



PILBARA COMMUNITY LEGAL SERVICE INC.

# ANNUAL REPORT 2016-2017





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Pilbara Community Legal Service acknowledges the traditional custodians of the land on which we work and pay our respects to their elders past, present and emerging.

### PUBLICATION DETAILS:

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The Pilbara Community Legal Service Inc. (PCLS) is a not-for-profit, government-funded community organisation that provides a range of free services which include legal, financial counselling, tenancy advocacy and support, domestic violence advocacy and victim support and community migrant services. The PCLS aims to reduce legal disadvantage, increase the capacity of individuals to manage their lives effectively and ensure people understand their rights and obligations. PCLS is part of a large national network of community legal service providers (NACLC) who occupy a unique position in law reform in Australia, pursuing a range of reform and public interest issues on behalf of disadvantaged people and the community at large.



Over the last 23 years, PCLS has developed to be a highly valued part of the Pilbara's social infrastructure. The service began in a small single office in Newman in 1993. A regional office was established in Hedland under the auspices of the Pilbara Social Justice Council to address a number of needs identified by a

working party who lobbied hard for funding. They conducted forums over a period of four years to address the growing concern related to social justice issues. As the socio-economic demands and the shortage of housing continued community demand brought the need for an expansion of services. As and when funding was acquired, additional offices were opened. PCLS is now a well-established service operating in four centers; Karratha, South Hedland, Roebourne and Newman. The PCLS also provides outreach services across the Pilbara region to isolated communities such as Marble Bar, Nullagine, Onslow and Jigalong.

Legal problems often have considerable adverse impacts on a broad range of life circumstances, including health, financial and social circumstances. For many individuals PCLS is often the first point of contact about an issue. PCLS strives to provide assistance to virtually anyone who walks in the door and then targets more intensive services such as casework, advocacy, court representation, and community education to those experiencing or most at risk of social

exclusion. PCLS does not only provide legal advice and assistance, but also encourages and enables people to develop skills to be their own advocates. As a service delivery strategy, PCLS makes every effort to provide information, referral and advice early to prevent problems escalating.

PCLS aims to assist low income and disadvantaged members of the community

as a matter of priority. These include people identifying as Aboriginal and/or Torres Strait Islander, people from culturally and linguistically diverse backgrounds, people with intellectual, mental or physical disabilities and people who may face discrimination in their access to services because of a particular characteristic such as age or gender.

The organisation's current strategic service delivery model is the outcome of an evidenced-based, pro-active, community involved process. As PCLS provides many services the team is able to work together and deal with multiple client issues simultaneously which results in clients being put in a much better position sooner. At the root of the work are the concepts of justice, human rights and community. These beliefs affect not just the outcomes of the work but also the processes used. A rights-based, holistic, community development approach to the delivery of the service means dealing not just with the immediate presenting problems of clients, but also with other broader social issues.

The demands for the services are expected to continue to increase significantly as the population of the Pilbara increases. All PCLS services try to target emerging needs and be flexible and responsive, making PCLS a vital community organisation that contributes to the growth and fast-growing pace of the Pilbara region.

The PCLS Staff and the Board of Management are confident that despite issues associated with the rapid growth of the region, they can continue to demonstrate excellence in terms of governance, program and service delivery to empower the people of the Pilbara to effectively manage their lives in relation to personal and family conflict, legal issues,

mortgage and financial stress, unemployment, homelessness and family and domestic violence.

The PCLS employs a range of staff including lawyers, social workers/counsellors such as financial counsellors and tenancy support workers. PCLS also has volunteer solicitors, barristers, law students and others working in the sector to extend the legal services. PCLS currently employs 25 full-time and part-time staff who are responsible to the Chief Executive Officer and the Principal Solicitor under the guidance of a voluntary Board of Management. All staff are sensitive to the presenting issues, they are also encouraged to promote the service by participating in local community events, meetings and networking opportunities. As a result, they have developed a particular expertise working with people from culturally and linguistically diverse backgrounds.

PCLS is unique because it provides all the support needed in one organisation so the client is not going on a referral roundabout. It is impossible to plan for when many legal issues might arise. People do not budget for legal fees for issues like marriage breakdown, eviction or debt problems, however, PCLS ensures that every person can access the services in the Pilbara regardless of their financial situation, social circumstances or geographic location. PCLS actively continues to improve their current services and expand where the need is.

## Board of Management

The Board of Management is responsible for the governance of the organisation, providing leadership and strategic direction, accepting responsibility for the organisation by overseeing and monitoring and setting the direction through the strategic plan, policies and procedures. The Board of Management is accountable to the membership ensuring that the organisation produces results, remains solvent, and complies with all of its legal, financial, and ethical obligations.

### As of 30th June

<b>Rozkva Brabazon</b>	Chairperson
<b>Metua Mitsy Strickland</b>	Deputy Chairperson
<b>Daphne Trevurza</b>	Secretary
<b>Janette Parsons-Smith</b>	Treasurer
<b>Geraldine Burgess</b>	Member
<b>Kate Lyons</b>	Member
<b>Sharryn Morrow</b>	Member
<b>David Thomas</b>	Member
<b>Lesley Misarz</b>	Member
<b>Stephen Gwynne</b>	Member

## Vision

*"Empowering the people of the Pilbara to manage their lives effectively".*

## Purpose

Provide accessible, equitable, responsible and culturally appropriate advice, support and advocacy to the people of the Pilbara.

