years, he engaged consistently with treatment and employment and he wanted to buy a car. His treating team supported his goals, but the Public Trustee wouldn't consent. LawRight helped prepare his application to QCAT to remove the Public Trustee and with the help of a pro bono barrister. He was successful and able to start car shopping.

Ada was the sole parent of three young children including a new baby. She had \$9,000 of toll debts as well as other debts. LawRight negotiated a waiver, based on Ada's traumatic history and on-going financial and personal hardship.

A patient with a terminal illness was able to stay at home with the help of a paid carer after LawRight helped him access superannuation benefits to pay for the carer.

Without a variation to her Domestic Violence Order, a young patient could not be discharged. We understood the history of violence in her relationship, but worked with the treating team and social workers to seek an urgent variation application.

An elderly cancer patient lived in fear of her neighbour who had assaulted, harassed and intimidated her over the past 18 months. Despite reports to police and Department of Housing, nothing had been done to assist her. The patient spoke little English. LawRight helped her to make a complaint and appear in court with the help of a pro bono barrister. As a result:

- the neighbour was charged with serious assault on elderly person
- a Peace and Good Behaviour Order was made by the Magistrates Court, in favour of our client against the neighbour
- the Department of Housing moved the neighbour to another public housing complex.

Community Justice Partnerships

Anglicare Homelessness Services Hub



The Hub provides emergency and support services to over 5000 people per year experiencing homelessness in Cairns, including those sleeping rough or with complex needs.

The Hub delivers drop-in services as well as appointments and a mobile, early intervention for tenancies at risk. Since 2012, LawRight has been embedded at Anglicare Hub, who generously provide full-time office space and facilities. We work closely with their staff to resolve legal problems connected to homelessness.

COVID changes

Throughout restrictions, the Hub continued to work onsite (with footpath consultations) and remotely. LawRight was also able to connect to clients remotely and have returned to helping clients in-person at the Hub.

Many clients wanted our help to obtain ID and birth certificates so they could access changing Centrelink benefits, and to utilise relaxed access provisions to superannuation.

Stories of Impact

Joe, a former truck driver with limited literacy, had been living in a homeless hostel for more than 6 months with advanced terminal cancer at the time he saw LawRight. We helped him access >\$67,000 from his super fund, arrange a will, liaise with Centrelink and work with his doctor to consider an Advanced Health Directive. Joe used the money to rent accommodation for himself and his elderly mother.

He also fixed up his car for a last big road trip, his final wish as an old truckie.

Hub staff referred Mala to LawRight.

Mala has chronic mental health conditions, a gambling addiction and is under Public Trustee administration. She lived at Three Sistas, a social housing provider, but the managers fraudulently obtained her bond, leaving her with a debt to the Department of Housing. LawRight has spent years pursuing similar concerns on behalf other residents of Three Sistas, and giving evidence at the successful prosecution of the managers. Three Sistas is now under liquidation since the licensee's convictions. LawRight presented evidence to the liquidators and secured a full refund for Mala.

Anglicare Homelessness Services Hub Cairns

Emergency support services for people experiencing homelessness.

LawRight staff lawyers are embedded full-time at the Hub providing appointments to clients Wednesday 9-11 and as required

Our clients

100% experiencing or at risk
of homelessness

45% First Nations

42% domestic violence

40% disability/mental illness

93% financial disadvantage

Impact

202 legal problems of 75
clients

63 intensive legal casework
(5+ hours)

103 referrals to other services



Community Justice Partnerships

Douglas House

Douglas House, operated by Mission Australia provides supported accommodation to people experiencing long-term, complex homelessness. 95 % of the residents identify as First Nations. LawRight has partnered with Douglas House since 2015 to help resolve the legal issues of residents which prevent them transitioning to stable housing and community engagement. Each resident completes a Legal Health Check with a support worker to identify and refer legal need to LawRight.

Some clients have employment histories and may be able to access superannuation. Many clients retain connection to community, often remote. They are strongly motivated to gather their family members and achieve rental accommodation where they can all live together.

