



LawRight
Access | Justice

2019 Annual Report



Acknowledgement of Country

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

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

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

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

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

- Extract from the Uluru Statement from the Heart

2019...

29,904 pro bono hours

3,509 requests for help



92 people and NFPs connected to pro bono representation



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

121 clients represented by duty lawyers

525

self-represented litigants



433

people homeless or at risk of homelessness

136 clients of health justice partnerships



139 people at mental health hearings



LawRight Patron

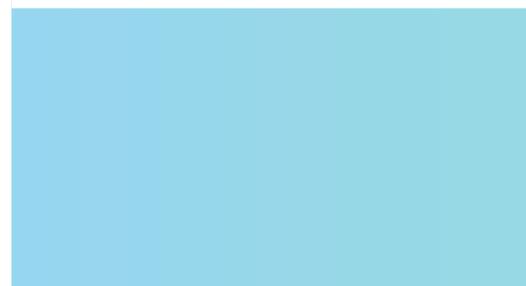
“LawRight is now in its 18th year of operation in Queensland. In recent times there have been some setbacks. Funding cuts have meant that some services could not continue and others are being maintained with great difficulty. But LawRight, through the good will and dedication of staff and volunteers,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

The Honourable Catherine Holmes, Chief Justice of Queensland



In this report

Executive reports	6
Pro Bono Connect	12
Self Representation Service	14
State Courts	16
Magistrates Court	18
QCAT	20
Federal Court	22
Outreach Legal Clinics	24
Cairns Homeless Persons' Legal Clinic	28
Wuchopperen Health Justice Partnership	30
Mental Health Law Practice	32
Health Advocacy Legal Clinic	34
Disbursement Fund	36
Friends of LawRight	38
Law schools	40
Our profession	42
Volunteers	44
Our people	46
Management committee	48
Our finances	50





President

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

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

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

Strategic review

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

We need champions of pro bono

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

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

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

Our engagement with the profession

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

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

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

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

LawRight's leadership

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

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

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

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

Funding

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

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

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

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

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

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

President

Matthew Jones of Counsel



Joint Directors

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

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

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

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

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

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

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

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

Joint Directors

Sue Garlick & Linda Macpherson

Queensland Legal Walk

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

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

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

The record breaking numbers and donations helped:

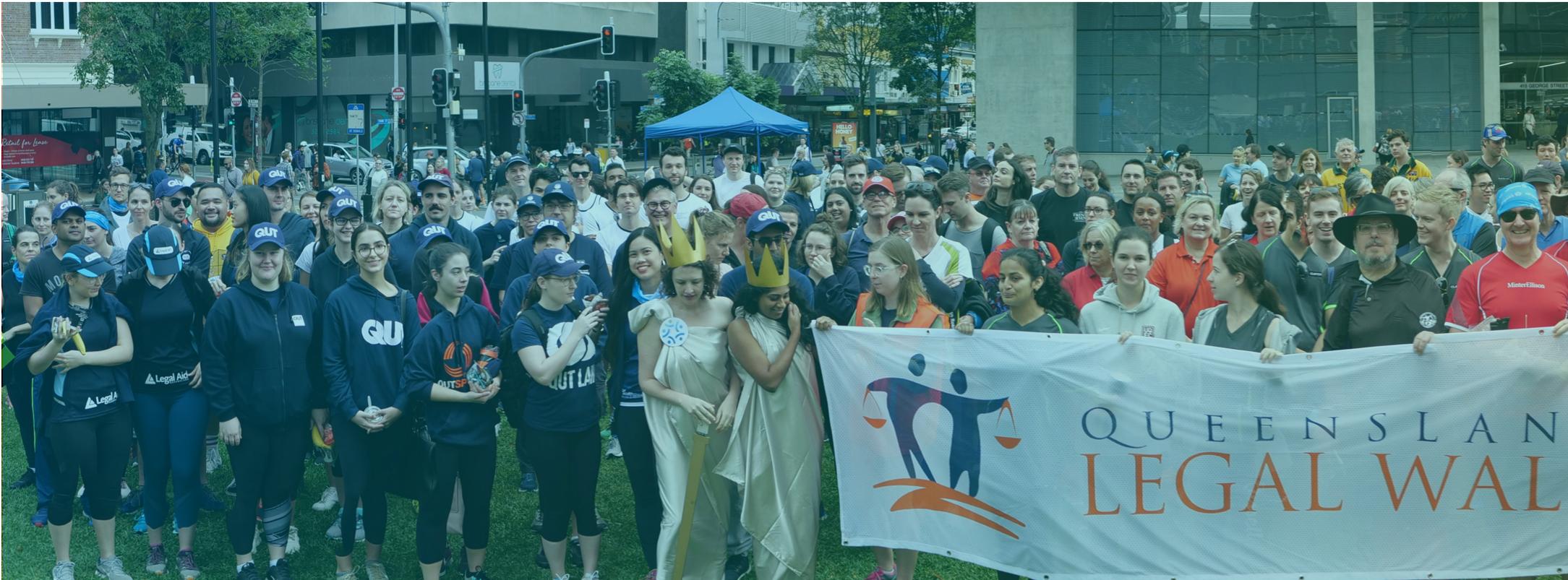
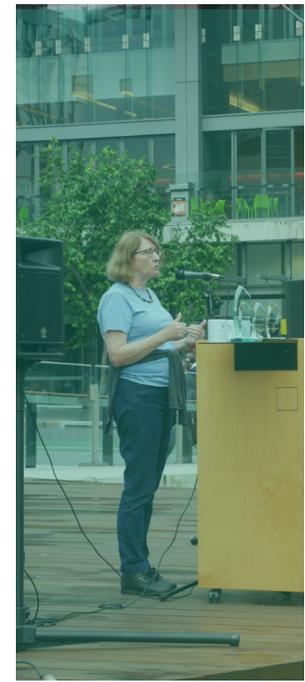
- LawRight maintain and grow pro bono services
- pay disbursements for clients of community legal centres and pro bono lawyers