## Office Locations and Hours of Operation

**Hours of operation 8.00am – 4.00pm**

### Karratha Office (Regional Office)

Unit 1/2/3 Morse Court  
Welcome Lotteries House  
PO Box 132  
KARRATHA WA 6714  
Tel: 08 9185 5899  
Fax: 08 9185 6633



### Roebourne Office

2 Padbury Street  
PO Box 269  
ROEBOURNE WA 6718  
Tel: 08 9182 1169  
Fax: 08 9182 1180



### South Hedland Office

Unit 2/9, 9 Leake Street  
South Hedland Lotteries House  
PO Box 2506  
SOUTH HEDLAND WA 6722  
Tel: 08 9140 1613  
Fax: 08 9172 2333

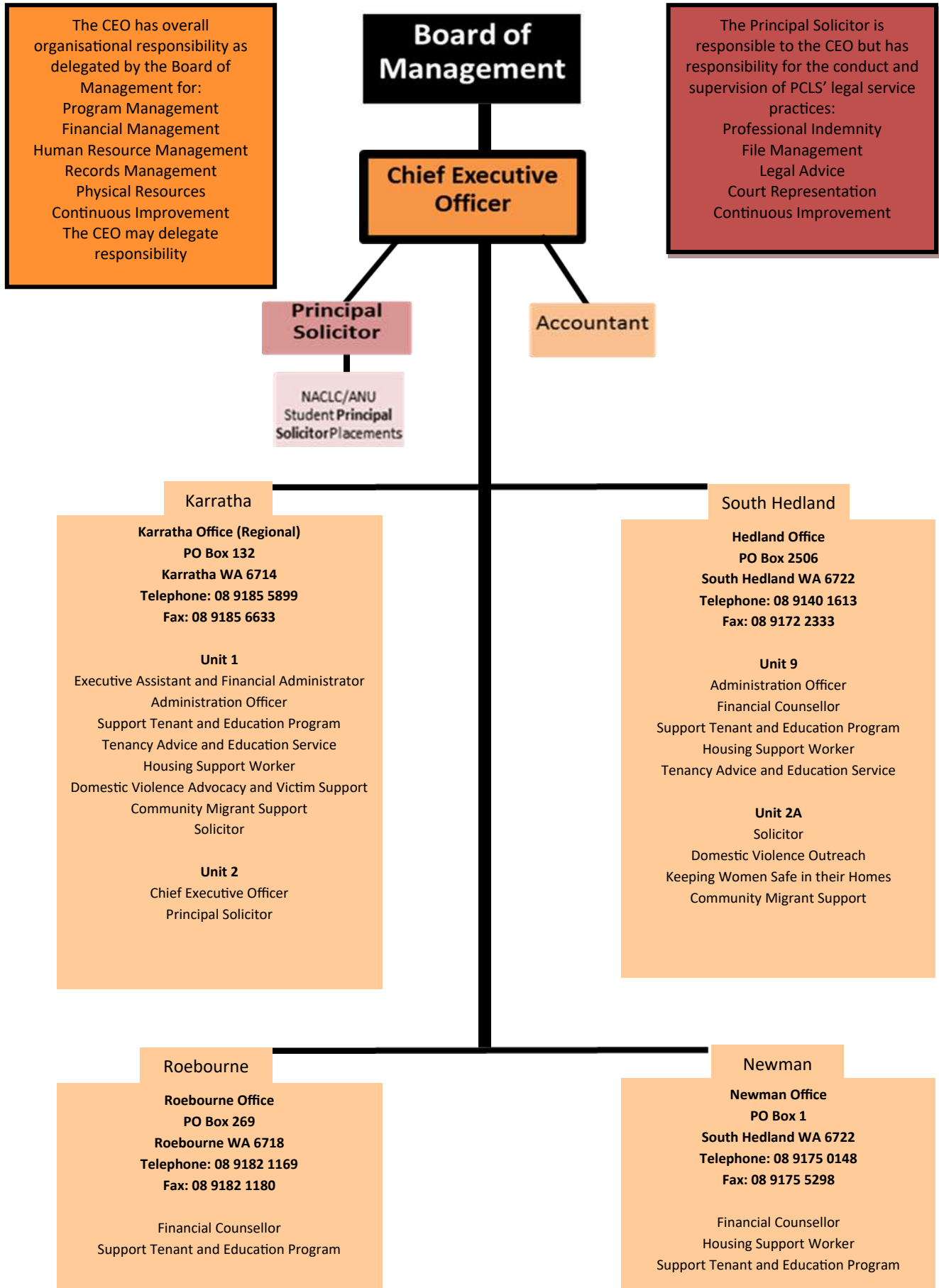


### Newman Office

Unit 18/19/20, 15 Iron Ore Parade  
Newman House  
PO Box 1  
NEWMAN WA 6753  
Tel: 08 9175 0148  
Fax: 08 9175 5298



## Organisational Management Structure





## Services

### **GENERALIST (CHIEF EXECUTIVE OFFICER)**

#### **Karratha**

The Chief Executive Officer (CEO) is responsible for the operation of the organisation's physical, financial and human resources. The CEO is directly responsible to the Board of Management.

#### **Name of Staff Member:**

Karratha: Nanette Williams (March 2008– June 2017)

**Funding Body:** Federal Department of Attorney General, Community legal Service Program

### **EXECUTIVE ASSISTANT FINANCIAL ADMINISTRATOR**

#### **Karratha**

The Executive Assistant is delegated responsibility from the CEO. The Executive Assistant is the supervisor of the Administration Officers and the Financial Administrator who is also responsible for the day-to-day administration of the service in the area of accounts payable, payroll, communications and resources.