Champion volunteer

Judy Collins has volunteered one day per week with LawRight since 2016 to operate our Douglas House Clinic.

After a career as a nurse, she studied law and practiced as a barrister with the DPP, the Northern Coroner and at Trinity Chambers. She has also worked in Cairns hospitals, TAFE and at Tenants Queensland.

“The diversity of work constantly surprises me. It makes the job interesting, challenging and satisfying - particularly when we have a “win”. I am very pleased to be here and particularly, enjoy the company and support of LawRight colleagues.”

We appreciate Judy so much we employed her in July 2020.

Community worker

“LawRight provides legal information and guidance to Douglas House and Woree Supported Accommodation tenants and Mission Australia staff. Judy openly [shares] her knowledge to ensure tenants and staff are well informed and empowered to resolve legal issues. Judy often goes above and beyond what is expected of her when faced with complex needs, advocating passionately and professionally for those who have experienced significant disadvantage and injustice. We at Mission Australia look forward to the ongoing collaboration with Judy and LawRight in 2021.”

Barbra Burton, Douglas House Manager

Story of impact

John was born in the NT of Aboriginal parents. He taught art and ran an art gallery but over time, he stopped working and drifted away from his family. He became homeless and lived at Douglas House for two years.

During that time he started painting again and encouraged other residents to create art. All John's paintings sold at a Homelessness Week exhibition. John recently completed a TAFE barista course and has now moved on to more independent living.

We helped John represent himself for some minor criminal matters and access money from his superannuation. As John couldn't afford a mobile phone, it was complicated to create the requisite myGov account. When the super payment came through, John's first purchase was a mobile phone!

Douglas House Cairns

Supported accommodation for people experiencing chronic homelessness.

LawRight pro bono lawyer on-site weekly Wednesday.

Our clients

100% complex homelessness

95% First Nations

100% financial disadvantage

75% with a disability

60% experience family and public violence

Impact

7 clients with 11 intensive legal problems (10+ hrs)



Health Justice Partnerships

Wuchopperen Health Service

Wuchopperen Health Service is a community controlled, multi-campus provider of health services to >7,000 Aboriginal and Torres Strait Islander people annually.

LawRight has partnered with Wuchopperen since 2016 to address the social and cultural determinants of health by increasing access to civil legal rights, diagnosing and addressing housing, income and family issues.

Our Health Justice Partnership embeds LawRight lawyers on-site at two locations, together with lawyers from the Aboriginal and Torres Strait Islander Legal Service (ATSILS) who attend two mornings per week to respond to family law, domestic violence and child protection matters.

The Law Yarn trains health workers to recognise the legal needs of clients in a culturally safe process. 90% of clients are referred by health staff.

COVID changes

Wuchopperen closed all on-site services for staff and clients in March and transitioned to tele-health arrangements. Health and executive staff worked closely with LawRight to establish its immediate response by stepping up our capabilities in an ever changing and challenging environment. Our service delivery quickly adapted to a telehealth system which supported the community to settle in to a new way of business.

Pro bono

A number of pro bono firms support the Wuchopperen HJP actively and with financial and in-kind donations.

King & Wood Mallesons have also established a pathway to pro bono services for Wuchopperen clients, attending on-site where appropriate.

Health workers

A major strength of the HJP is 'secondary consultations — where lawyers and health professionals consult each other about the legal and health problems a client, or potential client, faces. Our lawyer has up to ten of these consultations each day on campus.

Health workers say:

"The clients keep showing up so something's working okay! ... I'm not hearing anything negative and this is a nobody pulls any punches kind of place."

"Often, we don't even get to the health issues until people have sorted out their more immediate concerns. These are often really basic ones. Might be about shelter, being safe ... If they're going to get chucked out of their house, we need to start with that before we get to health."

"I like it that you have to be a client of Wuchopperen to access the clinic. It's bringing a lot of the clients back. Oh, while I'm here I might as well see the doctor too."

"It enhances wellbeing of our mob. It's a one-stop shop. You get your health needs met, and also your legal needs."

Wuchopperen Cairns

A community controlled Aboriginal Health Organisation providing comprehensive primary health care services to the Aboriginal and Torres Strait Islander people of Cairns.

