



2024

# Annual Report



# Always **was** Always **will be**

The LGBTI Legal Service pays our deepest respects to Aboriginal and Torres Strait Islander peoples as the rightful owners of the lands on which we work and live. The Service is based in Kurilpa (also known as West End), on the unceded lands of the Jagera and Turrbal peoples.

We recognise Aboriginal and Torres Strait Islander peoples as diverse individuals and communities, with a historic and continuing connection to culture, land and waters. We pay respect to Elders past and present

We acknowledge the strength and resilience of all Aboriginal and Torres Strait Islander peoples who identify with LGBTIQASB+ communities, particularly Brotherboys and Sistergirls.

We recognise that First Nations peoples have always had rich and diverse understandings and practices of sexuality and gender, and that homophobia and transphobia were introduced under colonial occupation.

We are committed to fostering a culture of learning from and with Aboriginal and Torres Strait Islander people.

We reaffirm our support for the aspirations and liberation of Aboriginal and Torres Strait Islander peoples, and redouble our commitment to stand in solidarity and share power to support their self-determination and access to transformative justice.



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LGBTI Legal Service's vital work is supported by funding from the Queensland Government, including:

- Department of Justice and Attorney General
- Legal Aid Queensland
- Jobs Queensland

A selection of some of our current funded projects can be found on page 14.

# 2024 in numbers

Helped more than **500**  
people access legal help

Represented **8**  
clients with complex  
cases and strategic  
litigation

Leveraged **1,866+**  
hours of pro bono help

Trained **40+** lawyers  
in LGBTIQA+ affirming  
practice

supported systemic  
reform through **36**  
briefings, submissions and  
media engagements

Connected with **5000+**  
people at community  
events across Queensland

## WHO WE ARE

The LGBTI Legal Service is a statewide specialist community legal service established by and for the LGBTIQA+ community in Queensland.

The Service operates under a 'no wrong door' approach, in recognition of the significant gaps in culturally safe and inclusive services for LGBTIQA+ people. We break down barriers to accessing legal and other support services, brokering solutions and referral pathways for LGBTIQA+ people in Queensland (and around Australia) no matter what problems they present with.

We provide information, referrals, advice and representation across a wide range of legal problems, with the majority of problems falling under the areas of discrimination, employment, family law and domestic violence and criminal law.

### Our Vision

We believe that everyone has a right to be their authentic selves in all aspects of their life.

### Our Mission

We stand with the LGBTIQA+ community to:



**Speak out:** Be a reflective and authoritative voice for the LGBTIQA+ community, working with and empowering the community to effectively advocate for change, through strategic partnerships, strong stakeholder engagement and lasting relationships.



**Remove barriers:** Actively contribute to the removal of barriers faced by the LGBTIQA+ community through strategic representation, targeted awareness raising, community legal education, and participation in law reform activities.



**Access justice:** Ensure the Queensland LGBTIQA+ community is provided with accessible, safe, responsive and holistic advice, representation and advocacy.

### Our Values

We are proud, courageous, safe, inclusive, community-based and authentic.



## Walking the Talk

The Service gets the 'Rainbow Tick' of approval

The Rainbow Tick is an independent, evidence-based national quality framework that recognises an organisation's commitment to safe and inclusive practices and service delivery for the LGBTIQA+ community.

By achieving this accreditation, the Service demonstrated that we meet all six standards of organisational capability, workforce development, consumer participation, a welcoming and accessible organisation, disclosure and documentation, and culturally safe services for the LGBTIQA+ community.

**LGBTI Legal Service is the only legal service in Australia, and one of only four services in Queensland, to have achieved the Rainbow Tick.**

**DID YOU KNOW?**





## Free legal advice and referrals



**We use a 'no wrong door' approach to link people with the right legal help at the right time no matter what problems they face**

## Strategic Litigation

Citipointe Christian College issues statement of regret two years after controversial student contract

Education  
Sun 9 Jun



**We take on key cases to set powerful precedents and test where the law needs to change**

## Law & Policy Reform



**We advocate for continuous improvement to laws & policies to reduce inequality, close access to justice gaps and improve lives**