Townsville

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

Thank you

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





Our impact

Queensland Legal Walk

1,170

participants

7

locations
across
Queensland

\$121,000

raised in support of LawRight and pro bono work across Queensland

2019 champions

Champion firm and overall team
Clayton Utz

Champion Chambers
North Quarter Lane Chambers

Champion Law School
Queensland University of Technology

Champion Individual
Sarah Kitching of Clayton Utz

Walk Spirit Award
MurphySchmidt

Pro Bono Connect

WHY

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

13% not-for-profits
11% elder abuse

15% property disputes
12% migration and refugee problems



How

5,113 hours of pro bono legal help

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

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

Where

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

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

35% applicants live in regional or remote Queensland

Projects

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

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

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



Stories of impact

John – coronial inquest

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

Supporting regional CLCs

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

Jude – carer abuse

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

Adam – visa cancellation

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

George – housing rights

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

Our impact

Pro Bono Connect

Increased access to justice for

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

5,113 pro bono legal help

140 people received a comprehensive assessment of their legal problem

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

86% LawRight referrals for pro bono representation are accepted

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

Participating firms

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

Participating barristers

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

Self Representation Service

WHY

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

17% clients are seniors

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



HOW

9,009 pro bono hours to provided

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

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

3,490 legal services provided

Where

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

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

24% clients live in regional Queensland

Debate

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



Champion volunteer

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

Corrs Chambers Westgrath

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

Court stakeholders

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

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

Our impact

Self Representation Service

Increased access to justice for

608

self represented litigants

9,009

hours of pro bono legal help

SRS Reference Group

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

Self Representation Service State Courts

WHY

People who cannot afford a lawyer must navigate complex litigation by themselves, which is stressful and often unproductive. They need targeted legal help.

36% defendants
64% plaintiffs

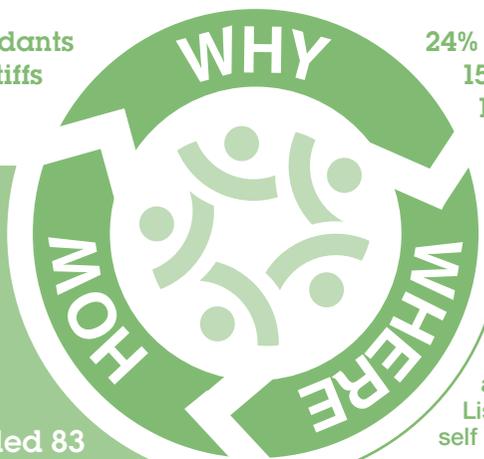
24% defamation
15% property disputes
17% contractual dispute

HOW

5,140 hours of pro bono legal help

16 law firms provided 83 appointments, each 2-3 hours long

992 legal services delivered



Where

3 FTE staff are located at the Brisbane Courts registry full-time. Staff attend Supervised Case List reviews to connect to self represented litigants being managed by the Court.