LawRight's Health Justice Partnership.
On-site, Indigenous lawyers two days per week.

Our clients

133 clients

100% Aboriginal and Torres Strait Islander

Impact

120 legal services delivered

27 clients received intensive legal casework (5-50 hours)

>900 consultations with health workers

28% money problems

38% family problems

183

pro bono hours

Wuchopperen Health Service

Funding

After two years of project funding allocated by the Department of Justice expired in June 2019, the HJP received reduced emergency funding allocations. LawRight reduced our operations, including our collaboration with ATSILS and contributed \$45,000 to continue services where possible.

Collaborative Governance

The Wuchopperen HJP is unique in Australia. Partnering across a community controlled health organisation, a mainstream legal service and a visiting Aboriginal legal service is complex. In 19/20 Health Justice Australia, a national centre for excellence in HJPs, helped to secure funding to explore and maximise these relationships.

Closing the Gap

The 2020 *Closing the Gap Report* followed an historic, ten-year national shared decision-making agreement between the Council of Australian Governments and the Coalition of Aboriginal and Torres Strait Islander Peak Organisations. The report highlight four domains of cultural determinants of health:

- Self-determination and leadership
- Indigenous beliefs and knowledge
- Cultural expression and continuity
- Connection to country

LawRight's Health Justice Partnership with Wuchopperen Health Service, was profiled as an example of self-determination and leadership:

<https://humanrights.gov.au/our-work/aboriginal-and-torres-strait-islander-social-justice/publications/close-gap-2020>

Stories of Impact

Maureen has cared for her profoundly disabled, non-verbal son without formal support his whole life. When Maureen's son turned 18 her minimal Centrelink income was reduced and she faced medical and financial blockages as she no longer had authority to make decisions for him. She was anxious as to how she would cope as his condition continued to deteriorate. With limited English, overwhelmed by paperwork, and petrified at the idea of going to court, she did not know where to turn.

Her son's doctor at Wuchopperen connected her with our on-site lawyer, a Torres Strait Islander woman, able to use her dialect skills to help Maureen understand the law, identify supports and make plans around his longer term needs.

LawRight helped Maureen obtain guardianship and administration orders to manage her son's affairs and then helped her to submit the first set of financial reports. We helped her set up a bank account for her son and register for Centrelink so that he is now getting his own basic income. We continue to assist Maureen to apply for carers' payment, disability pension and NDIS.

Now Maureen can care for her son at home for as long as possible and is hopeful that her son might get a male support worker who will help him gain some dignity and independence out of the home.

"I am so glad you guys are here, I was stuck and didn't know about these things."

Bessie, an elderly Torres Strait Islander woman had been living without hot water for nine months, her stove wasn't working, and she had noise from a disruptive neighbour whose noise kept her up at night.

Bessie reported the hot water issue to the property agent but it hadn't been resolved. Bessie spoke little English and was frightened to talk to her neighbour. She felt so frustrated, with winter coming and no hot water or stove, that she seriously considered leaving the house and going to live in a hostel. This would have put her tenancy at risk and hostels only allow short-term stays.

LawRight contacted the property agent, and discovered they thought the problems had already been resolved. The agent quickly arranged to fix her hot water and repair the stove. The agent had had trouble contacting Bessie, so we put them in touch with her support person.

We spoke to the agent for the neighbouring property and they promised to look after the noise issue, avoiding any direct conflict between Bessie and her neighbour.

We also explained to Bessie that if she had any more issues, she should talk to the agent and that leaving the tenancy without warning could have negative consequences such as a TICA listing and debts, which could jeopardise future tenancies.

Wuchopperen

System change: Evaluation of LawRight/Wuchopperen health justice partnership

In November 2019, Fiona Allison, Research Fellow at the Jumbunna Institute for Indigenous Education and Research, UTS, completed an 18-month evaluation of the Health Justice Partnership and found that it significantly and uniquely improved the health or Aboriginal and Torres Strait Islander people and their communities.

LawRight has spent the year adopting the recommendations of the evaluation, including recruiting for an Identified Position and commencing a collaborative governance workshop.