## WHAT WE DO

### Community Legal Education



**We co-design resources to help our communities to recognise legal issues early & understand and use the law.**

### Training and Capacity-Building



**We share our knowledge with lawyers, services and others to embed safe and inclusive practice throughout systems**

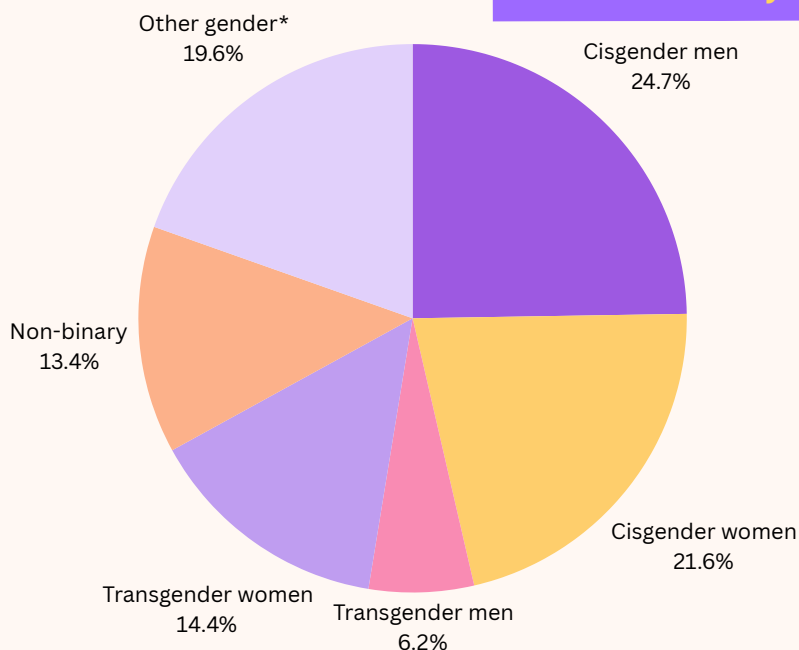
## CLIENT IMPACT

### Our clients reflect our rainbow community

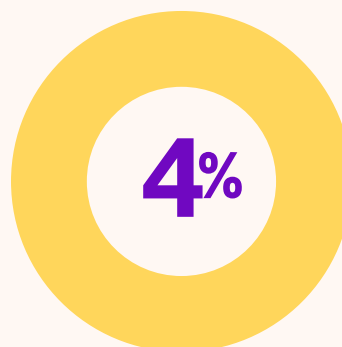
Effective, accurate, and appropriate data collection on gender and sexuality has been limited by the set fields in the database mandated for CLC reporting.

In 2024 we have made further improvements to accessibility and data fields to give a richer picture of the diversity of the community accessing our service.

