



LawRight
Access | Justice



Celebrating 20 years of good pro bono

2021 Annual Report

This year...

22,000

**pro bono
hours**



1,558

**clients
helped**

599 at Court and Tribunal Services

548 at Community and Health Justice Partnerships

481 by Pro Bono Connect

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.



In 20 years...

LawRight has helped

20,000

clients to access justice



2,000

**people connected
to pro bono
representation**

8,000

**clients helped
to self represent**



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20th anniversary event

Twenty years ago, LawRight was just a vision in the minds of a small group of lawyers concerned about cuts to Legal Aid and lack of access to civil law services in Queensland. They believed a “clearing house” approach would be the most efficient and targeted response to community need and formed a planning group which first met formally on 28 November 2000, voted to incorporate on 5 April 2001 and was officially incorporated on 8 June 2001 as the Queensland Public Interest Law Clearing House (QPILCH). QPILCH was launched by Paul de Jersey AC, Chief Justice of Queensland and the Attorney-General on 19 April 2002.

On 8 June 2021 Clayton Utz hosted a celebration of these pioneers and their vision. Following a welcome from LawRight President, Roslyn Atkinson AO and a formal thanks to LawRight founders from Her Honour, Catherine Holmes AC, Chief Justice of Queensland, Simon Cleary facilitated a panel of fellow founders to discuss how their early vision formed and became reality.



Members of the first Management Committee and other lawyers active in our foundation year, included:

Andrew Buchanan, President – Partner, Allens
Hugh Scott-Mackenzie, Vice President – Partner, King & Wood Mallesons
Simon Cleary, Secretary and Treasurer – Legal Aid Queensland
Lucy Bretherton – Special Counsel, Ashurst
Geoff Harley – Managing Lawyer, Clayton Utz
Tom Byrne – Queensland Law Society Inc
Robert Reed – Senior Associate, MinterEllison
Peter Rosengren – Partner, McCullough Robertson
Dan O' Connor – CEO, Bar Association of Queensland Inc
Assoc. Prof Jeff Giddings – Griffith Law School
Robyn Wilkinson – Executive Legal Officer, Legal Aid Queensland
Merran Lawler – President, Community Legal Centres Queensland
John Hodgins – CEO, Legal Aid Queensland
John Dewar – Dean of Griffith Law School
Graham Quinlivan – Head of Legal Practice, Legal Aid Queensland
Cliff Hughes – Clayton Utz
Simon Morrison (Shine Lawyers provided office space to fledgling organisation)

“I thought establishing QPILCH was a very courageous decision. Tony Woodyatt had an innate ability to steer the ship and get people moving together. There was great collegiality amongst the early group and despite many being competitors, they were totally and collectively behind the initiative.”
- Simon Morrison, Shine Lawyers

“Pro bono was the buzzword at the time. There was a National Attorney-General’s Pro Bono conference in Canberra [in 1999]... All the big firms in Qld came on board very quickly. It was very exciting, full of hope, and brought common organisations together for a common purpose.”

“In the late ‘90s/early 2000s there were reductions in Legal Aid funding and a yawning gap in the appetite for civil law funding. Solicitors and barristers were aware of the PILCH models down south and thought these should be considered here.”

“It was agreed that Qld needed an association like the PILCH ones in NSW and Vic. But we wanted it to be different: We'd act for individuals not just causes and this was written into the constitution... “Civil society cannot operate without a justice system that is founded on equal access. Equal justice is an ideal towards which all lawyers work, and the greatest impact is achieved if we work collaboratively.”

- from 15 Years of Law Firm Pro Bono in Queensland 2001-2016: QPILCH 2016

“It is a matter of great pride to look back and to appreciate LR's standing in the community, its influence, prominence and how well-known and respected it has become.”
- Dan O'Connor OAM, Vice President, Industrial Court of Qld & QIRC

Special thanks to Kathleen Singleton, long-term LawRight volunteer who helped organise this special event.



LawRight Patron

8 June 2021 saw the 20th Anniversary of the Incorporation of QPILCH (the Queensland Public Interest Law Clearing House), or, as we know it today, LawRight. It proceeded over the next 20 years to grow beyond anyone's expectations. When it was first being mooted, there were some qualms: it was thought that the service might facilitate and encourage a legion of querulous litigants, but that is not how it turned out. Instead, QPILCH helped, and LawRight continues to help, a great number of individuals, including the type of litigant who has a claim but doesn't have the skills to advance it coherently, and in doing that, it has been a boon to the courts.

Nobody could have foreseen, when LawRight was founded, the pandemic exigencies of the last two years. But over the 2020/2021 reporting year, the service has managed, with adjustments, to continue to maintain its operations despite COVID; and, even better, we were all able to take part in the 2021 Queensland Legal Walk, in person.

This is my last contribution as patron to the LawRight Annual Report. I want to thank all the management committee members, all the staff and all the volunteers. You have been part of an organisation which has not only helped many individuals, in itself a worthy and wonderful thing, but has, in a much larger sense, contributed to the administration of justice.



The Honourable Catherine Holmes, Chief Justice of Queensland



President

It is an enormous privilege for me to be the President of LawRight as it celebrates its 20th year this year.

It was a small but bold group of lawyers that worked to create QPILCH – the Queensland Public Interest Law Clearing House, at a time when Legal Aid funding for civil litigation had been reduced and the concept of structured rather than ad hoc pro bono assistance was emerging in Australia. Early strong support from firms, barristers, the judiciary and University Law schools was pivotal to its early success.

QPILCH was incorporated in June 2001. Its first employee and subsequent director was Tony Woodyatt. His skill and commitment and innovative thinking was the key to the development of the organisation. He took both a global and local approach, learning from the best the world had to offer to develop a unique service which provided the opportunity for the legal profession in Queensland to shine in providing public interest advocacy through pro bono work.

The official launch by then Chief Justice Paul de Jersey, was held at Customs House in April 2002.

A public interest referrals service to member firms and barristers was QPILCH's initial core business, supported by a student clinic with Griffith University. Later in 2002, the Homeless Persons' Legal Clinic was launched and the first Public Interest Address being delivered by David Marr on the Tampa affair. That has become a significant biennial event with Chief Justice Susan Kiefel AC delivering the Public Interest Address in 2021.

2007 saw the launch of the Self Representation Service and in 2017, QPILCH changed its name to LawRight and Tony handed leadership to Linda Macpherson and Sue Garlick, who now lead a staff of over 40.

Behind each milestone lies the legal profession's hard work, a willingness to collaborate instead of compete, and a compelling vision. LawRight's vision is to animate the rule of law and disrupt cycles of disadvantage by increasing access to justice in civil matters, through strategic pro bono assistance – and over 20 years we have continued to do this.

In the 2020-2021 year, the profession delivered around 22,000 hours of pro bono legal services through LawRight and over 1,550 clients received intensive legal services that increased their access to housing, income, health and legal rights.

We have no shopfront and instead our staff and pro bono lawyers are embedded at 21 different locations. These include courts such as the Magistrates Court, the District Courts,

the Supreme Court, both the Trial Division and the Court of Appeal of the Supreme Court, the Federal Courts, QCAT, and the Mental Health Review Tribunal as well as Pro Bono Connect and community health and justice partnerships such as the Wuchopperen Health Service, Anglicare Homelessness Hub, Douglas House and Hambleton House in Cairns; and in Brisbane – 3rd Space, Zig Zag, Atira, Footprints, Brisbane Youth Service, Micah Projects, New Farm Neighbourhood Centre, Multicultural Australia and the Mater Young Adults Health Centre. The aim always is to provide deeply integrated legal services, to assist the most complex clients with complex lives, in a way that brings real change.

We deliver clinical legal education to 55 students from five Law Schools students volunteering each year and regularly influence legislation, policy and practice through our research and law reform activities.

The past two years have been challenging for the whole community but throughout, LawRight has been responsive to changing community demand and has been able to help the most vulnerable through the legal problems that inevitably arise: thanks to our dedicated staff and the extraordinary generosity and sense of professional responsibility of our many volunteers, both firms and individuals.

On behalf of the Management Committee may I thank all of you.

Roslyn Atkinson AO



Joint Directors

Perhaps the most memorable event on this year's LawRight calendar was the 20th anniversary of LawRight's official incorporation (as QPILCH) – 8 June 2001. At the celebration on 8 June 2021, we traced our founders' path and reflected on where it has led. Those of us connected to LawRight today (which still includes some pioneers!) are grateful for the vision, drive and expertise which led us here.

On that evening, we expressed that: "...what we have heard or been reminded of tonight was humble yet audacious, collaborative yet single-minded, joyous yet deeply serious. These are the beginnings that laid a path and set a culture for the LawRight of today."

That culture is visible in the Queensland Legal Walk – with over 900 walkers, led by the Chief Justice and the Attorney-General, cheerfully and generously celebrating pro bono and its growing impact.

The path of LawRight is displayed throughout this report. We highlight the history of each service and its on-going use of strategic pro bono to increase access to justice. In total 22,000 hours were delivered this year, a significant reduction which we attribute to covid disruptions, with many volunteers unable to attend LawRight offices and community partnerships. However, successful referrals from Pro Bono Connect and client services at State Courts, QCAT offices and at some of our community partnerships increased by >20%, thanks to changes to our model and our generous members.

Over 20 years, 20,000 clients have had a substantial, productive and often transformative encounter with the justice system. We report on the stories and statistics but it is impossible to convey all the people across our profession who offer their expertise, good will and time to make it happen. They are a true echo of our founders!

That these milestones have been achieved in a year still dominated by covid uncertainties for staff, our partners and clients is impressive and at times, exhausting. We consistently strengthen our structures, service delivery and support for staff and volunteers to ensure we maintain our balance – the resilience project for Community and Health Justice Partnership staff is one example.

Maintaining balance in the face of pressure and unmet needs is a key strength of First Nations communities. We launched our first Reconciliation Action Plan to continue LawRight's legacy of strategic and humble partnership with Aboriginal and Torres Strait Islander people. Most services this year helped a significant proportion of First Nations clients, with Cairns-based services leading our understanding and practice. We farewelled First Nations leader Donnella Mills, who we acknowledge for her outstanding contribution to justice through LawRight.

Special thanks for the leadership and support of our Patron, the Chief Justice, Catherine Holmes AC and the guidance of our President, The Hon. Roslyn Atkinson AO and Management Committee. To our staff we say thank you for your energy, dedication and resilience to challenges and changes throughout the year. We are proud of your teamwork and reflective service to our clients and members.

And although we know it will displease him, we thank our founding Director, Tony Woodyatt, echoing other's tributes – but in particular, for the three volumes of history he laboured to produce in our 15th year – on law firm pro bono, structured pro bono at the Queensland Bar and volunteer pro bono. We have gratefully plagiarised them throughout this report. You can enjoy these publications and their profiles of many pro bono champions on our website under "Our Impact".

Sue Garlick & Linda Macpherson

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 online application form is available statewide and triaged by our team of four part-time staff.

Then

2001

The Referral Service began in 2001 as QPILCH's primary function – a “clearing house” to assess and broker cases for pro bono representation. Membership of QPILCH entitled a firm to receive public interest referrals and in the first year, 50 applications were assessed and 17 referred with support from our first student clinic, led by Assoc Prof. Jeff Giddings of Griffith Law School.

“When QPILCH was mooted, it was truly welcome, and we wouldn’t have been the only firm to realise we were complete amateurs with their own efforts. With QPILCH’s professional review of matters that became referrals you had the confidence the matter was really worthwhile accepting. If QPILCH called you’d bend over backwards to help.”

- Randal Dennings, Clayton Utz

Founding Firms 2001:

Allens
Ashurst
Clayton Utz
King & Wood Mallesons
McCullough Robertson Lawyers
MinterEllison

2002-2004 Firms

Bartley Cohen (2002)
Herbert Smith Freehills (2002)
McInnes Wilson Lawyers (2002)
MurphySchmidt Solicitors (2002)
Shine Lawyers (2002)
Walker Lawyers (Toowoomba) (2002)
Cooper Grace Ward (2003)
Corrs Chambers Westgarth (2004)
DLA Piper Australia (2004)

In 2009, we partnered with the Queensland Law Society and Bar Association of Queensland to coordinate their pro bono schemes and facilitate referrals for a broader scope of matters.