The full report is available at lawright.org.au.



All clients improved their health and well-being

225
health outcomes
including reduced exposure to family violence, reduced anxiety, improved connection to health services and improved social and cultural determinants of health

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

97%
were connected to the on-site legal clinics by health professionals

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

281
well-being outcomes
including improved financial resilience, reduced family conflict, increased capacity to exercise rights, prevention of homelessness and support for victims of crime and historic injustice

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

Key evaluation findings

1. The HJP addressed the multiple needs of vulnerable people by focussing on civil law needs, responding to the interaction of health and legal issues, reducing Indigenous-specific barriers to accessing justice and delivering positive health and well-being outcomes.

2. The HJP increased the awareness for clients and health workers of the links between and the benefits of connecting health and justice outcomes - health outcomes were enhanced by addressing the legal needs of clients and unaddressed health needs will lead to legal problems.

3. All clients improved their health and well-being, according to both clients and health staff.

4. No other context could have attained these outcomes, due to best-practice including:

- joined-up lawyer and client interactions
- existing focus on early intervention by both health and legal service is enhanced by empowering clients to make informed decisions about legal options before issues escalate and working holistically with clients
- willingness of legal clinic to assist with non-legal, administrative issues which are barriers for clients to access justice
- barriers to justice experienced by the community including language and physical barriers, limited knowledge of and distrust of the law, were addressed
- co-location addressed barriers of confidence, money and transport
- the strong working relationship of the Indigenous project lawyer and health staff.

5. Culturally-specific impacts were achieved by the HJP's service delivery design:

- co-location with an ACCHO is symbolic, reinforcing self-determination and culture.
- employing a First Nations lawyer and ensuring cultural needs are met addressed disempowerment and distrust due to colonisation and social exclusion.
- social determinants of health were significantly improved.
- community members gained an understanding of laws, systems and their rights, which they are unlikely to otherwise gain given the lack of access to other legal services.
- multiple unmet civil and family law needs were addressed, potentially reducing the over-criminalisation and social exclusion of the community.
- Indigenous-specific legal issues addressed include child protection, stolen wages and family kinship ties, which in turn builds trust
- increased understanding by a community with disproportionate involvement in the criminal justice system, impacting legal issues sit outside the criminal law.

6. The Law Yarn encourages clients to identify their legal needs in a culturally safe facilitated conversation. The Law Yarn uses symbols for housing, income, family and criminal issues within a graphic and narrative framework. The tool had a 100% positive response from health staff, who valued its focus on relevant areas of law, simplicity, culturally safe design, and capacity to guide useful conversations about legal issues.

Disbursement Fund

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

This year almost \$6,000 was requested and 24 grants were made.

Story of impact

Fred was an elderly pensioner at risk of homelessness. He contributed all of his savings to purchase a property with a family member and although Fred lived at the property, his name was not on the title deed.

The family member wanted to sell the property and tried to force Fred to leave his house and not be paid for his initial investment.

A LawRight member firm represented Fred and accessed the Disbursement Fund to cover the registration fees to lodge a caveat over the property to protect Fred's interests in the event of a sale.

Friends of LawRight

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

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

Friends of LawRight currently support:

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

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

Thank you

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

Law schools

Pro Bono Connect

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

Queensland University of Technology Access to Justice, Semester 2 2019

Vartika Sinha
Terri Morrow
Rebecca Cohen
Natalia Weir
Damien Janbroers
Liqing Zhang
Hannah Haidley

Griffith University Social Justice Lawyering, Semester 1 2020

Maeve O'Leary
Alberto Meleisea
Davide Giannini
Lauren Teklenburg
Hannah Laviano
Alan Dobbrick

Bond University Litigation Clinic, Trimester 3 2019

Students rotate through Court & Tribunal Service and Pro Bono Connect and support service delivery with research, legal drafting and client skills.