#### Gender Identity

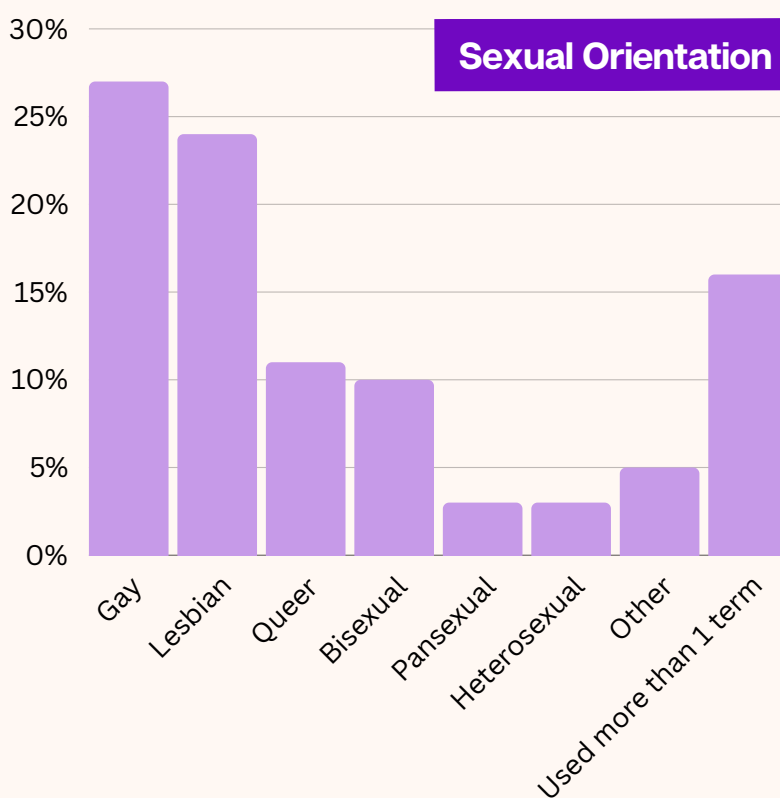


#### Intersex Status



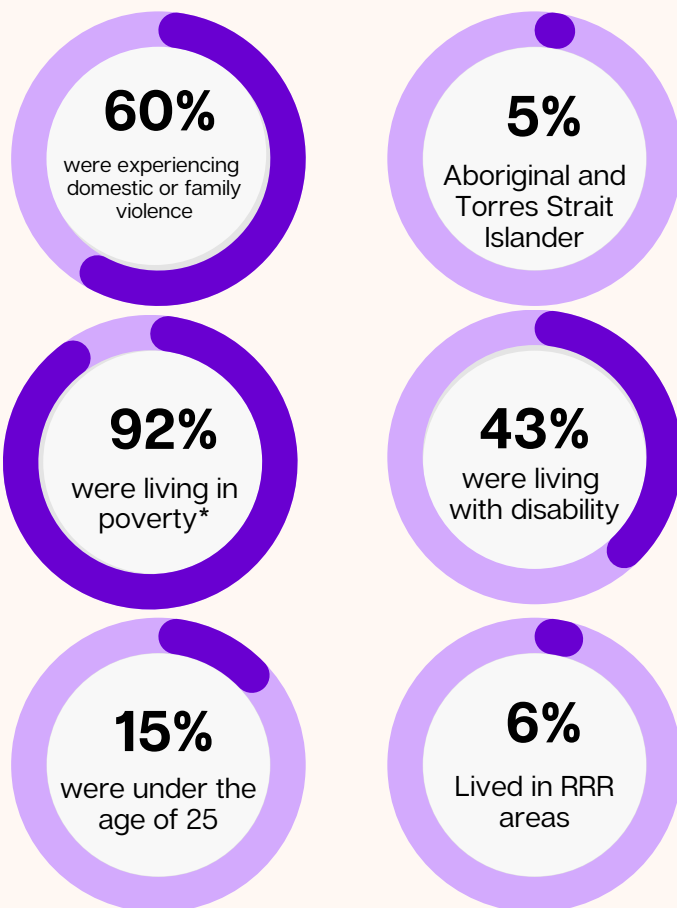
reported  
diversity  
in sex  
characteristics

#### Sexual Orientation





## CLIENT IMPACT



## Who needed our help?

In 2023-24 year, our clients experienced multiple intersecting forms of disadvantage.

\* where their reported income was below the Henderson Poverty Line (\$52,000 per year, averaged across household type)

## How we helped

We assisted over 500 people to resolve their legal problems and connect with the right help at the right time.

**164**

legal advices



**43**

legal tasks



**259**

information services



**226**

warm referrals

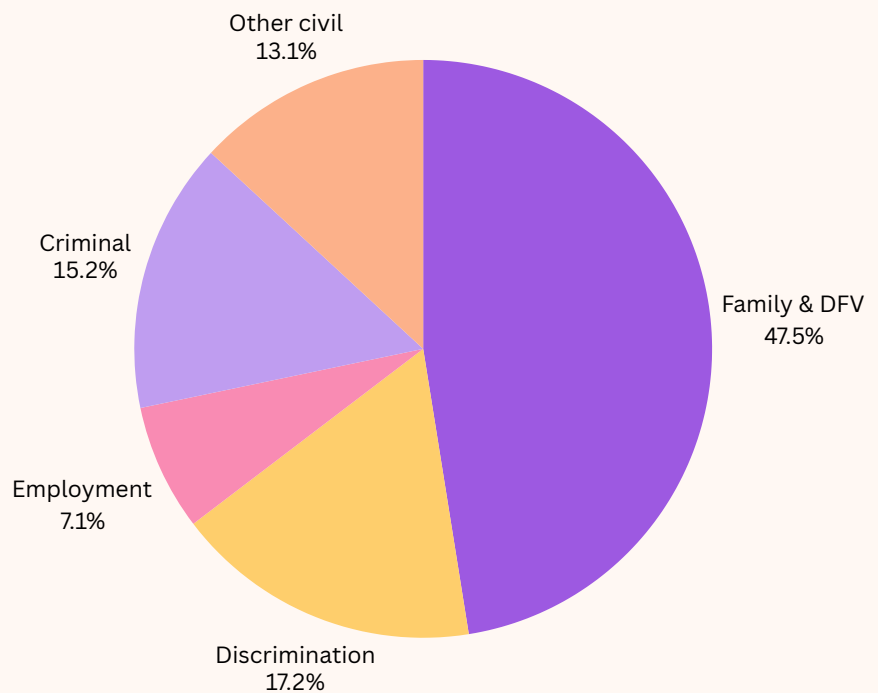


## CLIENT IMPACT

Our  
“no wrong door”  
approach supports  
clients to access  
help across a  
wide range of  
legal problems