“Such positive recognition of our pro bono efforts wouldn’t be possible if not for all of your hard work at LawRight, so thank you so much for that.”
- QLS Pro Bono Scheme Participant

“You do a great job of improving the lives of many vulnerable members of the community. Your members are so grateful to you!”
- Member Firm

Stories of impact

90-year-old Bob owned a \$100,000 share in a home with his son but family conflict forced him to leave his home and his belongings. Bob contacted his regional community legal service who wrote to his son but received no response, so they connected Bob to LawRight. A firm acted pro bono for over three years, taking Bob's problem to the Supreme Court and negotiated a settlement to help Bob recover the money. Bob is now in a new home.

Sandy used his life savings to build a granny flat on his daughter's property, but she became controlling and tried to evict Sandy. A firm acting pro bono got an injunction to prevent Sandy's eviction and helped to mediate the dispute and recover Sandy's savings.

For over five years and 500 hours, a pro bono firm helped resolve Thelma's problem. Her daughter had borrowed \$150,000 to buy herself a home. Ten years later, when Thelma got sick and was relying on Centrelink, she asked for the loan to be repaid. Her daughter refused, claiming the money was a gift. Caxton's Seniors' legal service connected Thelma to LawRight. The pro bono firm undertook extensive evidence gathering before filing proceedings, which settled close to the trial date.

Impact

Pro Bono Connect

BJ was abused by his stepfather and wanted to amend his birth certificate, to remove his perpetrator's name and relist his biological father, who had long since passed away. Pro bono lawyers helped achieve this crucial step in BJ's healing process.

"I would just like to say a very big thank you for all of your help with my husband's estate. The lawyers were... so very very kind and I am so very grateful to you all for helping put this matter behind me now and moving on with my life. Speaking with them just made such a difference to me!"

I think you are all an amazing bunch of people doing the work that you do!!!! Thank you once again for your kindness."

"I am a 66-year-old, Indigenous woman with disability. I had tried for years, to find help and felt that I didn't matter to anyone, and had lost hope. Thank you. You have helped me to believe that I may be able to get my life's work and legacy, back to me, to leave to my family. I am so grateful."

Now

Pro Bono Connect continues to provide referral services to members and to participants in the QLS and BAQ pro bono schemes. The profession accepted 20% more referrals this year – taking on 83% of assessed referrals. PBC staff carefully assess applications and make targeted referrals where possible to match pro bono expertise with client need.

Members that took referrals in 2021:

Firms

Allens
Australian Workplace Lawyers
Barry.Nilsson
Bartley Cohen Litigation
Lawyers
Clayton Utz
Clyde & Co
Guy Sara & Associates
Lawyers
Hall & Wilcox
HBA Legal
Holding Redlich
HopgoodGanim Lawyers
K & L Gates
Lander & Rogers
McInnes Wilson
MinterEllison
MurphySchmidt Solicitors
Sentry Law
Shand Taylor Lawyers
Shine Lawyers
Sparke Helmore
Thornton Legal

Barristers

Adam Mason
Angela Hellewell
Angela Rae
Damien O'Brien QC
Danielle Tay
David Cormack
David Thomae
Douglas Savage QC
Emma Hoiberg
Jane Menzies
Jules Moxon
Kelly McIntyre
Mark Steele
Maxwell Walker
Nola Pearce
Rebecca Treston QC
Reimen Hii
Robert Gallo
Robert Lake
Salwa Marsh
Sean Russell
Shireen Long
Steven Jones

481 applicants given a comprehensive assessment of their complex legal problems

136 matters offered for referral and 113 given full pro bono representation with:

92 to QLS or BAQ members

34 public interest matters to LawRight members

412 people given information, advice and targeted referral

Legal problems

14% elder abuse
13% property disputes
10% not-for-profits
11% migration and refugee issues

Clients

928 vulnerable people and NFPs applied for help

56% referred from LAQ or other community legal services that could not offer the intensive legal service required

28% live outside metro Brisbane

64% on government benefit

9% First Nations

49% disability

2021

4,803
pro bono hours

Queensland Legal Walk



The 2021 Queensland Legal Walk celebrated a return to an in-person event, with over 900 supporters joining the Walk on 16 May 2021 from seven main locations. The more flexible approach ignited in 2020 continued, with many individuals, small groups and even families joining the Walk from the convenience of their own neighbourhoods.

Together we raised more than \$120,000, which helped LawRight to commence a pilot legal service in the Magistrates Court.

2021 champions

Team

Clayton Utz raised \$12,000

Individual

Sarah Spottiswood, Level Twenty Seven Chambers raised \$9,900

Law School

Griffith University raised \$1,373

Court and Tribunal Services

LawRight has on-site offices at three Brisbane registries and delivers remote services throughout Queensland for vulnerable people navigating complex court and tribunal proceedings.

Our strategic partnerships with law firms and barristers match pro bono assistance with the legal problem and capability of the individual.

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

Secondments

Mental Health Review Tribunal

Hall & Wilcox seconded graduate lawyers Meg Macri and Jemima McGrath on 3-month rotations to the service.

State Courts

Corrs Chambers Westgarth seconded Hanna Seal and Yasmin Steele.

Law reform

Federal Courts: Submission to the **National Migration Practice Consultation** re judicial review of Protection Visa Refusals

State Courts: Submissions and participation in stakeholder roundtable discussions re **Model Defamation Amendment Provisions** approved by Council of Attorneys-General.

State Courts: Letters to Attorney General and Minister for Justice, the Queensland Treasurer, and the Minister for Police and Corrective Services, letter to consultants KPMG, and engaged in stakeholder focus group re judicial review of **Parole Board matters** (see full report on page 14).

Court and Tribunal Services Reference Group

The Honourable Margaret McMurdo AC
The Honourable Marshall Irwin
Joanne Rennick
Gavin Handran QC
Stephen Colditz
Assistant Professor Narelle Bedford

**8,000 clients helped
since 2007**

Impact
Court and Tribunal
Services

2,660 legal services delivered to
559 clients

1,519 advices
460 tasks

7,330 pro bono hours

Court and Tribunal Services State Courts

Supreme Court of Queensland
District Court of Queensland
Queensland Court of Appeal
Magistrates Court (Enforcement Hearings)

On-site services in Brisbane registries and remote services statewide, for vulnerable people navigating civil proceedings without a lawyer.

Then 2006

The Self Representation Service commenced in September 2007 in the trial divisions of the Supreme and District Courts and the Queensland Court of Appeal and was unique in Australia.

In his speech launching QPILCH in April 2002, the then Chief Justice of Queensland, the Hon Paul de Jersey AC, identified that the increase in self-representation in the courts was the result of reduced legal aid, increased costs of legal services, the extended reach of the law and the demystification of the law and growth in self-help culture.

March 2007: A seminar to present QPILCH/QUT research together with a pilot model to support self-represented litigants was hosted by Allens and chaired by Court of Appeal President, the Hon Justice Margaret McMurdo AC.

July 2007: QPILCH Director, Tony Woodyatt published his Churchill Fellowship: *To investigate and study overseas developments addressing the needs of self-represented litigants*, and funding from the Attorney-General and Minister for Justice was allocated soon after.

February 2008: Pro bono lawyers from five firms commenced delivering appointments from a small office in the State Courts, supervised by staff lawyer Erin Thomas and by June 2008, twelve firms were rostered and had assisted 74 people.



Attendees at Self Representation seminar, March 2007

The Hon P de Jersey AC, Chief Justice of Queensland
The Hon Kerry Shine MP, Attorney-General, Minister for Justice
The Hon Justice G Justice Williams AO
The Hon Justice J Jerrard
The Hon Justice P Keane
The Hon Justice K Holmes
The Hon Justice M Moynihan AO
Justice T Carmody, Family Court of Australia
The Hon Michael Lavarch, Dean, Faculty of Law, QUT
Peter Lyons QC
Jean Dalton SC, Bar Association of Queensland
Dan O'Gorman SC
Neville Greig – Senior Deputy Registrar, Court of Appeal Registry
Ms Ruth Cheetham, High Court registry representative
Federal Magistrates Court registry representative
Professor Jeff Giddings (Griffith University)
Dr Grant Lester
Peter Rosengren, Deacons (president QPILCH)
Andrew Buchanan, Allens Arthur Robinson
Brian Bartley, Brian Bartley & Associates
Joanne Rennick, MurphySchmidt
Nick Burkett, Ebsworth and Ebsworth
Peter Carne, CEO, Queensland Law Society
Nigel Stobbs (QUT)
Dr Mark Thomas (QUT)
Rochelle Carey (QPILCH)
Tony Woodyatt (QPILCH)

Story of impact

B and A were disturbed by their neighbour's conduct and complained to the neighbour's employer. The employer held a confidential complaints process but took no disciplinary action. The neighbour commenced defamation action in the District Court about statements made during the confidential meetings. B and A wanted to settle the dispute but had exhausted their savings on private lawyers with no resolution and an inadequate defence being filed. LawRight's rostered pro bono lawyers helped B and A amend their defence and make offers to settle and have the dispute mediated. Their neighbour agreed to attend mediation and after further advice and the efforts of a pro bono mediator, an agreement was reached and months of stress for B and A ended.

"We had our mediation today and after working through everything ...we have reached an agreement that puts this matter at an end... thank you so much for your support these last few months and also for [connecting us to the mediator]."

- Clients

"I feel incredibly honoured to be a...small part, of the incredible impact...that LawRight continues to make on our community across Queensland... When I [act as a pro bono mediator], it brings me immense satisfaction, beyond monetary terms. ... Thank you...for the opportunity to help these parties to reach an agreement"

- Pro bono mediator

Now

The number of clients assisted annually by the State courts has increased over ten times since commencing 13 years ago.

Thirteen rostered law firms or legal units are supported by a secondee from Corrs Chambers Westgarth and six staff. The State Courts office delivered 22% more legal services than the previous year, despite covid disruptions.

State Courts office also coordinates the duty barrister service at Enforcement Hearings in the Magistrates Court and commenced planning for a two-year pilot in the Magistrates Court, funded through LawRight events and a contribution from DJAG.

Participating firms

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

2021

Impact State Courts

785 legal services delivered to **206** clients
(including 194 new clients)

524 advices

193 tasks

New clients' disputes involved:

52% Supreme Court
28% District Court
14% Magistrates Court
5% Court of Appeal

Legal problems

28% parole delays
19% defamation
15% contract, credit and debt
11% property

Clients

62% referral from LAQ or other CLCs
95% <\$52,000 income incl **69%** on Centrelink or no income
28% with disability
13% First Nations
20% live outside SEQ

2,333
pro bono hours

State Courts

Parole Reviews Law Reform

From early February, LawRight began grappling with a sudden rise in requests for assistance from individuals awaiting parole decisions.

These individuals wanted help to commence an application in the Supreme Court to force the Parole Board of Queensland (PBQ) to make a decision, as no parole applications were being considered within the mandatory statutory period of 150 days.

Most applicants were waiting up to 250 days for decisions, at an estimated cost to the state of \$3.9 million per month (the extra time spent in prison), not including the social cost to the individual and community. Drivers of the backlog include a doubling of the prison population in recent years and a failure to implement recommendations of the 2017 Sofronoff Review of the PBQ. LawRight helped Prisoners' Legal Service (PLS) make a submission to government.

By mid March, LawRight had received 33 requests for help with 20 clients waiting for appointments (three times the requests for help to the State Courts office in all areas of law in an equivalent time period). We:

- wrote to government seeking additional resources for the PBQ, funding for representation and self-help resources and consultation about long-term solutions.
- raised our concerns with our members, within our sector and at collaborative government forums

- joined with QLS to collectively advocate
- partnered with Allens to provide additional pro bono appointments.

In April we:

- joined with PLS to request participation in a KPMG review of the crisis
- Created a self-help Judicial Review toolkit (in collaboration with PLS) which we, PLS, PBQ, Legal Aid, the Courts' registry, Sisters Inside, ATSILS and others distributed to prisoners and their supporters. The initial bulk mail-out to prisons was soon replaced by individual mailings following requests.
- had helped 74 parole clients (50% of new clients helped annually for all legal matters in State Courts) but had narrowed our scope to clients with severe literacy and capability barriers.

In May we asked DJAG for emergency funding to provide more advice appointments and operate a duty lawyer service for JR hearings, in collaboration with the Supreme Court. This request was unsuccessful.

At the time of publication of this report, we had participated in the KPMG review, a fourth and fifth parole board had been created, firms provided additional secondments to the State Courts office and Allens continues to provide weekly appointments and distribute ten kits per fortnight to prisoners we assessed as capable to self-help.