Bettina Kobelt
Dominique Perry
Emily Lin
Edward Delany
Maria Clemente
Francesa Jones
Priteshkumar Pachchigar

Queensland University of Technology Litigation Clinic, Semester 1 2020

Guy Magee
Lauren Easey
Elizabeth Rogl
Claudia McCall
Allison Devlin
Dominic Bilton
Max Eagles

"Despite the sudden changes made to the structure of my placement at Law Right, I still found the experience to be thoroughly enjoyable and highly rewarding. I gained a tremendous amount of real-world experience and I am thankful to have been given the opportunity to work with lawyers and paralegals to assist the most needy and vulnerable people in our society."

"I found my LawRight placement rewarding, especially in terms of understanding how access to justice initiatives operate...working at LawRight was unlike anything I've done at this point in my degrees."

Mental Health Law Practice Bond University Community Legal Placement

Shanice David
Egi Bano
Michelle Daniels

Community & Health Justice Partnerships

In Semester 2 of 2019, the students attended outreach locations and collaborated on a research report about telco debts and the importance of mobile phones for people sleeping rough, informed by interviews with our client base. In semester one, students researched the Victim Assist Scheme, and collaborated to develop CLE resources for victims of crime, particularly targeted at young women.

The University of Queensland Semester 2 2019

Sam Johnston
Nicholas Fidler
Sabrina Schrieber
Alani Tenaglia
Thomas Fairweather

Semester 1 2020

Sha Lin Koh
Anneliese Hughes
Nini Lu
Caitlin Philp
Anand Shah

“We’d like to say a huge thank you for your involvement in the inaugural offering of our new unit LLB251 Law and Design Thinking this semester. We’re immensely grateful for your input, especially for allowing us to video you during our conversations late last year. We’d particularly like to thank Ben and Elizabeth...[their] contribution in creating the major assessment problem for our students (around self-represented litigants) and then making themselves available for our intensive weekend, was incredibly generous and enormously valuable to our students.”

**Dr Rachel Hews, Director Postgraduate Programs
(Acting) & Lecturer, QUT Faculty of Law**

Health Advocacy Law Clinic

Law and social work students attend the Mater Young Adult Health Centre to support our Health Justice Partnership.

The University of Queensland Semester 2, 2019

Law students
Jemima Crockford
Aimee Griffin
Ellen Hansen
Leonie Look
Mitree Vongphakdi
Lydia Shuen

Social work students

Louis Stevenson
Walagerea Aopi
Carolin Fernandes
Isabella Nethery
Sophie Minchell

Semester 1, 2020 Law students

Alessandra Marshall
Evangeline Woods
Elizabeth Brown
James Deeb
Brigid Geary
Thomas Cassidy
Aisling O’Kane
Zoe Jeffrey

Social Work students

Margaret Smith
Haley Naylor
Emily Roberts
Ivymay McManus-Otto
Emilie Medina
Clancy McMahon

Our profession

Member firms

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

Government legal units

Crown Law, DJAG

Member barristers

Roslyn Atkinson AO

Senior Counsel

Andrew Crowe QC
Damien O'Brien QC
Dan O'Gorman SC
David de Jersey QC
Douglas Campbell QC
Douglas Savage QC
Dr Jacoba Brasch QC
Kylie Downes QC
Mal Varitimos QC
Melanie Hindman QC
Michael Hodge QC
Nicholas Andreatidis QC
Nitira Kidson QC
Patrick Cullinane QC
Peter Franco QC
Peter Hastie QC
Rebecca Treston QC
Rowan Jackson QC
Stephen Keim SC

Counsel

Ahmed Fokruddin
Alexander McKinnon
Anastasia Nicholas
Dr Andrew Greinke
Andrew Stumer
Angus O'Brien
Anna Cappellano

Anthony Anderson
Ben Gardiner
Benjamin Kidston
Benjamin McMillan
Brent Reading
Bridget O'Brien
Bruce Wacker
Carla Klease
Catherine Chiang
Chris Curtis
Christopher George
Claire Schneider
Clare Dart
Clare O'Connor
Danielle Tay
David Thomae
Duncan Marckwald
Emma Hoiberg
Frank Maconi
Gavin Handran
Graham Dietz
Hamish Clift
Heath Berghofer
Jade Marr
James Ford
Jane Menzies
Jason Dudley
Jason Mitchenson
John Cahill
John Faulkner
Joshua Morris
Joshua Sproule
Judy Brien
Julene Winn
Justin Byrne
Justin Carter
Kim Forrester
Lee Clark