#### **Name of Staff Member:**

Karratha: Christy Reed (August 2013– current)

### **ACCOUNTANT**

#### **Perth**

The Accountant provides financial information to management by researching and analyzing accounting data and preparing reports.

#### **Name of Staff Member:**

Ruwan Silva

### **ADMINISTRATIVE ASSISTANTS**

#### **Karratha, South Hedland**

The Administrative Assistants are responsible for the day-to-day administration of the service in the area of accounts payable, payroll, communications and resources. They provide relevant assistance to the CEO, other staff and the Board of Management as required.

#### **Name of Staff Member:**

Karratha: Rachel Reed (Jan 2013– current)

South Hedland: Kesi-Maree Prior (July 2016); Vanessa Cooper-Tims (August 2016); Kate Vallentine (September 2016– February 2017); Angela Ratto (February 2017– current)



### **RURAL WOMEN'S OUTREACH SERVICE - PRINCIPAL SOLICITOR - PILBARA**

#### **Karratha**

This position is based in the Karratha office and is responsible for the supervision and delivery of community legal education and legal casework throughout the Pilbara to ensure that people are aware of and able to access their legal rights. The Principal Solicitor is the responsible person for the monitoring of file management and risk management supervision of all other legal and non-legal staff.

#### **Name of Staff Member:**

Karratha: Colin Baker (July 2016); Jana Francis (July 2016– January 2017); Marguerite Bourke (February 2017– current)

**Funding Body:** Federal Department of Attorney General—Community Legal Service Program

### **INDIGENOUS WOMENS OUTREACH LAWYER - PILBARA**

#### **South Hedland**

This position is based in the South Hedland office and is responsible for the delivery of community legal education and legal casework throughout the Pilbara to ensure that people are aware of and able to access their legal rights.

#### **Name of Staff Member:**

Karratha: Murray Jones (July 2016– October 2016); Kelly Cassidy (October 2016– current)

**Funding Body:** Federal Department of Attorney General—Community Legal Service Program/ Department of Prime Minister and Cabinet



## **SOLICITOR**

### **Karratha**

This service is responsible for providing community legal education and legal casework in the West Pilbara to ensure that people are aware of their rights and able to access relevant information and services.

#### **Name of Staff Member:**

Karratha: Kelly Cassidy (July 2016– October 2016); Kismatul Muzahid (October 2016– current)

**Funding Body:** WA Public Purpose Trust



### **Financial Counsellors**

#### **Karratha, Roebourne, South Hedland and Newman**

Financial counsellors are responsible for providing support and advocacy for people experiencing financial difficulty with the objective of developing clients' skills, knowledge and confidence to effectively manage their financial and housing situation.

#### **Names of Staff Members:**

Karratha: Mark Hayes (July 2016– September 2016); Olivia Crouch Garner (September 2016– current)

Roebourne: Lynn Hart (February 2016– current)

South Hedland: Jayne Jarito (March 2015– current); Merlin Gepte (March 2017– current – Relief)

Newman:

**Funding Body:** Department for Child Protection and Family Support



## **TENANCY ADVICE AND EDUCATION SERVICE**

### **Karratha and South Hedland**

The service advocates for and supports clients seeking to access housing. The service

provides tenancy education and advocacy to people in the Pilbara to ensure that they are aware of their rights and responsibilities as tenants and are able to access relevant information and services.

#### **Names of Staff Members:**

Karratha: Flordeliza Larrazabal (February 2015– current)

South Hedland: Sue Baker (January 2014– current)

**Funding Body:** Department of Commerce

## **SUPPORT TENANT AND EDUCATION PROGRAM (STEP)**

### **Karratha, Roebourne, South Hedland and Newman**

The STEP Program is responsible for providing support to tenants to maintain their public housing tenancy, to assist families and individuals to increase their knowledge and skills to maintain stable accommodation and ensure tenants meet their overall obligations and responsibilities in accordance with their tenancy agreement.

#### **Name of Staff Members:**

Karratha– Coordinator: Karla Kelly (July 2013– current)

Karratha: Jo Drummond (September 2015– current)

Roebourne: Angela Mitchell (February 2015– current)

South Hedland: Micah Buenvenida (November 2013– current)

Newman: Ettie TeMiha (January 2014– current)

**Funding Body:** Housing Authority

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS (NPAH):  
(HOUSING SUPPORT WORKER)**

**Karratha, Roebourne, South Hedland and Newman**

The service engages with and ensures that people who are experiencing homelessness are effectively linked with mainstream services to address a range of issues, including employment, health, financial management and social integration, to obtain housing and sustain their tenancy as long-term, secure and stable. Support is targeted to meet the needs of the individual or the family as a whole.

**Name of Staff member:**

Karratha: Courtney Coburn (May 2016–current)

South Hedland: Gretchen Ncube (January 2015–current); Sarah Formby (October 2015 – April 2017); Lynette Ramirez (June 2017)

Newman: Ettie TeMiha (May 2014 current)

**Funding Body:** Department for Child Protection and Family Support



**DOMESTIC VIOLENCE OUTREACH INITIATIVE – PILBARA REGION (NPAH)**

**South Hedland**

This service covers the Pilbara region. The service assists at-risk families and individuals to resolve crises. The service ensures the safety and well-being of women and children and assists them to find solutions to problems both practical and personal that have arisen due to family domestic violence. The service supports women and children who have experienced family domestic violence and as a result have accepted a referral to the service at the time of, or shortly after the issue of a police order for the removal of the perpetrator.