February-November 2021

- Toolkits: 177 (updated three times)
- Enquiries: 143 enquiries
- Staff and pro bono appointments: 87

In October we strenuously objected to new legislation which retrospectively extended PBQ's time to review applications. We continue to monitor this situation, offering practical and strategic pro bono solutions as well as longer-term reform frameworks.

February-June 2021

- Toolkits: 84
- Enquiries: 102
- Staff and pro bono appointments: 57

Story of Impact

Sam was a model prisoner and applied for parole, but by the time he'd connected to LawRight via PLS, he'd been waiting 195 days for a decision. During the wait, his father had died and his mum became very ill, so Sam was anxious to care for her. Sam could read a bit but he couldn't write. Pro bono lawyers helped Sam prepare a formal application asking the Court to compel a decision by the Parole Board and guided him on how to effectively lodge the documents.

Magistrates Court

Enforcement Hearings

LawRight delivers in-person duty barrister services at debt enforcement hearings each Wednesday morning in the Brisbane Magistrates Court, in collaboration with the judiciary and registry.

2016

LawRight has delivered the service since 2016 to increase access to justice for people involved in debt enforcement hearings. Most are unaware that a judgment had been entered, cannot afford to repay the debt or are unfairly named on the debt documents. Most have never received legal advice, despite often multiple court or tribunal processes.

Common debts include breach of contract, credit card debts, damages from vehicle accidents, unpaid rent or bond repayments. The Service increases efficiency and ensures judgment debtors are treated fairly. 100% of clients are directed to LawRight by Magistrates Court staff. The day before the hearings, the Registry indicates who is self-represented and the Registrar frequently stands matters down to refer a potential client to us, even during covid phone appearances.

Pro bono

Three students and 24 rostered pro bono barristers help run the service. Senior barristers recruit, train and mentor junior barristers using materials by Matthew Jones of Counsel.

Participating Barristers

Anthony Anderson
Bianca Kabel
Bridget O'Brien
Catherine Chiang
Duncan Marckwald
Emma Hoiberg
Heath Berghofer
Jason Mitchensen
Matt McDermott
Nathan Laing
Reimen Hii
Robert Gallo
Robert Lake
Samantha Amos
San-Joe Tan
Sue McLeod
Steven Hogg
Zoe Earl
Alexander McKinnon
Michael Larsen
Georgia Kiss
Sean Lamb

Story of impact

Kim's business was struggling and she borrowed a large sum of money from a friend. When she struggled to make repayments, the friendship broke down and lawyers were brought in to enter a judgment against her. Kim acted for herself and couldn't negotiate a payment plan, despite multiple hearings. The Registrar encouraged Kim to speak to LawRight who advised her on her obligations, and which documents to share with the creditor. Kim negotiated a reduced payment plan and everyone avoided further court hearings.

Impact Magistrates Court

85 advices and duty lawyers services to

49 clients

38 referrals for financial or other legal advice

98% clients followed our advice

73% clients avoided further court hearings

Clients

95% <\$52,000 income, incl **37%** on Centrelink or no income

517 pro bono hours

Queensland Civil and Administrative Tribunal

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

2010

Then

LawRight's Self Representation Service commenced in the newly formed Queensland Civil and Administrative Tribunal (QCAT) in January 2010 with funding from DJAG and strong support from QCAT President His Honour Justice Alan Wilson, QCAT Deputy President Her Honour Judge Fleur Kingham and QCAT Member Patricia Hanly. QCAT provided office space to our full-time lawyer Andrea de Smidt and part-time paralegal, Cameron Lavery.

The service was unique in Australia, with eight firms providing rostered appointments three afternoons each week and 15 barristers on an appearance panel. By June 2010, 59 clients had been assisted with mostly guardianship and administration, child protection and residential tenancy matters.

Tribunal Representation Panel:

Alexandra Brook
Anna Cappellano
Darryl Rangiah SC
David Cormack
Hugh-Scott Mackenzie RFD
Ilan Klevansky
Julene Winn
Kim Forrester
Kristy Crabb
Matthew Jones
Paul Marshall
Scott McConnel
Shelley-Anne Brace
Simon Brown
Suellan Walker-Munro

Rostered Firms:

deGroots
Dibbs Barker
Macrossans Lawyers
McCullough Robertson
Minter Ellison
MurphySchmidt
Shine Lawyers
TressCox Lawyers

"The assistance offered by LawRight's dedicated team of legal practitioners to the many self-represented parties who pass through QCAT's doors is invaluable – to the clients themselves and, just as importantly, to the Tribunal in assisting it achieve its goal of providing access to efficient and cost effective civil justice outcomes. LawRight is a treasure in this State's legal system!"

- The Hon Justice M Daubney



Story of impact

Nick is a young man with an intellectual disability who was influenced by an older associate to make a prank call while he was drunk. This led to criminal charges but no conviction was recorded. However, Blue Card Services (BCS) cancelled Nick's blue card, even after learning that since the charge Nick received an NDIS package which supported him to resist outside influence and that he was not considered a risk to children.

Pro bono volunteer lawyers helped Nick prepare evidence to review the BCS decision at QCAT and Pro bono barrister, Clare O'Connor represented him at a compulsory conference. At the hearing HBA Legal provided full representation pro bono and instructed Christopher Wilson of Counsel.

Now

In our 11th year of operation at QCAT, LawRight assisted five times the clients in that first year. Eleven rostered firms provided 168 appointments and ten barristers provided advice and appearances, assisted by three staff.

LawRight's strong collaboration with the Tribunal was demonstrated as covid restrictions required our staff to work off-site for the year. We met regularly with Senior Members, registrars and the Executive Director to ensure our service remained responsive and accessible. As a result, we increased our scope to respond to reviews of decisions by Disability Worker Screening Services (known as a "yellow card") and occupational regulation matters for health practitioners.

Participating firms

Lander and Rogers
Colin Biggers and Paisley
Clyde and Co
Clayton Utz
Sparke Helmore
Cooper Grace Ward
Murphy Schmidt
HopgoodGanim
McCullough Robertson
McInnes Wilson
Minter Ellison

Participating Barristers

Danae Younger
Clare O'Connor
Gillian Shepherd
Angela Rae
Samantha Amos
Tom Polley
Olivia Perkiss
Paula Morreau
Duncan Marckwald
Christopher Wilson

2021

Impact QCAT

1,134 legal services to
248 clients
(including 188 new clients)

541 advices

189 tasks

13 in-hearing services

29 referrals to firms and
barristers for full pro
bono representation

Clients

97% <\$52,000 income, incl **68%** on
Centrelink
35% with disability
40% referred by QCAT
11% referred by government departments
or Ombudsman

Legal problems

20% Guardianship and administration
75% preparing tribunal documents

1,680
pro bono hours

Court and Tribunal Services

Federal Courts

Federal Court of Australia Federal Circuit Court of Australia

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

Then

2012

On 7 July 2011, a pilot Self Representation Service in the Federal Courts was launched by the Federal Attorney General, the Hon Robert McClelland MP, in the presence of The Honourable Patrick Keane, Chief Justice of the Federal Court.

The pilot operated for two days per week, under the leadership of Rory Salisbury and Elizabeth Pendlebury, and in the first year, received 99 applications – 86% for matters in the Federal Magistrates Court. QPILCH staff and volunteer solicitors provided 138 appointments.

During the pilot, assistance was limited to public interest matters, including anti-discrimination, bankruptcy, information privacy, consumer disputes, judicial reviews and appeals. A panel of mediators for small claims under the *Fair Work Act 2009* conducted 19 pro bono conciliations (seven settled). 15 people were diverted from commencing proceedings (out of 24 who applied for assistance before filing proceedings) and a further four took our advice to discontinue their actions.

In 2012, the Hon PA Keane, then Chief Justice of the Federal Court observed that “[e]ven those litigants in person who are not obviously unreasonable are now seen as a problem for the system... in terms of increased demand on time, costs and resources” and noted that evaluation results from the pilot project were “very encouraging.”

On 23 April 2014, following advocacy by QPILCH, a national Self Representation Service in the Federal Courts was launched by Senator, The Hon George Brandis MP, Attorney General for the Commonwealth.



Stories of impact

At the beginning of the pandemic, Ravi was dismissed from his restaurant job after asking about overtime pay. The dispute wasn't resolved at the Fair Work Commission, so LawRight helped Ravi start proceedings in the Federal Circuit Court and take each step, including drafting affidavits, responding to evidence, and preparing for a mediation. Shortly before the final hearing, LawRight helped Ravi negotiate a favourable out of court settlement.

Unpaid entitlements

Sunny complained about being underpaid as a taxi driver and was offered even worse conditions so he resigned. Sunny wanted to claim unpaid entitlements but couldn't identify the legal company name of his former employer. LawRight helped him and corrected his court documents. Sunny was awarded the unpaid wages.

"The confidential issues statement and the advice [the volunteers] gave me was very valuable [and I] wanted to express... appreciation to all the staff who assisted at LawRight during the last year. I really could not have negotiated this process and forms myself."

Now

40% of solicitors who volunteer with the Federal Court service have been in practice for >5 years and 16% have more than 10 years professional experience. 53% of matters are referred directly from the Court

"The work of LawRight is invaluable. The assistance offered to parties through its Court and Tribunal Services has, in my experience, empowered those who do not have the benefit of a lawyer to navigate the complexities of "the system" so as to achieve a just outcome. The work of the service gives real substance to the phrase "access to justice".

- Judge Michael Jarrett

Pro bono mediators Participating firms

Andrew See	Ashurst
Chris Lenz	Clayton Utz
Dean Cameron	Corrs Chambers Westgarth
Joseph O'Hare	Hall & Wilcox
Kelly McIntyre	HopgoodGanim Lawyers
Matthew Jones	McCullough Robertson Lawyers
Pawel Zieliński	McInnes Wilson Lawyers
Reimen Hii	MinterEllison
Rob Stevenson	Sparke Helmore Lawyers
Stephen Lee	Wotton + Kearney

Impact Federal Court

517 legal services to

99 clients
(including 64 new clients)

369 advices

78 tasks

30 settlement conferences,
with a 60% settlement rate

11 referrals to firms and barristers
for pro bono opinion, appearance or full representation

Legal problems

60% employment law

7% appeals from federal tribunals

16% judicial review

One application for special leave to appeal to the High Court of Australia from a decision of the Full Court of the Federal Court of Australia

Clients

32% beyond SEQ

14% referral from LAQ or other CLCs

97% <\$52,000 income, incl **41%** on Centrelink or no income

14% with disability

2021

1,032
pro bono hours

Mental Health Review Tribunal

LawRight is on the panel for matters where the Mental Health Review Tribunal is required to appoint a legal representative, including:

- where the Attorney-General is participating, typically in Forensic Order hearings for a person's mental health or disability.
- applications to perform electroconvulsive therapy (ECT) without the patient's consent;
- where minor placed on any order (typically Treatment Authority (TA));
- fitness for trial hearings; and
- where considered to be in that person's best interests

2012

Representatives were appointed for 2,722 hearings, out of a total of 15,193 hearings held. This large gap in access to justice is why LawRight has also offered an MHRT Advocacy Service since 2012, however this service was in abeyance for 20/21 due to staff and budget changes.

Where a client is in the Brisbane area, we meet with them in person where possible but most hearings are conducted remotely.

83% of our clients live in regional areas, including 38% in Cairns and surrounds, including Doomadgee; and 38% in Townsville and surrounds, including Palm Island.

Types of legal issues:

- 59 Forensic Orders (Mental Health)
- 8 Forensic Orders (Disability)
- 9 Treatment Authority reviews
- 7 Electroconvulsive therapy (ECT) applications
- 1 Fitness for trial review

Pro Bono

Hall & Wilcox second graduate lawyers on three-month rotations to the service.

Meg Macri

Jemima McGrath

Stories of impact

Men from First Nation communities make up a significant portion of our clients in FNQ. These clients experience dislocation from community and culture; forced treatment; punitive responses to 'bad' behaviour and absconding; and limited pathways for returning to country. People like Jacob can be 'stuck' within this system indefinitely.

Jacob has been institutionalised for many years. He has no family and little support, and we observed his pathway to recovery regress over the year. We built trust with Jacob, his family and their supportive Indigenous Mental Health Worker (IMHW) and pursued the client's cultural rights under the Human Rights Act. We argued that institutionalisation was a key factor in our client's mental state deterioration – his treatment prevented his emotional, spiritual and cultural wellbeing.