24% clients referred by Court staff
27% live in regional Queensland
20% referred by community legal centres that cannot provide intensive help

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

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

Defamation challenges

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

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

Stories of impact

Liza - defamation

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

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

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

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

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

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

Lee - business dispute

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

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

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

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

Our impact

State Courts Self Representation Service

Increased access to justice for

129 people in complex litigation

5,140 hours of pro bono legal help.

92% legal services provided, ranging from advice to intensive support.

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

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

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

Participating firms

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

Magistrates Court

Enforcement Hearings Duty Lawyer

WHY

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

62% reliant on government benefits or equivalent

96% clients have below average household income and no assets

How

875 hours of pro bono legal help

24 rostered volunteer barristers attend 3-hour sessions'

332 legal services provided



Where

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

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

Sexually transmitted debt

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

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

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

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

Story of impact

Ann - business loan

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

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

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

Our impact

Magistrates Court Enforcement Hearings Duty Lawyer

Increased access to justice for

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

875 hours of pro bono legal help

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

All clients

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

Participating barristers

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

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

Self Representation Service Queensland Civil & Administrative Tribunal

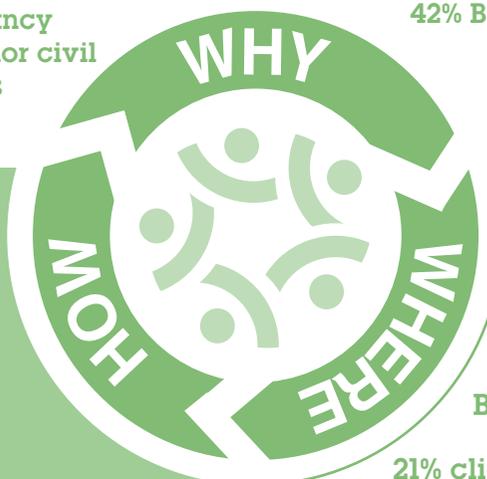
WHY

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

18% tenancy and minor civil disputes

42% Blue Card reviews

26% guardianship matters



HOW

1,084 hours of pro bono legal help

9 law firms

166 appointments

Duty and pro bono barristers as required

1,448 legal services delivered

Where

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

21% clients live in regional Queensland

44% referred by Tribunal or registry staff

Digital innovation

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

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

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

- Honourable Justice Martin Daubney AM
President of QCAT

Stories of impact

Deb – Blue Card challenge

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

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

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

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

Layla – fleeing violence

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

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

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

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

Our impact

QCAT Self Representation Service

Increased access to justice for

211 people in QCAT

1,084

hours of pro bono legal help

1,448

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

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

Participating firms

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

Participating barristers

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

Self Representation Service Federal Courts

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

14% migration reviews
10% bankruptcy

60% unpaid wages and
employment disputes

How

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



Where

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

Fair Work Settlement Conferences

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

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

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

Stories of impact

Tegan - underpaid

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

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

Daniel - dismissed from work

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

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

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

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

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

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

Our impact Federal Courts Self Representation Service

Increased access to justice for

185 people representing themselves in Federal Court

1,910 pro bono hours

722 legal services provided, ranging from advice to intensive support

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

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

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

Outreach Legal Clinics

WHY

Homeless people, newly arrived Australians and people under community mental health orders have multiple legal issues but face significant barriers to resolve them. Left unaddressed, their “downward spiral” gets worse.

>44% experience family and domestic violence

54% helped with debt/income problems

14% supported to resolve government debts of up to \$20,000



How

We leveraged 10,000 hours of pro bono help

11 law firms
350 volunteer lawyers
13 training sessions for volunteers
481 legal problems solved

Where

4.3 FTE staff and pro bono lawyers are embedded at ten community and health agencies to deliver strategic and holistic collaborative legal services and train front-line staff to identify the legal needs of their clients

Up-skilling community workers

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

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

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

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

Outreach Legal Clinics include:

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

Best Practice Guide to Legal Outreach

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

The Best Practice Guide to Legal Outreach contains three resources:

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

An evening with Corey Allen

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

Projects

HighQ

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

180 Degrees Consulting

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

MinterEllison

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



Our impact Outreach Legal Clinics

Increased access to justice for

288 people experiencing or at risk of homelessness

13,212

hours of pro bono legal help

481 legal problems impacting housing, income and health addressed.

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

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

\$323,725
debt resolved

Participating firms

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

Connections

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

Outreach Legal Clinics

Stories of impact

Sarina - support networks

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

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

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

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

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

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

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

- Caseworker

Diane - survivor of violence

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

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

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

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

- Client



Street Soccer

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

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

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

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

Cairns Homeless Persons' Legal Clinic

WHY

The disadvantage experienced by First Nations Australians is complex and disproportionately exposes them to fines, debts and insecure housing, income and personal safety. When they are also experiencing homelessness they need accessible support to address multiple social and legal problems.