**Name of Staff Member:**

South Hedland: Ellysha Melville (January 2014–current); Janette Tallon (March 2017–May 2017)

**Funding Body:** Department for Child Protection and Family Support

**KEEPING WOMEN SAFE IN THEIR HOMES**

**Karratha**

This service covers the Pilbara and contributes to the Department for Child Protection's desired outcome 'that at-risk families and individuals are able to resolve crises and promote the safety and wellbeing of themselves and their family members and falls within the service delivery area of supporting individuals and families at risk or in crisis.'

**Name of Staff Member:**

South Hedland: Sophia Davis (March 2017–May 2017); Josephine Htwe (May 2017–current)

**Funding Body:** Department for Child Protection and Family Support

**DOMESTIC VIOLENCE ADVOCACY AND VICTIM SUPPORT SERVICE**

**Karratha**

This service covers the Pilbara and contributes to the Department for Child Protection's desired outcome 'that at-risk families and individuals are able to resolve crises and promote the safety and wellbeing of themselves and their family members and falls within the service delivery area of supporting individuals and families at risk or in crisis.'

**Name of Staff Member:**

Karratha: Melissa Swiatek (March 2016–current); Cassandra Porter (May 2017–current)

**Funding Body:** Department for Child



## SETTLEMENT SERVICES

Karratha, South Hedland

Arriving and settling in a new country can be daunting. Located in our Karratha and South Hedland office, Migrant Settlement Services is an information and referral service that assist newly arrived migrants in the Pilbara to become self-reliant and participate in Australian society.

During the “settlement period”, migrants may need assistance to access basic services such as housing, employment, legal, education, health and medical services. The length of the settlement period varies for each migrant, depending on factors including their skills, qualifications, level of English language and their ability and familiarity with Australian culture and institutions.

Migrant Settlement Service provide one-on-one casework, support, information and linkages to other mainstream services to assist migrants.

Community development activities are undertaken which include the implementation of projects that aim to support and empower newly emerging community groups. Face-to-face, individual and group assistance is available to newly arrived migrants

## Funding 2016/17

PCLS derives funding from a range of sources, including the Commonwealth Community Legal Service Programs, other state government programs such as Department of Commerce, Department of Family and Children Protection Service and Department of Housing, as well as donations from the local governments e.g. City of Karratha and local businesses such as Rio Tinto.

Obtaining funding for PCLS is competitive, there are many hours spent on writing submission for grants and funding proposals. PCLS currently faces a challenge in remaining financially sustainable and meeting demand to minimise the further erosion of access to justice for the Pilbara’s most disadvantaged and vulnerable clients.

The Federal Government also restricted the use of funding to direct service delivery, which has excluded important preventative policy and law reform work. Regardless of funding cuts the staff at PCLS continually strives to provide assistance to anyone who walks in the door. However this can be challenging, especially with the huge demand for the services the range of programs all face. The collective effort of staff, volunteers and Board members actively lobbying and raising awareness of PCLS to give PCLS a voice and obtain sponsorship and partnerships, PCLS is again strongly positioned to move forward.

PCLS would like to thank everyone for their support in the 2016/17 financial year.

## Board of Management Chairperson's Report



It has been a challenging year for the Pilbara Community Legal Service (PCLS). With continued focus on advocacy for social change to strengthen and improve the well-being of the Pilbara community with demonstrated, meaningful and lasting impact.

The team at PCLS has had to adjust to tight times, and to understand that it is now more important than ever that for PCLS to maintain strength, they must work together unified and with a coordinated capacity to focus delivery that facilitates social change.

The economic context within Western Australia plays a significant part in delivery of community services to meet the needs of the population. It is therefore important to understand this context when considering the strategic and operational environment of the PCLS. Factors such as population growth, levels of employment, and broader economic prosperity impact the demand for services and the nature of the need. Hence PCLS requires a focused senior management team who has the capacity, skill level and enthusiasm to mentor the PCLS team to provide a sustainable service delivery framework whilst meeting the requirements of the funding bodies to secure the future of PCLS.

While the economic and demographic projections indicate a future of difficulty, they also provide the PCLS with the opportunity to participate in greater sector collaboration, networking, important advocacy work and political engagement, to

further increase the level and quality of services to facilitate a sustainable future.

The Board acknowledge that funders are increasingly shifting away from organisations with heart-warming stories, towards those that can transparently demonstrate meaningful and lasting impact. There is a shift in how government is procuring social services, as well as growth in impact investing, this is an emerging market which requires proof that capital is delivering social and economic outcomes and are signs of the new times to come, which will see Not For Profit entities, competing with private entities for program funding.

The Board also acknowledge that to stay competitive and relevant, there is an expectation from funders for increased transparency within the sector, so that funders and consumers can start to compare and contrast the services offered by various providers. This in turn increases pressure on all social impact organisations to demonstrate the impact of their programmes.

The PCLS Board has had capacity to show leadership and conviction in facilitating the ground work for this cultural shift away from the old way of working, offering the mindset and behaviours required to push change across the organisation. Without the calibre, sheer conviction and skills of board members the shift would not have been possible, and subsequently without change management the PCLS organisation would not have had a future in the future funding and service

environment.

The shift in mindset and culture, has offered PCLS the opportunity to include as part of the team, a new CEO and Principal Solicitor. We warmly welcome both Clare Murray, our new CEO and Tara-Jane Torrisi, our principal solicitor and look forward to a relevant, transparent and exciting future for PCLS.