The IMHW told us "*outstanding performance, the best we've ever had! It brought Aunty Y (the client's mother) to tears.*" The IMHW wanted to learn more about LawRight so she could refer clients to us. She told us that effective supports in the hospital system and access to community makes a positive difference to the mental state of First Nations people. "*[In the hospital system]... two different worlds collide. They [the patient] lose their contact they have with their families. They must adjust in the Western environment. They only know one world then are forced into the white world.*"

Impact

Mental Health Review Tribunal

Over several years, LawRight staff built trust and worked together to achieve a rare Forensic Order revocation. Karen is in her 70s and experiences high levels of anxiety about any changes in her life. Many years ago, during a relapse of her schizophrenia, she committed a minor property crime, and reacted to police who sought to detain her – due to her illness, she believed that they were trying to kidnap her. This resulted in assault and weapons charges and ultimately a Forensic Order.

Karen has lived a very quiet life since and cooperated with her treating team but it has been challenging to move her off the Order as she is too anxious to attend Tribunal hearings and does not want to talk to staff for longer than 10 minutes at a time. However, when Karen realized that a Forensic Order will stop her getting her preferred support and aged care help as she gets older, she knew she could trust us and decided to try for a revocation for the first time in years.

This result is particularly significant because the clinical evidence, client presentation and resistance from the Attorney-General have remained similar for some years. LawRight's advocacy and legal argument ultimately made the difference.

At the first review of Bill's Forensic Order, the Attorney-General, without notice, requested that Bill be prevented from driving without prior written approval from his psychiatrist. LawRight argued that without any reference to Bill's circumstances, this was an unnecessary limit on Bill's human rights and a breach of the Tribunal's obligation to ensure that the objects of the Act are achieved in a way that is least restrictive of the rights and liberties of a person who has a mental illness. The MHRT accepted our submissions and declined to impose the orders sought by the Attorney.

101 legal problems addressed for **24** clients

4 Forensic Orders revoked

Less restrictive conditions achieved for 12 clients

1 ECT application refused

4 clients able to go home and moved to community-based treatment

Clients

100% with complex mental health conditions

36% First Nations

26% impacted by domestic and family violence

2021

Community and Health Justice Partnerships

LawRight nurtures partnerships at 16 locations where staff and 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, homelessness or who are refugees or in Aboriginal and Torres Strait Islander communities.

Then

2002

July 2002 – Carla Klease seconded part-time for 15 months from Blake Dawson Waldron (Ashurst) to establish and coordinate the Homeless Persons' Legal Clinic (HPLC).

December 2002 – HPLC launched by the Hon Rod Welford MP, Attorney-General and Minister for Justice.

December 2003 – \$25,000 from Queensland Law Society Grants Committee together with secondments from firms help maintain operations.

August 2005 – 18 month grant from Qld Dept. Communities pays a full-time coordinator (Monica Taylor) and part-time policy officer (Michelle Bradfield). Sue Garlick joined as policy officer in January 2006.

2002 HPLC locations:

4AAA Kurilpa Kiosk, West End
Mission Australia Community Café, Fortitude Valley
Ozcare Homeless Men's Hostel, South Brisbane
Red Cross Youth Night Café, underneath Brisbane City Hall
Salvation Army's Pindari Homeless Men's Hostel, Spring Hill
Wesley Mission Brisbane's Emergency Relief Service

2002 Firms:

Allens Arthur Robinson
Blake Dawson Waldron
Clayton Utz, Freehills
Hopgood Ganim
Mallesons Stephen Jacques
McCullough Robertson
McInnes Wilson
Minter Ellison
MurphySchmidt

- Street Soccer - this annual tournament at New Farm Park began in 2011 with firms, clients and community agencies competing together. Covid disrupted the event in 2020/21.
- Legal Health Checks – with a small StreetSmart grant in 2009, the HPLC developed and tested Legal Health Checks (LHC) to help community workers diagnose legal needs of their clients and refer them to HPLC lawyers. Two LHC training videos (supported by LAQ grants) were launched by the Queensland Attorney General in November 2013. In June 2015, QPILCH in collaboration with National Association of CLCs, launched a national website with new LHC training videos and resources for community workers. Resources for CLC lawyers were developed and added to website in 2015 after LHC independently evaluated. LHC-related practices have been adopted by Legal Aid Queensland and in interstate and international legal assistance services.
- LegalPod – with funding from StreetSmart, the Ian Potter Foundation and DJAG, LegalPod operated from 2012 to 2017 as an early-intervention response to the high rates of homelessness among young people exiting the child protection system. Many aspects of LegalPod's model have since been incorporated into our Community and Health Justice Partnerships.

Now

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
Atira
Zig Zag
Aglicare Homelessness Services Hub, Cairns
Mission Australia's Douglas House, Cairns
Wuchopperen Health Service, Cairns
Mater Young Adults Health Centre
Clarence St

All 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

2021

Internships

King & Wood Mallesons

Sam Smith was placed with us as part of the KWM Waiwa Mudena program to support Indigenous law students. During his placement Sam researched and developed resources about move-on powers impacting rough sleepers.

Queensland Law Society

Lauren Bicknell and Dylan Ford were placed with LawRight for a six week rotation. They researched Queensland's tenancy database framework and reviewed CHJP tenancy files.

Law Reform

- Submission on the Criminal Code (Consent and Mistake of Fact) and Other Legislation Amendment Bill 2020.
- Letter to the Minister for Employment on social security reforms.
- Submission on Housing Legislation Amendment Bill 2021 (and evidence given at public hearing).

**CHJP have
helped 10,000
clients since 2002**

1,329
legal problems
addressed for
548 clients

**375 intensive legal
services (10+ hours)**

\$386,000
consumer debts resolved

\$680,000
fines resolved

\$125,000
Victim Assist payments

9,590
pro bono hours

Financial Counsellor Project

With funding from Brisbane City Councils' Pathways out of Homelessness Grant, and the Financial Counsellor Foundation, LawRight employed a financial counsellor to integrate with our Community and Health Justice Partnerships.

The Brisbane City Council project created a "passport" to financial stability for vulnerable people, by:

- resolving legal and financial problems that prevented access to housing and employment
- empowering clients to explore and participate in financial solutions
- establishing new financial resources and practices for a stable future.

The project timeline moved with covid restrictions and operated for 12 months from 1 November 2020. (reported data is for entire project)

We combined this project with a small grant from the Financial Counselling Foundation to respond to women exiting prison. Funding from LawRight events have now provided a further year of integrated financial counselling services.

SPER Hardship Partner: The financial counsellor can advocate to the **State Penalty Enforcement Registry (SPER)** to request deferrals on fines debts and assess financial hardship. This greatly increases efficiency when engaging with SPER and ensures enforcement action is lifted immediately for clients experiencing disadvantage.

Queensland Corrective Services: The financial counsellor is a member of two QCS programs aimed at reducing recidivism:

- MARA Project supports women in correctional centres, for 9 months pre and post release
- Bayside Property Offenders Program (POP) – where multiple government and community agencies offer collaborative solutions to high-risk clients. POP was highly commended in the QCS Commissioner's Awards for Excellence 2021.

Training frontline workers and lawyers

The Financial Counsellor increased the capacity of community workers and pro bono lawyers to respond to financial stress through the following training:

- Show me the Money – 29th July 2021 – 173 registrations to CLCQ webinar
- Engaging effectively with clients experiencing or at risk of homelessness – March 2021 – 202 registrations to CLCQ webinar
- SPER & Bankruptcy, Offender Debt Recoveries – May 2021 to staff at Townsville Community Law
- Four training sessions to frontline community workers – Brisbane Youth Service, Community and Zig Zag
- Individualised training to Corrections officers to reduce recidivism
- Integrated and individualised training to CHJP pro bono and staff lawyers

Impact Financial Counsellor Project

Stories of impact

After years of employment as an articulate professional, Jackie should be relaxing in the home she and her late husband built decades ago, but Jackie's daughter, who lives with her, has a severe substance addiction. Jackie spent her savings, superannuation and home equity trying to support her daughter.

We met Jackie at an inner-city community service where our lawyers are embedded with front-line staff. By this time, Jackie had lost her home and faced eviction from a tenancy because she stopped paying rent. She also had \$60,000 of debts.

Our financial counsellor worked with Jackie for five months – to negotiate with the landlord to delay eviction; help Jackie access carer and other social support; and plan how to safely begin and maintain a new tenancy. Pro bono and staff lawyers focussed on resolving the debts and over \$20,000 has been waived so far. Jackie is beginning to feel hopeful. "We're there for the journey not the band-aid" says our financial counsellor.

"I can't tell you how much it means to me for the help you are giving me. For the first time in many years I don't feel completely alone."

Sally was on parole and was referred by Queensland Corrective Services (QCS). Sally was homeless, had a history of substance abuse and incarceration, and her children were no longer in her care. Sally was linked in with LawRight via the property offending program of QCS – offering multi-agency collaborative support to clients. LawRight clarified Sally's tenancy rights and advocated on her behalf with housing and SPER. With the help of all the agencies involved, Sally secured housing, is working with child safety to start the reunification journey and has been able to transition to a drug-free, financially stable position.

Proudly supported by:



Dedicated to a better Brisbane



78 clients provided with intensive financial assistance

\$545,600
fines debts deferred or resolved

\$81,500
commercial debt negotiated

Outcomes

- 60%** housing improved
- 95%** financial situation improved
- 90%** learned about and accessed creditors hardship programs
- 75%** increased awareness of community financial entitlements and safe loans
- 95%** provided with tools and resources to assess and improve their financial situation
- 65%** actively participated in assessing and improving financial situation
- 65%** improved skills at prioritising debt solutions

Clients

- 31%** impacted by domestic or sexual violence
- 12%** First Nations

Community and Health Justice Partnerships

3rd Space

3rd Space is a drop-in centre in Fortitude Valley, Brisbane for people experiencing homelessness, offering a simple shower or one of 31,000 meals, through to intensive support to find and strengthen housing and community connections. LawRight staff and pro bono lawyers are on-site Thursday 9-11am.

Then

2014

We partner with two firms at 3rd Space. They were both foundation firms of the Homeless Persons' Legal Clinic from 2002 and each attended different community locations but in September 2014, one began delivering services at 3rd Space (formerly the 139 Club) and the two firms joined forces in 2016.

Pro bono

"We have had the privilege of partnering with LawRight at 3rd Space for five years now. 3rd Space provides a safe place to... support people... who would otherwise fall through the cracks... to achieve life changing outcomes and is something of which the firm and our volunteers are very proud."

- Pro Bono Partners and Coordinators

"I have found volunteering at 3rd Space to be both rewarding and a reminder of the importance of pro bono legal services. LawRight's staff and volunteers do a great job running the pro bono legal clinic at 3rd Space, which is evidenced by the number of attendees at the clinic each week. I have definitely enjoyed the opportunity to give back to those in need through my current employment."

- Kerrie, pro bono lawyer

"Volunteering with LawRight is an excellent way for students, juniors and experienced practitioners to make a genuine contribution to the community while gaining experience and perspective that they would otherwise never have had."

- Adam, pro bono lawyer

Community partners

LawRight trained 3rd Space frontline workers in issues around photo ID and small credit loans to better support their clients.

"LawRight is an invaluable service supporting individuals and families to resolve legal issues. Service staff and volunteers are understanding, flexible and extremely professional, and have worked with our visitors to achieve great outcomes. 3rd Space highly values our partnership with LawRight and the contribution this service provides to this sector."

- Jade Trevanion, 3rd Space Assertive Outreach Support Coordinator



Stories of impact

David had been sleeping rough for years but he built a good relationship with the 3rd Space pro bono lawyers and would often drop in for a chat and legal advice on different issues.

When the council threatened to destroy his camp, David wanted to understand his rights. Through negotiations with the council, LawRight helped protect David's camp while his application for housing was considered. David was prioritised and offered a suitable new home. He has re-located and remains happily housed.

Jada had a number of serious health issues that impacted her life and her finances. Unable to work, the Disability Support Pension was her only income.

Jada worked hard to manage her finances, but a couple of traumatic events started her spiral into debt.

We negotiated the resolution of Jada's debts, including a debt to a payday lender she had been paying for years. We alleged the payday lender was in breach of its responsible lending obligations and negotiated over \$6,000 to be refunded.