33% Indigenous Queenslanders experience homelessness in their lifetime

35% experience family violence

100% clients are experiencing homelessness

52% are Aboriginal or Torres Strait Islanders

54% have a disability or mental health issues



How

1,296 pro bono hours

372 legal services provided, ranging from advice to intensive support

Where

1.6 FTE staff are embedded full-time at the Anglicare homelessness service and fully integrated with multiple support services.

Weekly, integrated outreach to Douglas House

Cairns HPLC located at:

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



Stories of impact

Bruce - dating scam

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

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

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

Ana - eviction to homelessness

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

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

Clive - unfair debt

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

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

Our impact

Cairns Homeless Persons' Legal Clinic

Increased access to justice for

203 people experiencing homelessness

1,296 hours of pro bono legal help

93% increased understanding of their legal rights

40% increased access to income

39% increased access to housing

44% increased access to social support

Wuchopperen Health Justice Partnership

WHY

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

88% clients did not speak standard English

87.8% on Centrelink

All clients either/both Aboriginal or Torres Strait Islander



How

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

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

152 legal problems addressed

Where

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

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



Law Yarn - Rikki Salam

Evaluation of impact

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

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

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

Story of impact

One health worker's story

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

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

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

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

Our impact Outreach Legal Clinics

All clients improved their health and well-being

225 health outcomes

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

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

Increased access to justice for 92 First Nations people

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

281 well-being outcomes

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

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

Health Advocacy Legal Clinic

WHY

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

HOW

One FTE lawyer

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



Where

Embedded at Mater Young Adult Health Centre two days/week

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

Integrated with treating teams to provide a holistic response

Up-skilling hospital clinicians

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

Partnering with The University of Queensland

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

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

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

- Student

Story of impact

Jake - multiple needs

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

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

Our impact

Health Advocacy
Legal Clinic

Increased access to
justice for

44 people
with
health
problems

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

**All clients referred
by hospital staff**

**HALC is financially
supported by:**

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

Mental Health Law Practice

WHY

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

27% clients are Indigenous
24% clients disclose family violence

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



HOW

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

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

48 people represented at Tribunal under government-funded scheme

Where

The MHLP is recognised as a source of legal expertise by hospital staff and Independent Patient Rights Advisors.

They refer nearly 50% of our clients.

Our clients are state-wide:

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

The Mental Health Law Practice includes:

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

Training pro bono advocates

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

Stories of impact

Andrew

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

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

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

Beryl

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

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

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

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

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

Our impact

Mental Health Law Practice

Increased access to justice by

1,430

hours of pro bono legal help.

91 people under Treatment Authorities helped by volunteer advocates at 66 hearings

90% of clients increased their wellbeing

90% felt better able to participate in tribunal hearing

90% know where to get help next time

Additional **48** people represented by staff lawyers at

81 hearings under a government funded scheme

MHLP is financially supported by:

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

LawRight™
Access Justice

Public Interest Address



Thank You

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

Justice Patrick Keene AC

Australian Conservation Foundation President,
Professor Ian Lowe AO

Governor of Queensland His Excellency the
Honourable Paul de Jersey AO

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

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

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

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

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



Disbursement Fund

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

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

Story of impact

David – Coronial inquest

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

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

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

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

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

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

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

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

Friends of LawRight

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

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

Friends of LawRight currently support:

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

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

Thank you

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

Law schools

Pro Bono Connect

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

Queensland University of Technology Access to Justice, Semester 2 2018

Lachlan Owens
Francesca Aguinaldo
Minhal Burney

Griffith University Social Justice Lawyering, Semester 1 2019

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

“Placement has taught me things that a classroom never could.”