***Rozkva Brabazon***

***Chairperson—Board of Management***



**Rural Women's Outreach Program**  
**Federal Department of Attorney General**  
**Community Legal Service Program (CLSP)**



The Principal Solicitor is funded under the Rural Women's Outreach Program, through the Department of Prime Minister and Cabinet. We provide legal assistance to clients in relation to family law, wills and estates, criminal injuries compensation, family and domestic violence, care and protection matters.

There have been several staff changes to this role over the past financial year. Principal Solicitor, Jana Francis, joined the private sector, leaving PCLS in February 2016. Locum, Marguerite Bourke, filled this role, on a temporary basis, from February to July 2017. The new Principal Solicitor, Tara-Jane Torrisi, started in this role on 3 July 2017. Whilst there was a change of staff, we continued to assist clients with no gaps in the provision of legal service.

The PCLS legal team faced several challenges during the past 12 months due to the high level of separation and divorce matters which arose through the economic downturn. The high demand for legal services amongst those who cannot afford private legal fees greatly exceeds the capacity of our service.

The Legal Aid office based in South Hedland

primarily assists clients with criminal law matters and provides limited assistance in relation to property settlement matters.

In previous annual reports, Ellie Gan (Principal Solicitor), raised concerns re lack of property settlement assistance for victims of domestic violence. Approximately, four years later there have been no significant developments in addressing this issue or closing the gap.

This challenge is not confined to our Karratha office. Ms Cassidy, our solicitor in based in our South Hedland office, raised concerns that women in remote areas of Newman, Tom Price, South Hedland and Roebourne, have limited access to legal assistance for property settlement matters.

During the past year, we assisted numerous clients with property settlement matters. However, this is unsustainable on a long-term basis due to lack of resources, time constraints and capacity issues. One option, would be to employ family lawyers who solely specialise in property settlement matters, unfortunately this is impacted by funding limitations.

We have contacted a private lawyer in Karratha, who is willing to provide our clients

with initial property settlement advice at a reduced rate. However, clients are required to pay the full rate if their matter is ongoing. Generally, this is not a viable option.

Additionally, we assisted clients with Law Access applications, through the Law Society of WA, for solicitors to provide our clients with pro bono assistance.

This is a great opportunity, for our legal team to continue to work towards making our legal service accessible to clients throughout the Pilbara.

**Tara-Jane Torrasi**  
**Principal Solicitor**  
**Karratha**





## Indigenous Women's Outreach Program

### Department of Prime Minister and Cabinet



The South Hedland Solicitor position was staffed by two lawyers during the 2015/16 financial year. Mr Murray Jones continued in the role from the previous financial year before Ms Kelly Cassidy moved into the position in early November 2016.

The position is predominately funded by the Indigenous Women's Program to provide legal advice, casework and community legal education in a wide range of areas including Family Law, Protection and Care, Wills and Deceased Estates and Criminal Injuries Compensation.



Bruce Rock – Tom Price

The program is based in South Hedland with outreach locations throughout the East Pilbara including Newman, Tom Price, Paraburdoo, Marble Bar, Nullagine, Yandeyarra, Jigalong, Innawonga and Wakathuni. Assistance is readily available to clients in these locations via telephone with outreach being conducted in person up to four times a year. Roebourne and surrounding communities also fall within the Indigenous Women's Program with the Karratha legal team servicing this area.

This financial year the South Hedland legal team have achieved numerous successful outcomes for clients. This has included successfully negotiating parenting orders in the Family Court of Western Australia achieving monetary awards for clients who have been the victims of crime and preventing socially and/or economically disadvantaged individuals from being unfairly evicted from Housing Authority properties.



Doolena Gorge – Marble Bar

In addition to providing support to the South Hedland tenancy advocate, another PCLS program which the solicitors work closely with is the Domestic Violence Outreach Service. While the DV service provides the initial contact and support for victims of DV, DV clients typically present with a range of emerging issues. Initial assistance may focus on assisting the client to obtain a Violence Restraining Order. We may then assist the client to seek Family Court orders in relation to children or property matters, in particular where there are urgent issues or where mediation is not appropriate or successful. And then less urgent areas of assistance may

also include applying for criminal injuries compensation or updating the client's will.



#### Remote Pilbara Roads

While the program has been successful in a range of areas, this financial year has not been without its challenges. The program still remains without funding for an appropriate vehicle to conduct outreach due to unsealed and remote roads of the Pilbara. The legal team continue to be dedicated and innovative in their approach to ensure as many clients have access to the legal assistance they require as possible.

Overall, the program has been essential in ensuring disadvantaged individuals in the East Pilbara have access to high quality legal advice and assistance. The South Hedland legal team looks forward to building on the work carried out in previous financial years and is positive the program will continue to grow and be a vital resource for the community into the 2017/18 financial year.

***Kelly Cassidy***  
***Solicitor***



## Solicitor WA Public Purpose Trust



This year has been extremely busy for the solicitors which is an indication of the rising complexity and prevalence of legal problems in the Pilbara. The program has also changed hands from Jana Francis to myself but continues to meet the legal needs of the people of the Pilbara. The role is currently supervised by the Principal Solicitor, Tara-Jane Torrissi.

As always, our program continues to be predominantly Family Law based with an emphasis on parenting and children's matters. However, we continue to provide legal advice and representation surrounding wills and estates, criminal injuries compensation and violence restraining orders. As part of the advice surrounding wills and estates, we have advised clients on powers of guardianship and enduring power of attorney to assist with end of life planning.