In total we resolved almost \$10,000 in debt to four creditors, on top of the \$6,000 in refunds. With her financial position stabilised, Jada is now able to focus on her health.

"LawRight are very professional in what they do, and they're very helpful when working with people from all walks of life. They got results for me when no one else did, and I know I couldn't have done it without their help. Thanks to LawRight I ended up saving a lot of money. I'm not working and never could have afforded a lawyer otherwise. In that way the service is absolutely essential."

- 3rd Space client

52 intensive legal services (10+ hours)

30% consumer or debt issues

>\$85,000 debt resolved

>\$23,000 fines resolved

16% had Victim Assist claims with **\$7,000** payments recovered

Clients

100% experiencing homelessness

35% impacted by domestic or sexual violence

28% had legal problems involving violence

14% culturally diverse

2021

Community and Health Justice Partnerships

Footprints

Footprints in Fortitude Valley provides support to older people, please living with a disability or mental illness, and those at risk of homelessness.

The Footprints Stand Up Step Out (SUSO) Bus is a mobile shower and laundry bus which travels daily to Wynnum, Capalaba, Lawnton, Zillmere and Clontarf, to support people experiencing homelessness in the “suburbs”.

LawRight staff attend the Footprints office fortnightly on Thursday afternoons and visit the SUSO Bus in Pelican Park, Clontarf fortnightly on Friday mornings. Pro bono volunteers attend the Footprints office to meet clients whenever required.

Then

2010

LawRight has partnered with Footprints since 2010 to resolve complex issues faced by people experiencing mental illness and to empower clients' independence and recovery.

Pro Bono

"This was my first experience working with LawRight and learning more about national consumer protection laws. [My client] had clearly been taken advantage of and it was great that we were able to help him out of this situation. I also found the LawRight team to be incredibly helpful and supportive throughout the process."

- Pro bono lawyer

Community Partners

LawRight has been attending our Stand Up Step Out Homeless Outreach Service on location at Redcliffe for just over a year now. The partnership has been a wonderful one... through LawRight we have been able to offer our patrons much needed access to legal advice and services which has helped to change the lives of some of our patrons. We consider ourselves incredibly fortunate to have a partnership with LawRight for the information they can offer us and the work that they do with our patrons.

- Meagan Spicer, Stand Up Step Out Coordinator

Story of impact

Lee had a mental health episode when he was driving and crashed into a parked car. The insurer chased him for \$9,000 of damages, but due to Lee's limited English, he couldn't respond to the letters of demand. We met Lee at Footprints and gathered evidence of his personal and financial hardship. LawRight negotiated with the insurer who paused their pursuit for 6 months, while we continue to negotiate a permanent resolution for Lee. "I am grateful... [to access a service that was] free and trustworthy".

Impact Footprints and SUSO Bus

52 legal problems addressed for **24** clients

32 intensive legal services (10+ hours)

9 clients were given legal advice in the park and had no other access to legal help

60% consumer or debt issues with **>\$20,000** debt resolved

Clients

100% experiencing mental illness and/or homelessness

29% impacted by domestic or sexual violence

58% had legal problems involving violence

17% culturally diverse

13% First Nations

Community and Health Justice Partnerships

Brisbane North Telephone Service

LawRight collaborates with three frontline services across Brisbane's outer northern suburbs that support people experiencing immediate risk to their housing.

**Encircle Brisbane North Homestay
Red Cross Homestay
Salvation Army**

LawRight first experimented with phone-based legal casework services in 2007 in response to limited civil law resources in western and southern Brisbane suburbs.

Since 2012 support workers in northern Brisbane and their clients have had phone access to pro bono lawyers to resolve complex matters, at any time that is mutually convenient.

2007

Stories of impact

Marli had kinship care of her young family members but her tenancy was at risk and she was buried in debt. Because debts and financial pressure impact a person's well-being and jeopardise their housing, LawRight prioritises this legal need.

Over several months, our lawyers worked closely with Marli and her support networks to build mutual trust. By resolving her debts, we increased Marli's capacity to focus on family and protect her tenancy. Marli's confidence and skills to self-advocate have grown as we worked together. She is still housed and remains connected to LawRight, reaching out when other issues arise.

John's health prevents him from working but doesn't prevent him volunteering in the community and trying to manage on his Centrelink benefit. But he was skipping meals and going without other basics in his effort to pay off old credit card debts. Despite his payments, the accounts never seemed to reduce. LawRight negotiated a waiver of the remaining debts and helped reduce John's fines debts, so he could use his limited income to focus on his health.

Impact
Brisbane North
Telephone Service

52 legal problems addressed for
16 clients

19 intensive legal services (10+ hours)

39% consumer or debt issues with >\$164,000 debt resolved

>\$15,000 fines resolved

18% tenancies

Clients

100% have unstable housing
80% impacted by domestic or sexual violence
76% had legal problems involving violence

Community and Health Justice Partnerships

Brisbane Youth Service

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

LawRight delivers on-site legal services each Monday 1-3pm and trains youth workers. We also collaborate with BYS social workers, doctor, nurse and psychologists to provide integrated services.

Then

2008

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

Pro Bono

"To be able to assist incredibly resilient clients and be trusted with achieving meaningful outcomes in their lives, it is, really, a privilege to volunteer at BYS."

- Aiyana, Pro bono lawyer

Community Partners

"Young people, particularly those experiencing homelessness, are overrepresented in their interactions with the legal system and are often left vulnerable to being drawn into an ever-expanding web of legal concerns."

Whether it's navigating predatory lending, tenancy issues, fines, repayments or Victim Assist claims, LawRight's work has been vital in helping to alleviate the feelings of powerlessness which often characterise young people's interactions with the legal system.

LawRight's focus on accessibility demonstrates an approach which is highly attuned to the needs of young people and their ongoing presence at our Fortitude Valley Hub has become an important part of our service.

If LawRight didn't exist, the legalworld would be a much more difficult place for young people to navigate!"

- Ricco Schadwill, Intake and Brief Intervention Manager



Stories of impact

Izzy has a range of disabilities but was signed up for a \$5,000 course she would struggle with by a recruiter who completed the paperwork for her.

Once Izzy told her family they tried to cancel the contract but were refused and told she would still have to pay all the fees.

Pro bono lawyers worked closely with Izzy and the BYS support workers to argue the contract was unfair. The training provider cancelled the contract and waived Izzy's fees.

When we told Izzy she said: "*That is excellent news and a great relief. Thank you for all your hard work and diligence in resolving this matter. [LawRight] got me the best possible result... the best customer service and I would highly recommend [them]*".

Jordan has a history of rough sleeping and pops in to see us at BYS when has a legal question. A lot of Jordan's questions are around his rights when interacting with the police and his experiences as young person who is sleeping rough.

"Done pretty good with me. All thumbs up"

Blue wanted to resolve a debt with a payday lender that had breached the national credit code by offering them 3 loans within a 90-day period. When we negotiated a resolution of the debt, Blue said: *"I'm really happy and agree with this resolution. Thank you so much for all of your help with this matter."*



2021

176 legal problems addressed for **75** clients

83 intensive legal services (10+ hours)

38% consumer or debt issues with **>\$40,000** debt resolved

21% had **>\$6,000**

Clients

100% experiencing homelessness
58% impacted by domestic or sexual violence
50% had legal problems involving violence
26% First Nations

Community and Health Justice Partnerships

Micah Projects

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

LawRight staff and pro bono lawyers on-site weekly 9.15-11.30 am.

Then

2009

LawRight has partnered with Micah since 2009, delivering on-site legal services and training their staff to recognise legal issues.

Community workers from Wesley Mission (Slacks Creek) and Kyabra (Sunnybank) also connect their clients to lawyers at Micah.

Pro Bono

"Being able to personally assist clients experiencing financial hardship and significant mental health challenges has helped me to remember why I decided to become a lawyer in the first place – making a positive difference to the lives of others by providing them with greater access to justice and legal support services."

- Nancy, student volunteer

"With the support of LawRight we [obtained] a great outcome for a client which made a tangible impact in their life. [Staff] from LawRight impart on volunteer lawyers their wealth of knowledge of the law and the nuances of dealing with vulnerable clients."

- Harriet, pro bono lawyer

Community partners

"LawRight have been a fantastic resource to have embedded in our office. They help our participants to navigate difficult systems and achieve meaningful results. By LawRight helping to alleviate the pressures that our participants face, we're much better equipped to assist the people that we work with to achieve their housing and wellbeing related goals."

- Daniel Hullick, Support and Advocacy Worker



Story of impact

Jai's life had started to spiral, she faced some minor criminal matters, had just been evicted from housing and was being chased for money. Strong and resilient, Jai was addressing her substance issues but needed help to navigate the complicated legal issues that prevented her from focusing on her health.

Working closely with her Micah Projects support workers, we help Jai connect with Legal Aid's criminal lawyers, gave her tenancy advice and negotiated the waiver of her various debts. By resolving these issues, Jai can focus on her recovery. She remains connected to Micah Projects and will occasionally reach out for further advice.

"You guys helped me so, so much - I couldn't have done it without you. You're the best negotiators! Just when I thought everything was caving in on me, LawRight gave me hope."

After years of rough sleeping, Michael was safe and supported housing. However, his housing provider started eviction proceedings following a minor dispute with a neighbour. LawRight worked closely with Michael's support team to prepare for his hearing: collecting evidence, drafting affidavits and submissions. John was successful and can remain in his home of many years.

"My Lawyer at Micah was extremely helpful, and the way he deals with clients is very comprehensive and professional. He was very patient, and his team was great at promptly responding. Society definitely needs these kinds of people, with the highest professional conduct that really touch people's lives."

Poverty means being unable to pay basic living expenses and getting into deeper debt at the hands of unscrupulous financial services that target vulnerable customers. Insurmountable debt leaves many feeling unable to improve their circumstances.

Toni is a young mum who took payday loans when she was in crisis. Unable to make repayments, she was in arrears. LawRight negotiated with the credit provider to refund some of the exorbitant fees and charges.

Michelle needed a car to drive her kids to school but payments on the high interest loan were difficult and she fell behind. LawRight argued the loan amount was irresponsible and the insurance forced on Michelle was junk. Michelle was able to keep her car, with the remaining balance being waived.

"A five-star rating review! I'm very impressed with all aspects of your work, keep it up!"

2021

87 legal problems addressed for **37** clients

44 intensive legal services (10+ hours)

33% consumer or debt issues

>\$32,000 debt resolved

>\$36,500 fines resolved

Clients

100% chronic homelessness or long-term social housing

48% impacted by domestic or sexual violence

57% had legal problems involving violence

6% First Nations

Community and Health Justice Partnerships

New Farm Neighbourhood Centre

New Farm Neighbourhood Centre is operated by Community and 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 staff are on-site fortnightly, Tuesdays 10-11.30 am and connecting pro bono resource to case files.

Then

2009

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

Community partners

"Our clients often come with such complex situations and in most aspects we can help. Legal advice is something we can't assist however and it's so reassuring and helpful to have LawRight here on outreach so we can refer those tricky questions to them."

- Miranda, Manager of NFNC

Story of impact

Magda is a single mother with six children who was being evicted without grounds at the end of her lease agreement, despite being a good tenant. LawRight connected with Magda at a neighbourhood centre and worked with frontline community workers to prevent Magda and her children exiting into homelessness, securing a crucial extension of time. Magda has signed a further lease after negotiations with the landlord on her behalf.

"LawRight really helped me a lot. And my Mum too. You've made me feel a lot less stressed about my problems."



Impact
New Farm
Neighbourhood Centre

20 legal problems addressed for 11 clients

10 intensive legal services (10+ hours)

Legal problems

26% consumer or debt issues
16% fines
16% Victim Assist applications
11% tenancy

Clients

100% experiencing or at risk of homelessness
23% impacted by domestic or sexual violence
33% impacted by domestic or sexual violence
27% culturally diverse

Community and Health Justice Partnerships

Atira

In response to the pandemic, the Queensland Government repurposed student accommodation (Atira at Toowong) to house 200-250 people previously residing in emergency dorm-style accommodation which didn't comply with covid restrictions.

Working closely with existing partner agencies, **Mission Australia's Roma House, St Vincent de Paul, Bric Housing and the Salvation Army**, LawRight was one of the first external support service allowed on-site to provide assistance to residents of Atira.

Between July and November 2020, staff lawyers attended weekly to resolve a range of legal problems until residents were relocated, many able to transition into stable housing.