Our clients tell us  
that it means a lot

### Area of law



*“I think your service is doing an amazing job. Considering my negative past experiences with the courts, it was so important to have an LGBTIQ+ specific service that I could contact for help. It really contributed to making me feel safe throughout this process.”*

*“My need to access the LGBTI Legal Service was during a time of compounded crisis. I wasn’t always answering phones or being available at the times allocated because of the chaos of being in crisis. But they persisted and understood the position I was in with compassion and kindness.”*

*“Thank you again to you and the team for all of your amazing support – it has been an anchor during this very challenging process. I appreciate it immensely.”*



## Manu's story



The Service referred a client to a pro bono partner for support. Manu\* is a gay man who had been experiencing domestic and family violence from his partner.

Our pro bono partner firm assisted Manu to apply for financial assistance with Victim Assist Queensland. He obtained a recognition payment and was reimbursed the relocation expenses, emergency accommodation and other expenses he incurred as a result of the violence.

Our pro bono partner continues to assist Manu to make other victims compensation claims resulting from violence he has experienced from other individuals.

### Pro bono partner reflection

*Our firm does a significant amount of work supporting victim-survivors to access entitlements including the Victim Assist Scheme.*

*Whilst often clients who have survived violence can - for understandable reasons - become easily overwhelmed and disengaged from the process, Manu was highly engaged and motivated. The initial proactive support and warm handover from LGBTI Legal Service's skilled and empathetic frontline workers really shone through, resulting in a great experience for both the client and our volunteer lawyers.*

## Eli's experience

*"The LGBTI Legal Service was accessible, kind and the only service I have contacted who has been transparent and honest about their process and capacity to assist. I felt like they treated me like a person, which has not happened when engaging with other services, and that everyone whom I spoke to was incredibly helpful.*

*I felt heard, respected, understood and the lawyers took the time to explain everything, ensuring that I thoroughly understood the legal processes and that the advice was accessible and supportive of my needs.*

*I am used to feeling like another number in the system, and the way the LGBTI Legal Service lawyers spoke to me was the complete opposite of that experience - I felt like I mattered."*

**Eli is a member of our community who identifies as intersex, and received advice about accessing childhood medical intervention records.**



## REGIONAL ROADSHOW

We attended pride events in 7 regional centres, engaging with over 2000 people



We travelled across the state to connect with community members and partner organisations

Gimuy (Cairns)

Gurrumbilbarra (Townsville)

Rockhampton

Koongo, Yallarm (Gladstone)

Barrulin (Bundaberg)

Magandjin (Brisbane)

Yugambah (Logan)  
country (Gold Coast)