The majority of the role is dedicated to the provision of legal advice for clients in Karratha and Roebourne. The service is provided predominantly to women in low income brackets but an initial one off advice is generally given to clients who meet our funding, geographical and conflict criteria. A key part of the role continues to be an information or referral source; providing links to private solicitors or other, specialised services including alternative dispute resolution and other not for profit organisations.

We see new clients on Tuesday and Thursdays in Karratha and in Roebourne on Wednesday. The first appointment usually results in the client receiving one off legal advice. The provision of this advice is useful in empowering clients to understand their legal problem and take steps to solve it. Advising clients of court procedure and mandatory family dispute resolution when concerning children's matters encourages clients to prepare and act on their problems accordingly.

Casework is undertaken on a regular basis as directed by the Principal Solicitor. Casework clients are assessed on income and the merits of the case, taking into account circumstances of domestic violence, mental health and past history. Additionally, centre capacity as a whole is taken into consideration when deciding to open a case. However, for certain matters such as criminal injuries compensation we assist all clients in filing and progressing their application with the Office of Criminal Injuries Compensation.

Our assistance includes not only legal advice but organizing and obtaining relevant documents such as hospital records, police incident reports and psychiatric assessments. Similarly with Wills and Estates, our client base is not limited to low income women or indigenous women. We continue to advise clients of all backgrounds with regards to end of life planning and the need for a will. What

we find is that often client's biggest asset is their superannuation, and the outcome they desire can be achieved with a binding nomination instead of a will. Clients still request Wills to deal with specific bequests and property and we are kept busy by them as well.

Overall, there are 20-25 cases allocated to this role along with a significant portion of new clients as they come in. The role services Roebourne on a regular basis. We have represented clients in matters in the Family Court of Australia and the Perth Children's Court. Most of this representation is conducted by telephone but we regularly attend the local Karratha Magistrate's Court in person.

We continue to see a steady stream of Care and Protection matters, with a large number of clients travelling to Karratha from Broome, Bunbury and Perth. Often these matters involve advising the client as to the conditions that the Department of Communities – Child Protection are concerned about and when appropriate negotiating with the Department on their behalf.

Our Family Law matters that proceed to court usually involve parenting orders where one of the parents is seeking to relocate or travel with the child. Often clients are uncertain as to their rights as parents. This means that they are less likely to be litigious and more likely to come to an agreement, avoiding the stress and trauma of appearing in court. Many matters settle out of court with an agreement negotiated on behalf of the client with the other party.

We continue to liaise with various

organisations and network effectively. As of time of writing we are developing better relationships with aged care facilities and women's refuges. We continue to build up relationships in Roebourne, and have made local organisations aware of the services we provide.

In all, my experience in this role has been rewarding, with valuable experience gained regarding the difficulties faced by vulnerable groups. After a year with PCLS, I am confident that we will continue to provide quality legal advice and representation in the Pilbara.

***Kismatul Muzahid***  
***Solicitor***

## Financial Counselling

### Department for Child Protection and Family Support



As a financial counsellor, I am responsible in providing support and advocacy for people experiencing financial difficulty. The objective is to develop clients' skills, knowledge and confidence to effectively manage their financial and housing situation. The one glimpse scenario of the current and emerging issues of the Hedland community in the Pilbara region is varied in complexity and diversity from zero/low level income earner to high level income earners.

The zero to low level income earners are concerned mostly with tenancy related issues which arises from breach/eviction notices due to unpaid rental arrears to utility debt due to several reasons. There are many who have incurred debts because of damage to property resulting from domestic related violence, crimes and alcohol abuse. Some have entered Local Appliance Rental schemes only to find out they couldn't sustain it. In these matters I find HUGS, Welfare Assistance, Entitlements, and NILS (no interest loan scheme) have greatly helped the people of this remote region.

Our aim is to *empower the people of the Pilbara to manage their lives effectively*. More effort in educating the people is needed. Because most of the people in this bracket are not literate, the best way to educate them is to bring the school to them. Eg, conducting workshops/seminars... like budgeting *Making Money Last*, *From Welfare to Work*, *NILS* (no interest loan scheme) vs *LARS* (local appliance rental scheme), avoiding *Tenancy Troubles* and knowing

Entitlements, Rebates & Subsidies.

For the mid-level income earners, we find the usual debt scenarios due to financial commitments and contracts clients could not sustain. In most cases, Credit Card and Personal Loans debt issues are common and the sudden unexpected event that altered their financial situation. Most of these clients knew how to budget their income and how Income/Expenditure works, but due to unforeseen circumstances they were not able to sustain financial commitments which resulted to debt.

There is a high level of employment stress on people as most operate on temporary contracts.

I think it also important to educate these people on the importance of having financial protection... eg, insurance policies, income protection, saving for future spending,

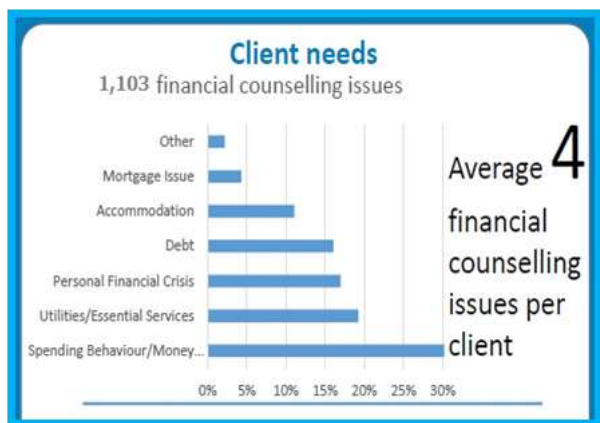
Clients are experiencing high levels of Mortgage stresses due to the collapse of the Pilbara mining business.