Community partners

The loss of access to free legal advice to our cohort would be devastating. Especially a service that is willing to travel and come to them. Residents state that you break it down for them in easy-to-understand terminology and this is invaluable to vulnerable peoples accessing our legal system.

- Duane, Program Support Officer, Mission Australia

Stories of impact

Daisy lost her housing following a relationship breakdown and a mental health episode. Multiple problems and legal issues prevented her from returning to stable housing. Working closely with frontline community workers, LawRight helped Daisy address criminal matters and connect with Legal Aid for family law assistance. We resolved some historic debts and supported her application for public housing. Daisy moved into stable and secure housing. She continues to reach out to staff lawyers when other issues arise.

Jael was sceptical about what 'the lawyers' could do to help. After we gained her trust, Jael wanted to resolve her debts and the Government fines that threatened her licence. Over months, we had almost \$2,000 in fines incurred by Jael's ex-partner withdrawn and arranged a payment plan for the remainder of her SPER debt. We resolved her other debts and supported her to understand her rights as a tenant. Jael exited Atira into stable housing.

Alex fled his home country many years ago, fearing for his safety due to his sexuality. After losing his job, Alex became homeless. While sleeping rough, his passport was stolen and without ID he couldn't apply for housing. We helped Alex complete documentation, compile evidence and apply for new photo ID, allowing his housing application to progress. After leaving Atira, Alex kept reaching out to LawRight when needed.

Impact Atira

101 legal services for
28 clients

17 intensive legal services (10+ hours)

>\$6,000
consumer or debt issues resolved

>\$11,000
fines resolved

>\$16,000
Victim Assist payments claimed for two clients

Clients

100% experiencing homelessness and displaced by covid

33% had legal problems involving violence

55% impacted by domestic or sexual violence

7% First Nations

Community and Health Justice Partnerships

Multicultural Australia

Multicultural Australia, Woolloongabba, supports recently arrived Queenslanders to build skills, find community connections, work and study opportunities. LawRight staff and pro bono lawyers are on-site fortnightly, Monday 1-3pm.

Corrs Chambers Westgarth have been delivering on-site, culturally appropriate, fortnightly legal services at Multicultural Australia since 2007.

The Refugee Civil Law Service (RCLS) commenced in response to the need in the refugee community to access ongoing legal help for civil law matters (not connected with their immigration status). Jess Wellard from Corrs Chambers Westgarth led the collaboration with support from Robert Lachowicz from RAILS. Clayton Utz and Minter Ellison contributed training and infrastructure. The RCLS was launched on 12 September 2007 by the Hon Paul de Jersey, Chief Justice, who noted:

I commend the organisations driving this initiative... I note with particular pleasure that approximately 20 lawyers from Corrs Chambers Westgarth have put their names forward as volunteer lawyers."

Pro Bono

'We were delighted to assist [M] with her complex debt matter. Our modest investment of time allowed [M] to avoid potentially years of undue financial hardship – a rewarding dividend for our client and for us as volunteers '

- Joel and Andrea, pro bono lawyers

Community Partners

"As a Case Manager at Multicultural Australia's Settlement Engagement and Transition Support (SETS) program, I would like to express my gratitude to LawRight Team for providing an exceptional legal support to our clients. They often experience challenges to deal with legal issues and would have been disadvantaged without the advice and assistance from LawRight.

Their attention to detail, great communication skills, spirit of hope and admiration for our clients make the experience even better for our clients and for that, I'm grateful for LawRight."

- Raven, caseworker at Multicultural Australia

2007

Story of impact

Farah and her young family fled persecution in Iran. In Australia, Farah purchased furniture and thought she was paying in installments. She didn't realise she was only leasing it and the ultimate cost would be 4 times the value of the goods. She was also exposed to extreme penalties for missed payments. These predatory contracts were the subject of a 2019 Australian Senate enquiry (to which LawRight contributed). LawRight ensured Farah was released from the contract, on the basis that the lender failed to meet its responsible lending obligations. The outstanding balance was reduced by \$13,000 and Farah was permitted to keep all the leased goods.

Impact Multicultural Australia

17 legal problems addressed for 12 clients

12 intensive legal services (10+ hours)

50% consumer or debt issues, with >\$19,800 in debt resolved

Clients

100% culturally diverse

20 pro bono hours

Community and Health Justice Partnerships

Zig Zag

Zig Zag Young Women's Resource Centre, Camp Hill, supports young women (12-25 years) who are homeless or who are survivors of sexual violence. Zig Zag offers counselling, accommodation and support for education, employment and housing opportunities.

LawRight staff are onsite all day Monday and connect clients to pro bono lawyers as needed.

LawRight began partnering with Zig Zag in 2018, embedding a lawyer to train frontline workers to recognise the legal dimensions of problems and facilitates a safe introduction for the young women to pro bono lawyers for complex matters.

Pro bono

Three law firms deliver pro bono services to these young women.

"It is a truly rewarding experience working with the LawRight / ZigZag partnership to help empower young women to take back their experiences of violence and provide them with an opportunity to get back on track. The gratitude these women have shown for LawRight's support in helping them back on their feet is humbling and demonstrates the importance of this partnership."

- Claire, Pro bono lawyer

2018

Community partners

"The LawRight/Zig Zag partnership continues to create opportunities for young women accessing Zig Zag housing and sexual assault support programs to access legal assistance around matters including Victim Assist Applications and consumer law. The Partnership works together, combining legal knowledge and support skills to provide young women with a service that is youth centred and trauma informed. Zig Zag wishes to acknowledge LawRight for the endless patience, kindness and immense legal knowledge demonstrated in [your] work with Zig Zag's young women."

- Zig Zag Sexual Assault and Housing Teams

Story of impact

Government support schemes are often not accessible in practice to the people who most need help. 45% of our Zig Zag clients – all young women who were victims of sexual assault – need legal assistance to effectively complete the process of obtaining financial and other support via Victim Assist.

Margot had been self-advocating for a year after experiencing sexual violence but couldn't navigate the bureaucratic process to seek financial assistance. LawRight helped Margot access \$10,000 in recognition of her trauma and continue to seek further payments on her behalf for ongoing rehabilitation and recovery treatment.

Our impact Zig Zag

97 legal problems addressed for **28** clients

29 intensive legal services (10+ hours)

\$56,000
Victim Assist payments claimed for 45 clients

16% consumer or debt issues

Clients

78% impacted by domestic or sexual violence

77% had legal problems involving violence

15% First Nations

Community and Health Justice Partnerships

Mater Young Adult Health Centre

The Mater Young Adult Health Centre (MYAHC) works with adolescents and young adults with chronic health conditions, who 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 clinicians to address health-impacting legal needs. LawRight and our multi-disciplinary law and social work student clinics with The University of Queensland are on-site Mondays and Wednesdays.

In addition, we attend Clarence Street, a youth drug and rehabilitation service each Wednesday to deliver integrated legal services.

Pro bono

Maurice Blackburn Lawyers have partnered with LawRight since 2020 providing volunteer lawyers on-site each week to assist with casework as well as providing training to clinicians. They delivered sessions on:

- Capacity and Advance Care Planning
- NDIS / NIIS
- Superannuation – Access/Insurance
- Abuse Law

2015

Law students supported by **The University of Queensland Pro Bono Centre** attend the Mater HJP two days per week to help deliver training and support casework. They collaborate with social work students to learn together how health, social and legal needs can be addressed in an integrated model.

Community Partners

"Without your service being able to address clients with complex circumstances, we [as clinicians] would have been lost. I deal with a lot of patients with legal problems... whose conditions can deteriorate rapidly, an early referral to a service you can trust is critical. Being on-site, accessible, approachable and responsive, is so important. More importantly, it helps make our care more holistic, and patient focused. Often patients are not so worried about themselves, but for their families. They are concerned to get their affairs in order so that they can enjoy their time with their loved ones. By addressing these legal and social determinants of healthcare we can reduce stress and improve patient outcomes and quality of life. It's an incredible service, we're lucky to have it. Please don't go anywhere!

Mater cancer nurse

The Mater HJP received research funding from DJAG to assess the impact of LawRight's legal interventions on the health of young people with chronic health conditions. Covid disrupted our planning but the complex research plan has now been submitted for ethical clearance.

The research will be conducted in collaboration with MYHAC Director, Dr Simon Denny, Lead Psychiatrist and the Director of The University of Queensland Pro Bono Centre, Mandy Shircore.

Financial Support

The Mater HJP receives no government funding and is financially supported by The Sylvia and Charles Viertel Charitable Foundation, the Mater Foundation and LawRight fundraising events.



Stories of impact

Elena always looked after everyone else.

A full-time worker, mother and primary carer of her husband, she loaned \$20,000 to pay for her children's education and send money home to her family overseas.

When Elena became seriously ill, she resigned from work and couldn't repay the loan. She couldn't navigate medical and legal systems with her limited English and she wanted to protect her small assets for her children. Elena's social worker referred her to LawRight.

LawRight negotiated a full waiver of the debt, and Maurice Blackburn helped her access superannuation and insurance. LawRight connected her to other lawyers to make a will, advance health planning documents and a trust to provide for her children, for a significantly discounted rate. Her nurse arranged for the Mater Foundation to pay for the will.

Elena's condition stabilised enough for her to be discharged and at home with her children.

Ros lives with a chronic health condition and grew up in the child protection system. A victim of long-term serious violence, she faced Child Safety scrutiny of her parenting when her ex-partner breached a violence order.

LawRight worked with Ros, her Mater social worker and a DV legal service, collecting documents and helping her tell her story to have her DVO revised. We also helped Ros identify other legal problems, including debts, fines and a

victim assist claim. As we successfully addressed these over several months, Ros's confidence grew, and she became proactive about other legal problems such as a consumer contract and accessing benefits from her deceased mother's superannuation.

One of our Clarence Street clients wrote this feedback:

"My roommate signed up to pay a debt belonging to a previous housemate for unpaid electricity bills. Without consulting anyone he signed us up to a pay a rate that factoring in Centrelink being my only income I was left without money to eat or function. After revealing this problem to workers at Clarence Streets Area 40 I was told to bring this up with the LawRight workers who visit on Wednesdays. They helped me plan and act out opening lines of communications with my roommates when rifts had formed between them and with the Energy Company and organisations to help. They made the process painless and were very helpful in providing knowledge about aspects of things I had totally no idea about. I would recommend Lawright to anyone in a position where they are overwhelmed, there were multiple forms of contact available and I always felt safe."

172 legal problems addressed for **75** clients

18 intensive legal services (10+ hours)

42 warm referrals to other legal services

27% of clients had consumer or debt issues

13% tenancy stabilised

Clients

100% experiencing chronic health conditions or require drug and alcohol support

58% < 25 years old

37% impacted by domestic or sexual violence

31% culturally diverse

Anglicare Homelessness Services Hub, Cairns

The Anglicare Homelessness Services Hub provides emergency and support services to people experiencing homelessness in Cairns, including those sleeping rough or with complex need. 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.

Community partners

"It's never been so important to have such a collegial relationship... We are fortunate to operate from a housing first framework and appreciate that LawRight and Anglicare advocates for tenancy rights from this perspective. Given the state of the current rental market at unprecedented low levels (.6%) vacancy rate, we agree it is vitally important that we continue to provide our dual services to those most in need"

- Evan Martin, Anglicare

2012

201 legal problems addressed for **128** clients

40 intensive legal services (10+ hours)

\$56,000 Victim Assist payments claimed for **45** clients

38% tenancy

Clients

100% experiencing homelessness

32% of the legal problems involved or were the result of violence



Stories of impact

Jacky was pregnant when she and her young children were unlawfully evicted and left homeless. The landlord had also retained her bond, charging her for exit costs and rent arrears. LawRight helped Jacky appear at QCAT which ordered that her bond be refunded, cleaning costs be reimbursed and that no rent arrears was owing.
“I think you are great, you helped us as much as you could. We can't fault your performance. I'm very grateful for all your help”

Tom is a proud Aboriginal man with an acute mental health condition resulting from family and intergenerational trauma. He wanted Victim Assistance for historical sexual abuse but hadn't realised no conviction had resulted. He was discouraged but LawRight reviewed his documents and medical report and submitted the application. He was granted \$2000 and we are helping him access further support for his health.

Mission Australia, Cairns

Mission Australia provides accommodation and case management support for people experiencing long-term homelessness in Cairns, to help them achieve housing stability, independence and social inclusion.