Qld Council for LGBTI Health



North Qld Women's Legal Service



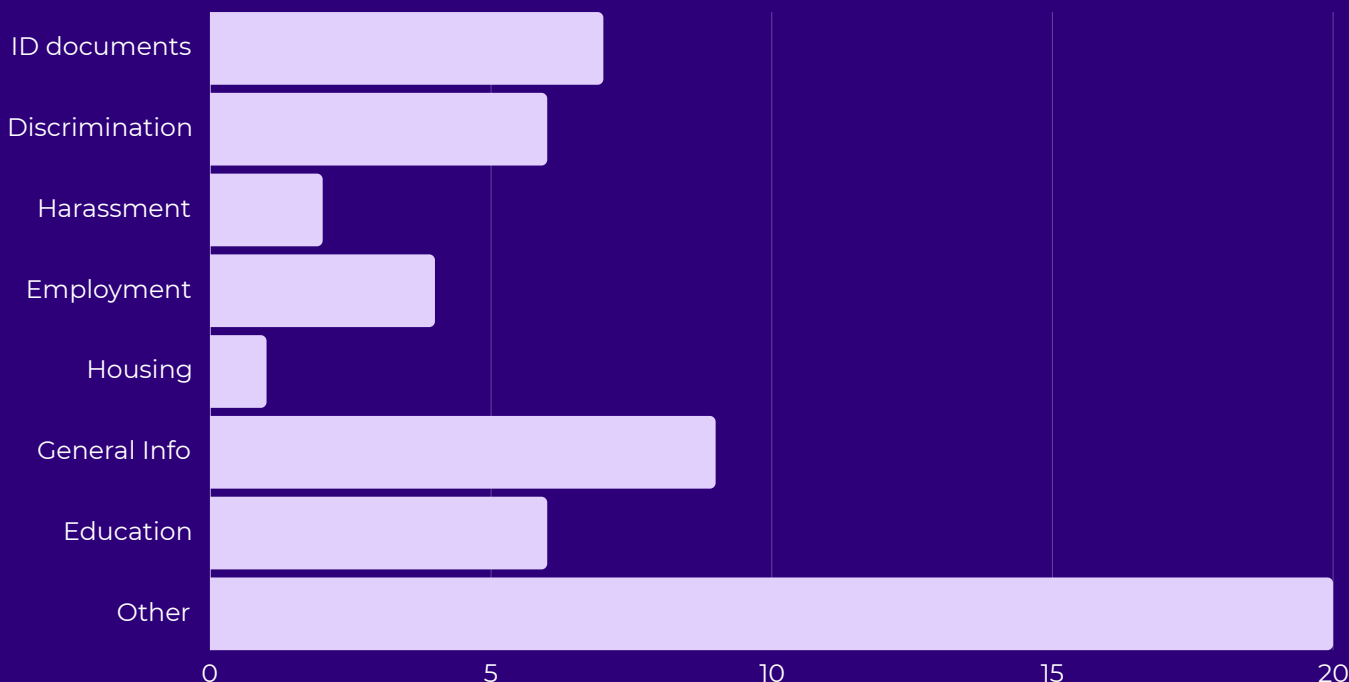
Phoenix House



Cairns Community Legal Centre



# What are some of the issues that are important to our regional communities?



Data based on information services provided at Gladstone Pride, 8 June 2024

## Why reaching out to our regional communities is vital

*Aaminah Khan (they/them) is a queer non-binary lawyer who works at First Nations Women's Legal Service in Gurambilbarra (Townsville) and is on the LGBTI Legal Service Management Committee*



**“ Being a solicitor in the regions is unlike anything else on earth ”**

I've been a member of the LGBTILS management committee since the start of 2024. I'm currently the only committee member not based in Meanjin/Brisbane. My involvement with the service has given me the opportunity to advocate not only for greater regional, rural and remote outreach, but also for regionally-located and staffed services that meet communities where they are.

Being a solicitor in the regions is unlike anything else on earth. Law school doesn't prepare you for an "office" that's 50% client verandahs, 50% advice shouted out of ute windows on the way back to the airstrip. But the unique challenges of regional service delivery bring with them unique rewards. Having lived up north for more than 25 years, this is my reward: to have the incredible honour and privilege of helping bring to my community the services I as a queer person have always wanted to see there.

# Community Legal Education

## JUSTICE beyond THE BINARY



**Justice Beyond the Binary** is a website created to inform nonbinary people about their legal rights in QLD

This year we commissioned nonbinary artist Zo Lam to create a logo and artwork for the website.

Supported by students and pro bono partners, we developed and tested initial content and a test website, developed by non-binary creative James Cashion-Lozell of Cloud 3 who lives and works in Gurambilbarra (Townsville).



## Co-design in practice

**Justice Beyond the Binary has been codeisigned in close consultation with the nonbinary community from the beginning.**

The project began with a survey asking the community for their questions and experiences navigating a legal system designed to exclude them

This year we continued to work with the community as we develop this project. In July we held a community consultation where work we had produced was reviewed by 15 lived experience experts.