Some have declared bankruptcy due to a huge short fall after the sale of property as the cost of property plummeted down 70%.

Some stories are good stories and can be remodelled for other clients with similar issues. Through the Commonwealth Bank of Australia, some clients have been given a percentage of Debt Waivers. If the sale difference is too huge and beyond the

capacity of the client to secure, and the debt repayments will only bring the person into a lifetime of unhealthy debt management, then personal insolvency could be the last option. This is only when clients are in no capacity to cope up and keep up with debt, and after DA and PIA has been considered.

This financial year 2016-2017 has brought a total of 1,325 inquiries with 870 appointments and 1,103 various services. 475 of which have developed into a case with 449 cases closed. Our clients are averaging to 13% CALD and 87% Australian with about 90-92% ATSI background. Regardless of the diversity, we are committed not only in the curative aspect of helping people pay their debt, but as well as in the preventive aspect of helping them breaking out of their debt cycle through community education.



**Merlin Gepte**  
**Financial Counsellor**

## Financial Counselling

### Department for Child Protection and Family Support



My name is Lynn Hart and I have been in the Financial Counselling role in Roebourne for 18 months. My role is to assist people with budgeting, debts and keeping ahead of their bills. Clients in Roebourne struggle to access government and non- government services and my role enables clients to pay fines, put payment plans in place, deal with debt collectors, interact with Centrelink, the ATO, a Superannuation company or the Housing Authority.

Most of the clients in Roebourne are Aboriginal and from the local community. The cost of living is very high for these people. Without a vehicle they have to use an expensive local store or petrol station for food supplies. The nearest Supermarket is 13kms away in Wickham. The nearest bank is 45kms away in Karratha and there are few other local office services. The Financial Counselling service is vital to residents who sometimes have limited literacy and require assistance to interact with telephone services or to respond to mail requests for information. Clients generally do not use internet and online services. 50% of Roebourne clients speak a language other than English at home.

Our clients are heavily reliant on Centrelink payments and are heavily disadvantaged by lack of work opportunities and training facilities which would lead to employment. Many of the young people in Roebourne find it difficult to move away to pursue a career or training. Many residents don't own a car

and are reliant on others to attend to business. Public transport services have improved this year with a bus service on two days a week and also on weekends which travels to all major centres including Karratha.

The majority of Roebourne clients live in public housing provided by the WA Government Housing Authority. They pay 25% of their income to rent in these properties and need to allocate money to water bills, electricity bills, debts, food and clothing and daily expenses such as petrol and vehicle registration. There are some private rentals available in Roebourne but these are mainly only affordable for residents who are employed. Home ownership locally is almost non- existent. During the year representatives from the state government Keystart program visited Roebourne and held an information session. Conversations about home ownership have been gradual but no clients have taken up the opportunity to own their own home.

The Roebourne Financial Counsellor position also services Point Samson and Wickham residents including employees of Rio Tinto. Those working for mining company FMG have some financial issues related to being paid monthly instead of fortnightly and have required assistance to manage their household spending.

I held an Information Session called Dealing with Your Finances presented at the Karratha



Library in June. I also travelled to South Hedland twice to present discussion sessions with Bloodwoods' Healthy Living Program using the ANZ MoneyBusiness program to introduce the concepts of keeping paperwork and budgeting, anticipating billing cycles and living within a fixed budget.

The service continued to assist clients with accessing the state government Hardship Utilities Grant for those on a healthcare card when clients are not confident to speak to Horizon themselves. This scheme will be expanding in the coming year so that clients without a health care card can also have the chance to access financial assistance when in crisis by attending a service which offers financial counselling. Having clients contact the service for assistance with an electricity bill can create an opportunity to discuss other financial difficulties and find out how they are managing their rent and household debts, car loans and credit cards.

Regular users of the financial counselling service have been able to increase their knowledge and awareness of how they spend their money, have begun negotiating for themselves and are alert to the assistance on offer in our office to rectify their debts by entering into a payment plan. One case of a debt with Telstra was referred successfully to the Telecommunications Ombudsman due to the unconscionable sales tactic resulting in the client having two phone plans that were neither affordable nor needed by the client. The debt of \$5697 was waived for the client. Generally, the punitive Remote Work for the Dole program Participation requirements have meant that many clients are being financially penalised and this is increasing the stress in families and increasing household poverty and subsequent problems for maintaining a successful tenancy. Household members losing income payments for 8

weeks for non-participation may contribute to family breakdown, child neglect, homelessness and domestic violence. In my experience the people of Roebourne would really like to work and want employment which is suited to their skills.

Despite the many social and financial problems in Roebourne the community is a pleasure to work with and the service has participated in local discussion meetings, continued to form strong professional relationships with stakeholders in the community.

In May I attended the National Financial Counselling Australia Conference on the Gold Coast and also the ATSI Forum which was celebrating 10 years of involvement with FCA. The group is recognised as having an important interface for service businesses such as banks who are looking for good product development and for government who want to target unfair practices and issues which affect Aboriginal and Torres Strait Islander people specifically.

Representatives from Suncorp Indigenous Funeral Products Working Group addressed the problem they have with ID and they asked for acceptable insurance models for pre-death and post death requirements of an extended family. They named it the Sorry Business Family Savings Plan and we were all asked to contribute ideas about its' usefulness and to make suggestions as to how appealing it might be and how it might work.