Douglas House

supported accommodation for people experiencing chronic homelessness

Woree House

supported transitional housing.

Hambledon House

Community Centre offering information, connection and support to people in the South Cairns area.

LawRight on-site each Wednesday

LawRight has partnered with Mission Australia in Cairns since 2015 to help resolve the legal issues of residents which prevent them transitioning to stable housing and community engagement.

Community partners

"The collaboration between Mission Australia Douglas House and Cairns LawRight has supported the Douglas House tenants to better understand their legal issues, built capacity regarding their rights and legal options and has led to positive outcomes for many. We hope the collaboration may continue so that people who have experienced long term chronic homelessness can have access to free legal advice and their legal rights."

54 legal problems addressed for 37 clients

16 intensive legal services (10+ hours)

9% fines debts

11% tenancy

Clients

100% experiencing homelessness

32% of the legal problems involved or were the result of violence

62% First Nations

Volunteers
Megan Shephard

2015

Wuchopperen Health Service, Cairns

Wuchopperen Health Service (WHS) is a Community Controlled Aboriginal Health Organisation providing comprehensive primary health care services to >7,000 Aboriginal and Torres Strait Islander people in the Cairns region 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.

Then

In January 2016, the Wuchopperen Health Justice Partnership (HJP) began with LawRight part-time lawyer (Donnella Mills) available on-site with support from Queensland Indigenous Family Violence Legal Service (QIFVLS).

2016

With funding extended in 2017, the Law Yarn was created over six months of workshops with representatives from WHS, QIFVLS, ATSILS and LawRight, independently facilitated by Sam Wild with Indigenous artist Riki Salam.

Law Yarn enabled clients and health workers to have culturally safe conversations about legal needs, using symbols that embedded money, family, housing and criminal matters in art that reflected the journey, strengths, struggles and community of the clients. Law Yarn was launched at WHS in May 2018 by the Queensland Attorney General and independently evaluated in November 2019, confirming the value of the HJP and Law Yarn to address the social and cultural determinants of health in a culturally safe model. ATSILS joined the partnership in March 2019, providing complementary legal services on-site with LawRight. King & Wood Mallesons joined as pro bono partners.

In 2020, funding was extended to 2025, covid disrupted on-site service, a second Indigenous lawyer commenced (Peta Parsons) and Donnella Mills was seconded to Health Justice Australia (HJA) to strengthen national development of HJPs in Community Controlled Organisations. Donnella's role as Deputy, Acting and then Chair of NACCHO since November 2017 made her a key champion.

From July - November 2020, all stakeholders considered the future model and leadership of the HJP in collaborative governance workshops independently facilitated with support from HJA, and in June 2021 the HJP was paused awaiting a co-design process to be led by Wuchopperen.

Throughout this journey WHS have:

- hosted LawRight staff to deliver legal services and train health workers (from WHS as well as other ACCHOs), government organisations and community lawyers about the model
- supported presentations at local, national and international conferences and workshops at the invitation of others who recognise the effectiveness of this model to address significant gaps in access to justice for First Nations communities.



Story of impact

Jean who grew up in a remote Indigenous community and moved to Cairns some years ago had her children removed by the Department of Child Safety. With no family members in Cairns who could care for them Jean asked for them to be placed with family in her home community. Jean also moved back to community to have regular contact with her children. However, after several months, she had to return to Cairns because she was going to lose her Department of Housing property.

The Wuchopperen Family Wellbeing service and LawRight helped Jean when she wanted increased contact with her children. Once she was able to visit them, all the children were brought down and placed in Cairns. Jean saw them frequently and engaged with the Department actively. With 10 months of collaborative advocacy and support by LawRight and WHS, Jean gradually returned to full-time care of all children.

Now

In 20/21, LawRight was on-site at Wuchopperen Health Service 3 days a week, delivering a weekly outreach clinic on civil law issues including: housing, debt and credit, family law, domestic violence, wills, superannuation and child protection; and embedded within the Family Wellbeing Team with a focus on child protection and related legal matters.

Community Dislocation

By the start of FY21, unrest in Aurukun led to 350 community members leaving their homelands and 170 arrived in Cairns. Their belongings were in plastic bags, English was their third language and they carried unaddressed health burdens.

They turned up at Anglicare Homelessness Hub in Cairns which hosts LawRight's integrated legal clinic, and many "refugees" were helped to access temporary housing and basic supplies.

Wuchopperen Health Service emerged as the most appropriate service to coordinate a culturally safe response and LawRight ensured this included an on-site justice dimension. We addressed lack of access to funds, medical records, ID and appropriate housing; reduced client's exposure to inappropriate criminal justice responses and liaised with government and commercial agencies that were using Aurukun "mailboxes" and penalising people for failing to respond. LawRight also assisted a "refugee" who was incorrectly hospitalised but faced language barriers to asserting his rights.

By October 2020, 220 people had safely returned to Aurukun.

2021

184

legal services delivered to 53 clients

117 advices to clients

561 consultations to health workers providing legal information

Clients

100% are First Nations

54% are experiencing family problems

Disbursement Fund

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

This year almost \$13,000 was requested and 35 grants were made.

Story of impact

"Lillian" speaks limited English and endured years of domestic violence. When Lillian called police after she had been injured, the police spoke only to her husband, who said our client was the perpetrator, and this description was subsequently conveyed to the treating hospital.

When Lillian sought financial assistance for her injuries, Victim Assist Qld (VAQ) refused to accept that she was the victim.

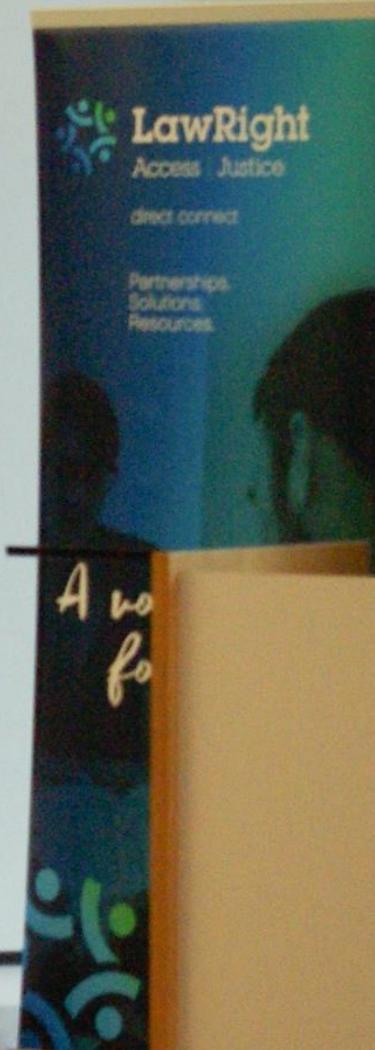
LawRight pro bono and staff lawyers helped Lillian apply for a QCAT review of VAQ's decision and self-represent at a directions hearing. With an opinion from pro bono barrister Sean Russell, pro bono representation from Fuller & White and assistance with interpreter's costs through our Disbursement Fund, QCAT heard the matter on the papers and ordered that VAQ reconsider their decision.

"Please tell the lawyers at LawRight that I was very happy with their help. Aside from their knowledge of law, they are very empathetic people – they go above and beyond to help people and fight until the end. In short it's a really great service, really great people."

"Thank you so much to everyone who assisted me. You'll never know how extremely grateful I am to you all. I hope one day we meet, and I'll be able to impact your life, as profoundly as you have impacted mine."

Friends of LawRight

Andrew Buchanan
Andrew Crowe QC
Angela Rae
Barry Dunphy
Damian Clothier QC
Damien O'Brien QC
Daryl Clifford
Joanne Rennick
Katharine Philp
Lucy Bretherton
Majella Pollard
Margaret McMurdo AC
Marshall Irwin
Matthew Jones
Michael Trim
Olga Buchanan
Paul Newman
Randal & Susan Dennings
Robert Gotterson AO
Roslyn Atkinson AO
Tamara McCombe
Tony Denholder
The Hon. Justice Philip McMurdo
The Hon. Justice Thomas Bradley
and six 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 2020

Georgia Christie
Daniel Dow
Rebecca Holland
Sonia Stone
Rebecca Tsao

Griffith University Social Justice Lawyering, Semester 1 2021

Nicola Barnes
Jessica Burdon
Sophie Capell
Diana Vergara Posada
Benjamin Roublev
Madison Tomkyns

Court and Tribunal Services

Bond University Litigation Clinic, Trimester 3 2020

Students rotate through Court & Tribunal Service and Pro Bono Connect and support service delivery with research, legal drafting and client skills.
Connor Farquhar
Kelsey Allen
Michelle Daniels
Miad Jamali
Mike Lauricella
Sheriden Billeau
Chloe Woodroffe, Lisa Middleton

Queensland University of Technology Litigation Clinic, Semester 1 2021

Angelina Kardum
Gemma McIndoe
Tarah Dunn
Karl Ebert
Le Lim

Queensland University of Technology Legal Research Capstone Placement, Semester 1 2021

Saskia Gude
Stephanie Teoh
Isabelle Yeo

Community & Health Justice Partnerships

In semester 2 of 2020, students completed a research project investigating the State and Commonwealth Governments' responses to the COVID-19 pandemic, and the provisions implemented to reduce the impacts of the pandemic on vulnerable people.

In semester 2 of 2021, the students developed an issues paper relating to fines automation in Queensland. This paper investigates the mechanisms through which automated fines are issued in Queensland, the legislative underpinnings of these systems, the impacts of these systems on vulnerable people, and broader economic considerations.

The University of Queensland Semester 2 2020

Grace Kane
Linden Peacock
Vinisha C
Bridget Mullins
Paul Conrad
Grace Vipen

Semester 1 2021

Declan Stack
Thili Joseph
Sienna McInnes-Smith
Caitlin Brown
Joe Kennedy

Community & Health Justice Partnerships | Mater

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

The University of Queensland Semester 2, 2020 and Semester 1, 2021

Social Work students

Meg McSweeney
Aphra Lambert
Jessica Hyett

Law students

Carmen Banich
Zoe Batiste
Catherine Chan
Michael Chong
James Francis
Sarah Thompson
Annie Ryan
Caitlin Holmes
Estelle Sah
Kobie Watts
Matt Guilding
Rachel Moss
Sharon Chen
Yibing Mao

Members

Member firms

Allens
Ashurst
Australian Workplace Lawyers
Baker McKenzie
Bartley Cohen Litigation Lawyers
Clayton Utz
Clyde & Co
Colin, Biggers & Paisley Pty Ltd
Cooper Grace Ward
Corrs Chambers Westgarth
DLA Piper Australia
Hall & Wilcox
Herbert Smith Freehills
Holding Redlich
HopgoodGanim
King & Wood Mallesons
K&L Gates
Lander & Rogers
McCullough Robertson
Minter Ellison
MurphySchmidt Solicitors
Piper Alderman
Shand Taylor Lawyer
Sparke Helmore

ILP Members

Barry.Nilsson
Maurice Blackburn
McInnes Wilson Lawyers
Sentry Law
Thornton Legal
Wotton & Kearney

Member barristers

Roslyn Atkinson AO,
LawRight Chair

Senior Counsel
Andrew Crowe QC
David de Jersey QC
Douglas Savage QC
Dr Jacoba Brasch QC
Kylie Downes QC
Melanie Hindman QC
Nitra Kidson QC
Peter Franco QC
Peter Hastie QC
Rebecca Treston QC
Rowan Jackson QC

Counsel

Adam Mason
Alexander McKinnon
Andrew Schriiffer
Andrew Stumer
Angela Rae
Angus O'Brien
Anthony Anderson
Anthony Reilly
Ben Gardiner
Benedict Coyne
Brent Reading
Bruce Wacker
Carla Klease
Catherine Chiang
Chris Curtis

Christopher George

Clare Dart
Danielle Tay
David Guttridge
David Thomae
Dr Kim Forrester
Dr Stephen Lee
Duncan Marckwald
Elliott Dalgleish
Emma Fitzgerald
Emma Hoiberg
Gavin Handran
Graham Dietz
Hamish Clift
Heath Berghofer
Iris Gajic-Pavlica
Jade Marr
Jane Menzies
Jason Dudley
Joshua Morris
Joshua Sproule
Judy Brien
Julene Winn
Justin Byrne
Justin Carter
Margaret Forrest
Mathew Jones
Maxwell Walker
Mitch Rawlings
Morgan Clarke
Nathan Laing
Nola Pearce
Paul O'Brien
Paula Morreau
Peter Somers

Philippa Ahern
Reimen Hii
Robert Gallo
Robert Quirk
Rowan Pack
Salwa Marsh
Samantha Amos
Sarah Spottiswood
Sean Russell
Sophie Gibson
Stephen Colditz
Steven Hogg
Stewart Webster
Toby Nielsen
Tom Pincus
William LeMass

Associate members

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

Specified members

Bar Association of Queensland Inc
Legal Aid Queensland
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

LawRight delivered training to volunteer lawyers, other stakeholders and clients. The training was presented by LawRight staff and experienced practitioners who contributed their time.