**Here is their feedback:**

**"Consultations can often be very intimidating (esp for government and big orgs) but this was very welcoming and well-organised"**

**"It was so thoughtfully organised & a pleasure to participate"**



100% of participants rated the workshop **extremely well organised**

**"You did a great job of fostering community and respect among participants"**

**"Thank you for including space to express and discuss the joys as well as the things that are hard about existing outside the binary"**



100% of participants rated the **presenters' facilitation skills** as excellent

**"the structure and accessibility was great"**

**"I also felt assured that there would be ways to disengage, debrief, and regulate if needed"**



80% rated the workshop as **very inclusive and accessible**

**"I found the session engaging, hearing everyone's stories from different walks of life made me feel seen."**

**"There was lots of good input and discussion and I felt like it was all valued and heard"**



100% said the workshop **lived up to expectations extremely well**



# Community Legal Education



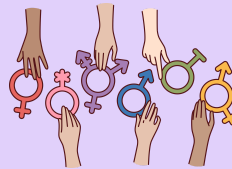
In 2024, several new laws came into effect impacting members of our community

We used pride fair days and our social media to educate the community about these new laws

Pride fair attendees were prompted by the display to ask questions and learn more about how these new laws would impact them



**non-binary**  
and **intersex**  
people are now  
**explicitly protected**  
against  
discrimination



**Gender identity, sex characteristics and sex work activity** are now **protected attributes**

Two parents of any gender can be listed on their childrens' birth certificates



It is now easier for **transgender** and **nonbinary** people to change the gender on their **birth certificates**



- Birth Certificate Reform
- Protected Attributes
- Anti- vilification
- Sex work  
Decriminalisation
- Coercive Control
- Police search powers

# SEX WORK

laws have changed in QLD

### Safer Pathways Project

VICTIM SERVICES CAPACITY BUILDING FUND  
Department of Justice & Attorney General



**We are creating safer access to support for victim-survivors of domestic, family and sexual violence**

LGBTIQA+ people experience disproportionate levels of interpersonal violence, particularly sexual violence, family violence and intimate partner violence. However these crimes are rarely reported to the police, and victim-survivors rarely seek any sort of legal redress.

This is for a variety of reasons, including that:

- LGBTIQA+ people experience violence at higher rates than the broader community;
- LGBTIQA+ people are less likely to engage with police or legal systems; and
- LGBTIQA+ people are more likely to engage with specialist community support services, which are limited throughout Queensland.

This project will provide culturally-safe, trauma-responsive pathways for LGBTIQA+ Queenslanders to connect with specialist, community-led legal supports, through a collaboration between specialist domestic violence support agencies and pro bono law firm partners.

### Queer Migrant Project

SAFE & DIVERSE COMMUNITIES GRANT  
Department of Justice & Attorney General

*in proud  
partnership with*



**We are nurturing the collective voice of a peer advisory group to address domestic & family violence in LGBTQ+ migrant communities**

The Queer Migrant Project (QMP) nurtures the voice of migrants, refugees, asylum seekers, and culturally diverse members of the LGBTQ+ community who experience domestic and family violence in Queensland.

LGBTI Legal Service has partnered with QPASTT, Third Queer Culture, and Queer and Trans Workers Against Violence to facilitate a Peer Advisory Group of 11 LGBTQ+ people from migrant backgrounds to provide an intersectional perspective on domestic and family violence.

The findings of the project will inform a review of Queensland Government strategies and action plans related to domestic and violence in Queensland. The project drives systemic change that enhances access to support for migrant communities who are LGBTQ+ and experience domestic and family violence.

This is an important and rare investment in a peer-led specialist program recommended by the National Plan to End Gender Based Violence.

## Community of Practice

QUEENSLAND CARE CONSORTIUM  
Jobs Queensland



**We are facilitating a peer community of practice for Queensland LGBTIQ+SB workers who provide legal & justice support to clients impacted by domestic, family and sexual violence**

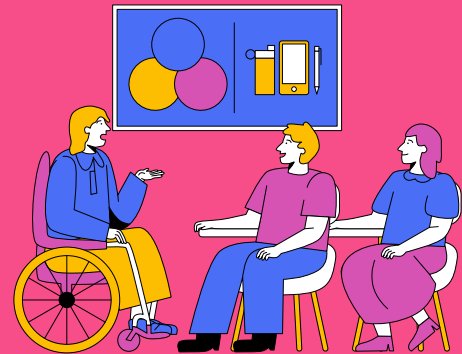
The community of practice (CoP) provides trauma-informed peer support for LGBTIQ+ practitioners across the community legal sector, as well as staff in adjacent sectors who provide justice support and legal assistance to survivors of violence.