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

Self Representation Service

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

Bond University Litigation Clinic, Trimester 3 2018

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

Queensland University of Technology Litigation Clinic, Semester 1 2019

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

Outreach Legal Clinics

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

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

The University of Queensland Semester 2 2018

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

Semester 1 2019

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

Health Advocacy Law Clinic

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

The University of Queensland

Semester 2, 2018

Law students

Alice Chester
Hannah Musco
Carissa Tan
Thomas Winks

Social work students

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

Semester 1, 2019

Law students

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

Social Work students

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

Mental Health Law Practice

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

The University of Queensland

Semester 2, 2018

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

Bond University

Student placement

Jesica Cacciavillani
Shanel Desrochers

Access to Justice and Innovation Clinic

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

The University of Queensland

Semester 2, 2018

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

Semester 1, 2019

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

Our profession

Member firms

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

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

Member barristers

Senior Counsel

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

Counsel

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

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

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

Associate members

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

Specified members

Bar Association of Queensland
Inc
Queensland Law Society

Government legal unit members

Crown Law, Department of
Justice and Attorney-General

Life members

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

Training

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

Outreach Legal Clinics

HPLC Procedures: Update and training
26 July 2018

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

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

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

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

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

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

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

Self Representation Service

Team Leader meetings
21 August, 3 and 5 December 2018

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

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

Blue Card
30 May 2019

Volunteers

Pro Bono Connect volunteers

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

State Courts SRS student volunteers

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

Enforcement Hearing Duty Lawyer Service

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

Federal Court SRS

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

QCAT SRS

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

MHLP advocates and volunteers

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

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

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

Conferences and presentations

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

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

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

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

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

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

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

Our people

LawRight staff

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

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

Awards

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

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



Professional forums

LawRight staff are members of the following forums or boards:

Queensland Legal Assistance Forum (QLAF)

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

Queensland Law Society Access to Justice committee

The University of Queensland Pro Bono Centre
Community Legal Centres Queensland

Make Renting Fair in Queensland Alliance

Work and Development Order Implementation Reference Group (WIRG)

Courts' Cultural Diversity Project External Consultation Group

ASIC Consumer Regulator Forum

RTA Stakeholder Forum

Community Legal Education Legal Assistance Forum (CLE LAF)

Brisbane Alliance to End Homelessness

Court User Stakeholder Group

Law reform

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

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

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

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

Inquiry into the Human Rights Bill 2018
LawRight, written submissions

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

Management committee

President

Matthew Jones of Counsel

Secretary

Gabriella Ritchie, Senior Associate of McCullough Robertson

Treasurer

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

Treasurer and Bar Association of Queensland representative

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

Queensland Law Society representative

Binari De Saram, Legal Policy Manager of Queensland Law Society

Universities representative

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

Legal Aid Queensland representative

Robyn Wilkinson of Legal Aid Queensland

Firm representatives

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

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

Lucy Bretherton, Counsel of Ashurst

Katie Clark, Partner of MinterEllison

Peter Smith, Partner of Herbert Smith Freehills

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

Fundraising subcommittee

Andrew Buchanan (chair)

Kathleen Singleton

Matthew Jones



LawRight

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Our finances

Treasurer's report

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

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

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

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

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

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

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

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

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

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

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

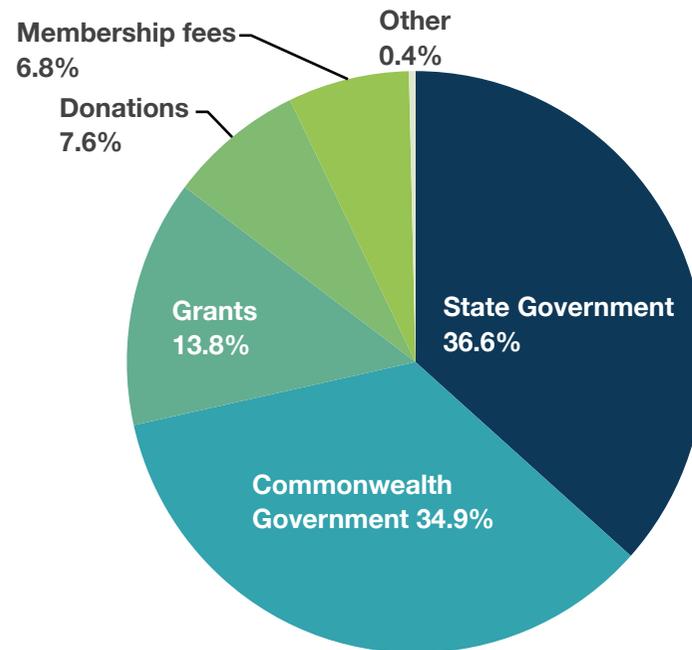
The staff of LawRight must also be congratulated for their continuing hard work in what can often be a difficult legal environment. Their continued efforts ensure that those who are most vulnerable and disadvantaged in our community have access to essential legal services.

Treasurer
Damien O'Brien QC

Financial statements

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

Self Representation Service State Courts Office

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

Self Representation Service QCAT Office

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

Self Representation Service Federal Courts Office

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

Duty Lawyer Services QCAT and Enforcement Hearings

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

Pro Bono Connect

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

Cairns

0439 625 334
cairnsadmin@lawright.org.au

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