Leonid Sheptoocha
Margaret Forrest
Mark Steele
Matthew Jones
Maxwell Walker
Mei Barnes
Mitch Rawlings
Morgan Clarke
Nathan Laing
Nola Pearce
Paul O'Brien
Philippa Ahern
Reimen Hii
Robert Gallo
Dr Robert Lake
Sally Robb
Samantha Amos
Sean Russell
Seraphina Noble
Shireen Long
Stephen Colditz
Dr Stephen Lee
Steven Hogg
Stewart Webster
Susan Forder
Thomas Jackson
Thomas Pincus
Toby Nielsen
William LeMass

Associate members

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

Specified members

Bar Association of Queensland
Queensland Law Society

Life members

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

Training

Volunteer lawyers

Assisting self represented litigants with small claims for unpaid wages, presented by Rob Stevenson of Australian Workplace Lawyers and hosted by Corrs Chambers Westgarth (July 2019)

Drafting defences in defamation proceedings, presented by Rachel De Luchi of Counsel and hosted by McInnes Wilson (July 2019)

Enforcement hearing process, presented by Matt Jones and Ben Tuckett and chaired by Damien O'Brien QC (July 2019)

Drafting responsive pleadings through discrete task assistance, presented by Maxwell Walker of Counsel and hosted by King & Wood Mallesons (October 2019)

Zig Zag inductions and sexual abuse law training, presented with Zig Zag (September 2019)
Vicarious Trauma training, at Herbert Smith Freehills (October 2019)

Anti-discrimination matters in QCAT, presented by Member Ann Fitzpatrick and hosted by Clayton Utz (December 2019)

Induction sessions for new Court & Tribunal Services volunteers (November, December, February, April)

Online recorded induction for new CTS volunteers (published April 2020)

Induction sessions for new Community & Health Justice Partnership volunteers (September, November, May, June)

Community workers

Victim Assist Queensland, presented at Zig Zag (May 2020)

Caseworker training, presented at Multicultural Australia (October 2019)

Volunteers

Pro Bono Connect

Michelle Xiao

Court & Tribunal Services | State Courts

Dan Pennicott, retired practitioner
Zoe Lai
Baillie McLeod
Dee Ardham
Tahnee Snelleks

Court & Tribunal Services | Enforcement Hearing Duty Lawyer Service

Jennifer Kim
Li-Zhen Ho
Natalie Tham
Leandra Augustin
Guy Magee
Claudia McCall

Court & Tribunal Services | Federal Court

Jesse To
Cassandra Hayden
Amanda Wisenthal
Kate Milward

Court & Tribunal Services | QCAT

Sandra Tran
John Oh
Dominique Perry
Jesenthana Moodley
Michael Fielding
Sifan Lu
India Paul

Community & Health Justice Partnerships | Cairns

Connor Moors
Taylah Cook
Trung Cuong Cao
Kathleen Cantarella
Haydon Wolski
Judy Collins

Community & Health Justice Partnerships | Brisbane

Austyn Campbell
Alani Tenaglia

Court & Tribunal Services | Mental Health Law Practice

Lydia Hugrass
Sabina Crewes
Saibal Kar

We were delighted that, with the training of working with our Mental Health Law Practice, Lydia moved on to an Independent Patient Rights Advisor role at PA Hospital, and Saibal took up an employed lawyer role in QAI's Mental Health Legal Service.