The CoP creates a safer, peer-led space to equip participants with tools to improve resilience and psychosocial wellbeing, and address the drivers of burnout and vicarious trauma. The CoP addresses the specific impacts on marginalised workers, particularly those who are isolated by reason of geographic remoteness or lack of visible peers and allies in their organisations.

This peer support model increases connectedness, capabilities and confidence to mitigate the additional trauma burden of LGBTIQ+ staff operating in under-resourced community services sectors. A diversity of professional disciplines and participant backgrounds (including legal, social work, DFV support and other aligned community workers) brings a breadth of approaches and perspectives, and breaks down silos between organisations, disciplines and practitioners.

## Inclusive Governance Project

INVESTING IN QLD WOMEN GRANT  
Office for Women



**We are training boards and senior leaders of DFV services about anti-discrimination law, and how to create inclusive services for LGBTIQ+SB clients and workers**

This project supports organisational leadership and governance to deepen engagement with inclusive and non-discriminatory service design principles. This will improve organisational responses to LGBTIQ+ communities experiencing Domestic and Family Violence, and Sexual Violence (DFV & SV).

In doing so, we honour and enrich the historical feminist work and values of DFV and SV sectors in trauma-informed service delivery and practice. We empower organisational champions and allies to build strong workplace cultures in support of LGBTIQ+ communities throughout their organisations.

The project will develop resources and training for executive directors and board members regarding inclusive governance, anti-discrimination, alignment with investment specifications, and staff recruitment and retention with an LGBTIQ+ lens. Where organisational constitutions may require amendment we are working with our pro bono partners to develop model clauses, and link organisations to our partners to provide confidential expert review.



## SYSTEMIC IMPACT

# Advocating for change

Over the past year we:



shared our expertise with legislators and decision-makers through more than

**36** law reform activities including **5** major submissions



engaged with **65** stakeholders to coordinate service delivery and systemic advocacy efforts



led **8** ground-breaking 'test cases' in anti-discrimination law to set positive precedents and support a rights-respecting culture for the benefit of all

- We led a collaborative submission on the **Anti-Discrimination Bill** consultation draft, on behalf of LGBTQ+ community sector organisations and advocated tenaciously to ensure that as many protections were embedded in the first stage of reforms in the **Respect At Work and other Matters Bill**.
- We participated in multiple consultations on the Womens Safety and Justice Taskforce Reforms, including **Coercive Control and Affirmative Consent communication strategy**.
- Together with Queer and Trans Workers Against Violence (QTWAV), we made a detailed submission on the Government's **Domestic and Family Violence Perpetrator Strategy**, informed by an extensive literature review and lived experience perspectives.
- Together with QTWAV, and supported by our pro bono partners, we undertook a comprehensive 10-year **review of Government strategies and action plans to address domestic, family and sexual violence**, which highlighted significant gaps in implementation of recommendations for consultation and targeted support for LGBTIQ+ people. The report *From Awareness to Action* was published in October 2024.
- We collaborated with other specialist community legal centres nationwide to advocate for LGBTIQ+ inclusion in the **National Access to Justice Partnership**. From 2025, LGBTIQ+ people will for the first time be considered a priority cohort for legal assistance funding throughout Australia.
- We advocated for trauma-informed and gender-responsive reforms to new laws introducing **gender safeguards in personal search powers** by police, health and mental health services, providing detailed submissions, and lived experience testimony to the Community Services and Support Committee. Our evidence-based and lived experience-led submissions supported more sensitive search procedures for criminalised LGBTIQ+ people whilst standing firm against reductions in protections for criminalised (cis) women, and resulted in improvements to the legislation and police operations manuals.
- We made a submission to the Commonwealth Attorney-General's Department to ensure the **Continuing Professional Development for Legal Practitioners on Coercive Control** is co-designed with marginalised communities and culturally safe.
- Our submission on the **Criminal Justice Legislation (Sexual Violence and Other Matters)** Amendment Bill 2024 resulted in changes to ensure that future reviews of the effectiveness of the reforms consider impacts on all victim-survivors of domestic and family violence.