Training for volunteer lawyers

Community and Health Justice Partnerships

- Webinars for volunteer lawyers
- Homelessness, COVID-19 and the Law
- Victims Assist
- Small Amount Credit Contract
- Challenging Fines Issued to People Experiencing or at Risk of Homelessness
- A client's rights and obligations when contracting with a telco provider

Court and Tribunal Services

- Occupation regulation for health practitioners in QCAT
- Staffing appointments with prisoners seeking assistance commencing judicial review applications
- Bankruptcy
- Employment Law
- Anti-discrimination/Human Rights Law

Training for stakeholders

- Contributions to Community Legal Centres Queensland webinar program
- Engaging effectively with clients experiencing or at risk of homelessness
- Human Rights at the Mental Health Review Tribunal: Advising and assisting people under involuntary treatment orders
- Show me the Money - Financial Counsellor
- LAQ Civil Justice Conference
- Blue Card Blues: Reviewing Negative Notice decisions in QCAT
- Mental Health Review Tribunal

LawRight gave information to individual Forensic Liaison Officers from Townsville and Brisbane about how the LAQ/Tribunal funded representation scheme runs, and how they can support patients to engage with lawyers.

Financial literacy training to clients

- Community
- Brisbane Youth Service
- Zig Zag

Financial Counsellor

- SPER & Bankruptcy, Offender Debt Recoveries - to staff at Townsville Community Law
- Training to frontline community workers – Brisbane Youth Service, Community and Zig Zag
- Individualised training to Corrections officers to reduce recidivism
- Mater Health Justice Partnership presentations to staff
- Capacity and Advance Care Planning
- NDIS / NIIS
- Superannuation – Access/Insurance
- Abuse Law
- Introduction to EPOA reforms
- Presentation to Mater Social Workers on Health Justice Partnerships
- Mater Young Adults Health Centre (MYAHC) and Mater Hospital Grand Rounds: What's Law Got To Do With It? – Collaborative care through the Mater Health Justice Partnership
- Mater YAHC Grand Rounds: What's Law, What Is It Good For? (Actually, some things...) – Top 10 legal problems faced by your patients, and how LawRight can help

Reconciliation Action Plan

LawRight is both proud and privileged to have launched our Reconciliation Action Plan at our 2020 AGM.

For centuries, the legal system has added to challenges faced by First Nations people, and LawRight believes this places an additional responsibility on lawyers to provide constructive and culturally safe services to Aboriginal and Torres Strait Islander clients.

LawRight's new Acknowledgment of Country echoes the aspirations of the Uluru Statement, which we whole-heartedly support.



A RAP Working Group of six staff met monthly and reported to the Management Committee. Its activities included:

- Improve LawRight's understanding of best practice service design and delivery to Aboriginal and Torres Strait Islander clients
- Developing a guide to respectful language
- Collecting data about services to First Nations clients
- Developing an Acknowledgement of Country and training staff for its thoughtful use
- Building understanding of the value of Aboriginal and Torres Strait Islander employment and identified positions
- Participating in and running Reconciliation Week and NAIDOC Week activities
- Building staff understanding of Aboriginal and Torres Strait Islander cultures through recommending resources and reading lists
- For each LawRight service, identifying key stakeholders in service delivery to Aboriginal and Torres Strait Islander clients and planning engagement

Secondees

Then

LawRight's growth has been supported by secondees since the beginning.

From February 2002, Minter Ellison, Allens and McCullough Robertson provided consecutive secondments to the fledgling referral service.

In December 2003 (and for over a decade since) MinterEllison provided a secondment to the Homeless Persons' Legal Clinic, helping to establish new services, including phone-based legal outreach to outer metropolitan Brisbane where homelessness often "begins".

A 2004 Allens secondee helped establish our Rural Regional Remote project to strengthen statewide pro bono, leading to regional offices in Townsville, Toowoomba and Cairns. Linda Macpherson was seconded to LawRight by Clayton Utz from 2004-2007 to establish and coordinate the Consumer Law Advice Clinic. In 2007 we helped Clayton Utz second a lawyer to the Hervey Bay Community Legal Centre and LawRight's support for this regional centre still continues.

In 2008, Corrs Chambers Westgarth commenced a secondment program with LawRight, providing a full-time lawyer to assess our referrals to member firms and barristers. Corrs has provided secondees continuously since then, and since 2017 the Corrs secondees have been placed in the State Courts office of Court and Tribunal Services.

DLA Piper, McCullough Robertson, Norton Rose Fulbright, Sparke Helmore and TressCox Lawyers (now HWL Ebsworth) and many others have provided short term secondments during times of high demand.

Now

2021 Secondees

Community and Health Justice Partnerships

Lauren Bicknell and Dylan Ford of Queensland Law Society

Sam Smith of King & Wood Malleson, Waiwa Mudena program

State Courts

Hanna Seal and Yasmin Steele of Corrs Chambers Westgarth

Mental Health Review Tribunal

Meg Macri and Jemima McGrath of Hall & Wilcox

Resources

LawRight maintains a large set of factsheets on areas important to our clients, including:

- ADR & Mediation
- Bankruptcy
- Blue Cards
- Child Safety
- Consumer Law
- Coroners
- Defamation
- Disability screening
- Discrimination
- Employment
- Enduring Power of Attorney
- Environment and Planning
- Going to Court
- Going to QCAT
- Guardianship
- Health Care Planning
- Malicious Prosecution
- Mental Health
- Not-for-profits
- Personal injuries
- Police misconduct
- Prisoners
- Time limits
- Changing the law

This year we developed a number of new resources, including:

- Template Statement of Evidence for Blue Card matters in QCAT
- Factsheet and flowchart explaining how QCAT can review a decision of Disability Worker Screening to issue an exclusion notice
- Toolkit for judicial review published in collaboration with Prisoners Legal Service

Professional forums

LawRight staff are members of the following forums or boards:

Queensland Legal Assistance Forum (QLAF)

QLAF Working Groups:

- Best Practice and Evidence Base
- Aboriginal & Torres Strait Islander Service Planning
- Mental Health Service Planning
- Community Legal Education 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)

ASIC Consumer Regulator Forum RTA Stakeholder Forum

Brisbane Alliance to End Homelessness

Court User Stakeholder Group

QCOSS Living Affordability Policy Network

Access to Housing With No Income Focus Group

BYS Couchsurfing Hotline Community Advisory Group

National Employment Law Network

Asylum Seekers Legal Working Group

Staff and Volunteers

LawRight staff

Aaron Harris
Ada Sculthorpe
Bailie McLeod
Ben Craig
Ben Tuckett
Cassandra Hayden
Cicilia Halaholo
Donnella Mills
Elizabeth Gallagher
Erica Wilkinson
Fleur Hopkins
Isaac Ford
Jean Brady
Jesse To
Jessica Massa
Jo Sampford
Joanna Cull
Judy Collins
Karen Dyrberg
Kate Adnams
Kirra Uren
Kurt Maroske
Leila Arias
Linda Macpherson

Linden Peacock
Mandy Shircore
Melinda Willis
Michelle Daniels
Mitch Sorensen
Natasha Ramsay
Nikki Gatbonton
Nikki Hancock
Orchi Sarker
Peta Parsons
Rachel Sloper
Rebecca Scott
Rebecca Slade
Renee Lees
Rose Mackay
Sifan Lu
Stephen Grace
Sue Garlick
Tahnee Snellekz
Toby MacGregor
Tomea Ryan
Zachary Denovan
Zachary Revere
Zoe Rienecker

Student volunteers

Pro Bono Connect

Leila Arias

Community and Health Justice Partnerships

Alani Tenaglia
Austyn Campbell

Enforcement Hearing Duty Lawyer Service

Michael Fielding
John Oh
Stephanie Teoh

Federal Courts

Nini Lu
Catherine Chan
Jesse To

QCAT

Miad Jamali
Sifan Lu
Dominique Perry



Management committee



Management Committee

President (and committee nominated representative)

The Hon. Roslyn Atkinson AO

Secretary

Gabriella Ritchie, Special Counsel of McCullough Robertson

Treasurer (until 16 November 2020 AGM) and Bar Association of Queensland Nominee

Damien O'Brien QC

Treasurer (from 16 November 2020 AGM) and Legal Practice Member

Tony Denholder, Partner of Ashurst

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
Jacqueline Wootton, Partner of Herbert Smith Freehills

Barrister Members

Hamish Clift
Matthew Jones
Angela Rae

Bar Association of Queensland Nominee

Andrew Crowe QC

Alumni guest

Andrew Buchanan, Inaugural LawRight President and retired Partner

Fundraising subcommittee

Andrew Buchanan (chair)
Kathleen Singleton
Matthew Jones

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 2020-2021 financial year. I thank Damien O'Brien QC for his efforts as Treasurer over the last two years.

This year we have had a modest overall operating loss of \$59,527, partly due to a much-needed computer systems upgrade. Despite another challenging year due to COVID-19, we have otherwise been able to increase our revenue by \$378,020.

LawRight's ability to meet future contingencies through a significant cash balance as well as healthy prudential reserves ensures that it is in a strong financial position.

Government funding continues to make up 75% 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 cost 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, LawRight's Queensland Legal Walk was a great success, with a significant amount raised by individual participants and their organisations. It was great to see the Queensland Legal Walk return to the pavement, following last year's virtual event.

It is hoped that the increasing success and profile of this signature event for LawRight will continue. It 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 making 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.

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.

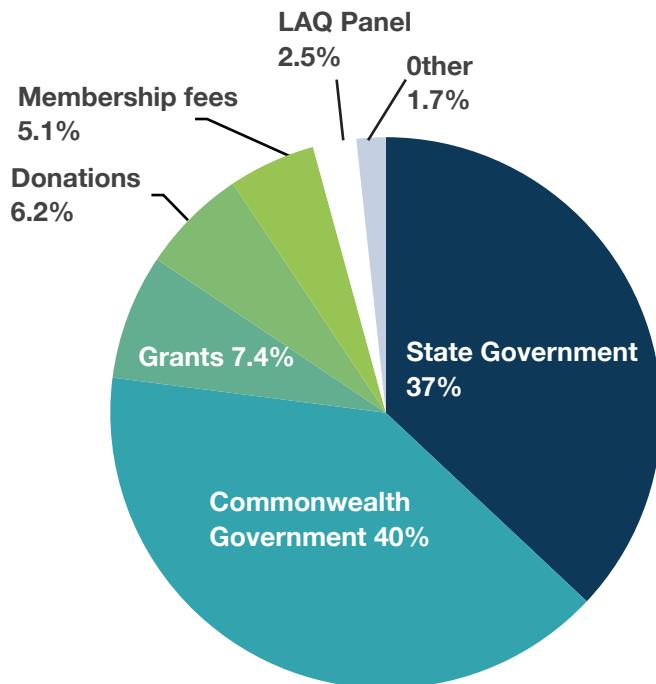
Treasurer

Tony Denholder, Partner, Ashurst

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

Pro Bono Connect

(07) 3052 4308
probonoconnect@lawright.org.au

Community and Health Justice Partnerships | Brisbane

(07) 3518 8125
chjpadmin@lawright.org.au

Community and Health Justice Partnerships | Cairns

(07) 3518 8125
cairnshub.chjp@lawright.org.au

Court and Tribunal Services | State Courts Office

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

Court and Tribunal Services | Enforcement Hearing Duty Lawyer Service

(07) 3006 2324
state.cts@lawright.org.au

Court and Tribunal Services | QCAT Office

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

Court and Tribunal Services | Federal Courts Office

Level 6, Harry Gibbs Commonwealth Law Courts
119 North Quay
Brisbane QLD 4000
(07) 3052 4309
fed.cts@lawright.org.au

Court and Tribunal Services | Mental Health Review Tribunal

(07) 3518 8126
mhrt.cts@lawright.org.au

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