Mental Health Review Tribunal advocates

Adam Lukacs
Adam Marsh
Amanda Hubert
Amelia Nolan
Anna Stubbersfield
Anne Hewson
Anna Wilson
Bethanie Patch
Bree-Anna Bowtell
Bridgette Vanderwolf
Bronte Lerch
Cameron Keast
Cassandra Hayden
Catherine Bugler
Chloe de Almeida
Dan Dow
Dan Jess
Dominic Bilton
Ted Cleary
Elaine Lay
Emily Gorse
Giulia Marrama
Jack Morris
Jaymin Pratt
Jennifer Kim
Jess Park
Kai Nash
Karell Schmitt-Virgo
Kate Bartkowski
Kate Cincotta

Kelly Abrahams
Kris Karan
Kristy Do
Liz Katona
Loretta Benson
Lydia Hamer
Matilda Leausa-Inu
Mitch Sorensen
Nick Cleasby
Noelene Riikonen
Otis Platt
Rachel Ponting
Ramisa Raya
Rebecca Le
Renee Smith
Ruby Eno
Ryan Chan
Sarah Sheppard
Shiralee Rudolph
Shonna Lye
Spencer Hayward
Taranjit Kaur
Teaghan Bankier
Thomas Feeney
Toni-Kris Bennett
Tracy Bowen
Vanessa Bouwman
Vicki Kerr
Zane Jhetam

LawRight staff



Aaron Harris

Ada Sculthorp

Andrea Perry-Petersen

Ben Craig

Ben Tuckett

Cassandra Hayden

Cicilia Halaholo

Donnella Mills

Elizabeth Furfaro

Elizabeth Gallagher

Erica Wilkinson

Fleur Hopkins

Jacob Matysek

Jean Brady

Jessica Massa

Joanna Cull

Karen Dyhrberg

Kate Adnams

Kurt Maroske

Linda Macpherson

Loretta Stellino

Mandy Shircore

Melinda Willis

Mitch Sorensen

Nikki Gatbonton

Nikki Hancock

Orchi Sarker

Paula Hughes

Rachel Sloper

Rebecca Scott

Rebecca Slade

Renee Lees

Robyn Schermer

Rose Mackay

Sam Roach

Sifan Lu

Stephen Grace

Sue Garlick

Tomea Ryan

Vinay Veerabhadra

Zachary Denovan

Professional forums

LawRight staff are members of the following forums or boards:

Queensland Legal Assistance Forum (QLAF)

QLAF Working Groups for Best Practice, ATSI Service Planning, and Mental Health Service Planning, CLE Legal Assistance Forum

Queensland Law Society Access to Justice committee

The University of Queensland Pro Bono Centre, Advisory Board

Community Legal Centres Queensland, Management Committee

Make Renting Fair in Queensland Alliance

Work and Development Order Implementation Reference Group (WIRG)

Courts' Cultural Diversity Project External Consultation Group

ASIC Consumer Regulator Forum

RTA Stakeholder Forum

Community Legal Education Legal Assistance Forum (CLE LAF)

Brisbane Alliance to End Homelessness

Court User Stakeholder Group

Management committee

President (and committee nominated representative)

The Hon. Roslyn Atkinson AO, Royal Commissioner, Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (appointed 3 December 2019)

Secretary

Gabriella Ritchie, Senior Associate of McCullough Robertson

Treasurer and Bar Association of Queensland Nominee

Damien O'Brien QC

Queensland Law Society Nominee

Binari De Saram, Legal Policy Manager of Queensland Law Society

Associate Member representative

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

Legal Practice Members

Katie Clark, Partner of MinterEllison

Tania Boal, Partner of MurphySchmidt

Tony Denholder, Partner of Ashurst (appointed 3 December 2019)

Jacqueline Wootton, Partner of Herbert Smith Freehills (appointed 3 December 2019)

Peter Smith, Partner of Herbert Smith Freehills (resigned 3 December 2019)

Lucy Bretherton, Counsel of Ashurst (resigned 3 December 2019)

Robyn Wilkinson (resigned 29 July 2019)

Barrister Members

Matthew Jones

Andrew Crowe QC (appointed 3 December 2019)

Alumni guest

Andrew Buchanan, Inaugural LawRight President and retired Partner

Fundraising subcommittee

Andrew Buchanan (chair)

Kathleen Singleton

Matthew Jones



Our finances

Treasurer's report

I am pleased to present my second report as Treasurer, as well as the audited and financial statements for LawRight for the 2019-2020 financial year.