## PARTNERING FOR IMPACT

**It was striking to witness**  
...the strong emphasis on  
**support and connection**  
for clients... and the  
**dedication and direct impact**  
the team has on clients' lives

### Grace Vipen

Seconded lawyer

*My secondment at the LGBTI Legal Service was an incredibly rewarding experience which gave me the opportunity to support the LGBTQIA+ community using my background in corporate law.*



*My main role was to assist with preparing the Service's submission to the Independent Review of the National Legal Assistance Partnership 2020-25 to argue for LGBTQIA+ people to be included as a priority group. However, I was also able to help out on client files, client-facing tasks and other projects.*

*It was striking to witness the Service's strong emphasis on support and connection for their clients alongside the actual legal work, and the dedication and direct impact the team has on clients' lives. I also found it rewarding to be able to put both my legal and non-legal skills to use.*

*I feel as though my experience definitely broadened my perspective and enhanced my professional growth, and I would highly recommend other corporate lawyers to partner with the LGBTI Legal Service for an impactful experience.*

## Levelling up access to justice with a little help from our friends

Together **114** solicitors from our pro bono partner firms contributed over **1,866** hours to our advice clinics, case work, law reform and community legal education resources.

### Partner Firms

Allens Linklaters  
Clayton Utz  
Hall & Wilcox  
HopgoodGanim  
Lander & Rogers  
Minter Ellison  
Norton Rose Fulbright  
Sparke Helmore

### Pro Bono Barristers

Greg Barns KC  
Holly Blattmann KC  
Kate Eastman SC  
Benedict Coyne  
James Marxson  
Ben McMillan  
Roman Micairan

### Individual Volunteer Lawyers

Sophie Bookallil  
Mark Brennan  
Tristan Butler-Keegan  
Steph Ewart  
Kate Fuller  
Brigid Kelly  
Taylah McCarthy  
Adam Moschella

...and many more!

# Treasurer's Report

In the 2023/24 Financial Year, the revenue of the Legal Service grew by 20%, which includes income from government grants, training fees and donations, and most expenses increasing proportionately.

The audit, legal and consultancy fees includes \$18,000 in legal disbursements relating to Drag Queen Storytime, for which a private donation will be received in the next financial year.

The litigation legal disbursements, together with increased wages to service our grants and costs for moving to a modest premises on Browning Street, contributed to the \$21,000 loss for the financial year.

As a legal service, we reinvest any surpluses we earn into our work for the LGBTIQ+ community, which results in alternating years of profit and loss. This tradition has continued this financial year, after last year's surplus of \$3,000.

Our Cash at Bank increased from \$124,000 at 30 June 2023 to \$245,000 at 30 June 2024, due to several of our grants received as lump sums in advance. The unearned grants at 30 June 2024 amount to \$209,000 for projects stretching as far as 30 June 2026. This significant prepayment of funding highlights the importance of managing our cashflow and project budgets.

This year's financial report incorporates AASB 16: *Leases* rules, bringing new intangible items "Right of Use" representing the value of a rental tenancy, and "Lease Liability" being future lease payments into the Statement of Financial Position.

Over the past six months, the Service has secured additional funding of approximately \$857,000, including \$422,000 of funding from competitive grants and tenders, leaving the Service in a much stronger position heading into the 2024/25 financial year.

**You can find a copy of our Audited Financial Statements on our website**  
[www.lgbtilegalservice.org.au/agm2024](http://www.lgbtilegalservice.org.au/agm2024)





## MEET

## Management committee

**President**  
**Kathryn Cramp**

**Secretary**  
**Jennifer Toonen** (Dec 2024 - Oct 2024)  
**Kate Fuller** (from Oct 2024)

**Treasurer**  
**Mark Platt**

**Committee members**  
**Matilda Alexander**  
**Shaun Chng**  
**Kate Fuller**  
**Aaminah Khan**  
**Ren Shike**

## Current Staff

**Bowen Harding**  
**Project Officer - Justice Beyond the Binary**

**Dilsah De Rham**  
**Project Facilitator - Queer Migrant Project**

**Ellen Stanfield**  
**Finance Manager**

**Jo Sampford**  
**Director & Principal Solicitor**

**Kurt Maroske**  
**Projects, Policy and Partnerships Lead**

**Lily Weston**  
**Paralegal**

**Liv Emmett**  
**Paralegal**

**Mark Kleine**  
**Paralegal & Project Facilitator - Queer Migrant Project**

**Saina Avesta**  
**Project Facilitator - Queer Migrant Project**

*Sincere thanks the following staff for their contributions in 2024:*

Billie Stimpson  
Jade Mirabito  
MJ O'Neill  
Nina Darling  
Phoebe Kahlo  
Steph Ewart

## THE TEAM