This year an overall operating profit of \$109,360 has been achieved. This is down on last year's overall operating profit but nonetheless is a healthy profit in what has been a very challenging year.

Lawright has again improved its overall equity position with net equity of \$845,758. LawRight's ability to meet future contingencies through a significant cash balance as well as healthy prudential reserves ensures that LawRight is in a strong financial position.

Government funding continues to make up 70.8% of LawRight's income. LawRight once again needs to congratulate both the State and Federal Government for their continuing efforts to fund the important services that LawRight provides. While self-funding efforts continue, LawRight would not be able to provide the level of services that it does without this important support from both levels of Government.

All the evidence shows that the funding by Government of services such as LawRight results in significant costs savings to the judicial system in Queensland. Court resources are stretched. The work of LawRight contributes to ensuring that the limited resources of the Courts are used most efficiently.

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

Once again, a record was set for LawRight's Law Walk with \$167,060.19. raised. This was a tremendous effort considering the walk was held virtually due to the pandemic. It is hoped that the increasing success and profile of this signature event for LawRight will continue.

The Friends of LawRight campaign also continues to be successful. I would like to thank all of those who have made this commitment. It is an important contributor to LawRight being able to fund all of the services it provides.

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

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

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

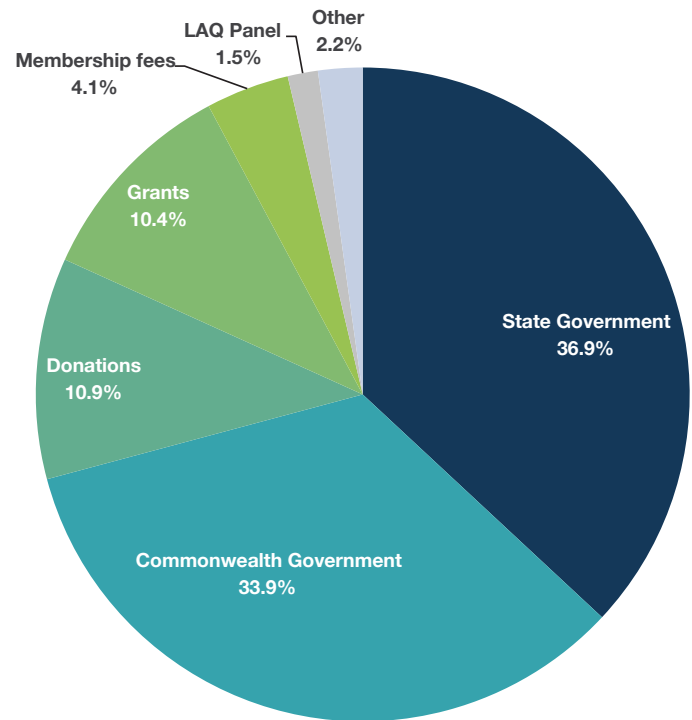
Treasurer

Damien O'Brien QC

Financial statements

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

LawRight income



An Australian Government Initiative



Queensland Government

Contact

Main office

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

During remote operation:

Pro Bono Connect & Court & Tribunal Services (07) 3738 7800

Community & Health Justice Partnerships and Mental Health Law Practice (07) 3102 5311

Pro Bono Connect

(07) 3248 1165
probonoconnect@lawright.org.au

Community & Health Justice Partnerships | Brisbane

(07) 3846 6317
admin2@lawright.org.au

Community & Health Justice Partnerships | Cairns

0439 625 334
cairnsadmin@lawright.org.au

Court & Tribunal Services | State Courts Office

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

Court & Tribunal Services | QCAT Office

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

Court & Tribunal Services | Federal Courts Office

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

Court & Tribunal Services | Enforcement Hearing Duty Lawyer Services

(07) 3006 2324
dutyadmin@lawright.org.au

Court & Tribunal Services | Mental Health Law Practice

(07) 3846 6317
admin@lawright.org.au

LawRight offices generally operate 9am to 5pm on business days. The main office phones available 10am to 4pm. Face-to-face availability and offices being open to the public has varied in line with public health restrictions.