The main conference was also an excellent learning opportunity.

**Lynn Hart**  
**Financial Counsellor**

## Financial Counselling

### Department for Child Protection and Family Support



As a Financial Counsellor I have worked in the Newman Office for the Pilbara Community Legal Service, in this position since 4<sup>th</sup> April 2009. Financial Counsellors are especially needed in the Remote Communities of the Pilbara to assist with the on-going financial literacy. Funding for a Financial Counsellors in the Remote areas is essential.

The role of the Financial Counsellor is to work with individuals and families to figure out how best to assist in their day to day issues of financial literacy. Not all resolutions fit all sizes. Therefore, the Financial Counsellor's Core Business in a "nutshell" is: Keep the Lights On-..... Keep the Water Running and Food on the Table.

#### **How is this Achieved:**

**Keeping the Lights On.** The best time to accomplish this is when the clients have just been allocated a house. Explaining how electricity is used will make a big difference in cost effectiveness. What is an electricity unit? How the Electricity Bill is Read? What is to be paid first after reading the Bill? If you are in arrears what is the best thing to do?

**Keep the water Running:** Often the water arrears is not equal to the water usage due to old pipes and leakages that occur. These leakages are not identified quickly and clients are billed for the water. Our office calls Water Corporation to inform them of the address, then we notify Housing Authority and Housing Direct. This is the pathway

forward, but it's a long way around getting the water leak under control.....in the meantime the water meter is still running and our clients are having to pay for the water debt. We keep the dates of the client first attendance and when the next bill comes around we set about working for a waive of the leakages.

**Food on the Table:** Any debt that is brought into my office is thoroughly scrutinized and compared with the clients Centrelink Income Statements to ascertain how much money is left over after all payments have been deducted, the rental payments, and the electricity and water. Ideally \$800.00 can go a long way to feed the family for 2 weeks and a few treats for the kids. Unfortunately it does not always happen that way. Living from pension to pension has become a way of life for most people. Breaking that cycle is a long way off for families and the general public. More education in Financial Literacy is needed. ASIC has provided a Money Management Kit for Communities. This has been a valuable tool for me to use as clients attend our office with money issues.

#### **Flexibility**

Counselling and educational work is all about debts, over commitment, unemployment, family breakdown, and a lot more. To provide on-going support to clients who are experiencing difficulties, but also to provide training to enhance their skills and knowledge thereby empowering the client to be self-sufficient.

## **Professional Development / Conferences**

**May 2017 FCA Financial Counselling Conference** on the Gold Coast QLD was the highlight of the year. The ATSI Forum 10th year....that is how long I have been in the Pilbara working for Pilbara Community Legal Service in Newman. Why did I stay that long? "It is love of people and a desire to help."

**The theme: Making Waves.....** in the **High Cost Credit Markets**. The Keynote speaker highlighted the advocacy of working to improve and regulate the high cost credit markets. All about Responsible Lending and Code of Banking Conduct.

### **Making Waves in Indigenous Australia**

Financial Literacy and Financial Capability is a subject that will be repeated at Forums and Conferences for a long time to come.

**My own summation:** Transitions from "gatherers and hunters" will continue to be played out. That way of life could be termed as a life style that is conducive to human nature, because everything was free when God Created the Earth. The way mankind is living today is a rat race to keep up and accomplish.... and where to? How true the proverbial saying; "What profit does a man have in all his hard work at which he works hard under the sun" The proverb continues "With a man there is nothing better than that he should eat and drink and cause his soul to see good because of his hard work."

**Deng Adut** presented own story at the FCA 2017 Conference at the Gold Coast. From child soldier, to refugee, to lawyer, to having his own Law Practice, to NSW Australian of the Year.....he talks about the "Debts we all Owe". He said it will help to understand how we can be both well intentioned and effective when working with Refugees. The most moving moment was when he went back to Africa in search of his mother and he

found her.

**Housing in Newman:** 80% of my clients are Aboriginals and they either live in Department Housing houses or in Communities Reserves and few have ventured out to the private rentals. The Wait List for Housing with the Department is a long way off.

As long as there are 2 to 5 years waitlists at the Department of Housing.....there will always be a risk of homelessness. The private housing in some cases, are cheaper than DOH. This has attracted a lot of people to taking up private rentals. For most people this is a good thing, however private housing for the "mob" is fraught with danger. Rent, water and electricity, standards is stricter, a major problem.....eviction happens and no bond return.....and another cycle of debts starts. On the upside for the "mob" for Newman; is fortunate to have Parnpajinya Community Reserve 5 kl from Newman Township take those that are at risk of homelessness.

There have been 2 families that has been housed at Parnpajinya Community Reserve. The reasons the families are in this predicament are the past debts that escalated into unmanageable proportions that the department cannot take any more risks until there is consistency payments to defray the debts. We have assisted with the Debt Discount Scheme. In the meantime they are safe in the Community Reserve until the Debt Scheme becomes viable for them to move to apply for housing in Main stream living.

**Francesca Manuela**  
**Financial Counsellor**

## Domestic Violence Advocacy and Victim Support Service

### Department for Child Protection and Family Support



My name is Cassandra Porter and I commenced in this role on Thursday 4<sup>th</sup> May 2017.

The role provides support and information to victims of family violence and their families to assist them to become and remain safe from domestic abuse. This is done by providing Case Management, Safety Planning, Risk Assessments and Court Support for Family Violence Orders. DVAVSS also refers clients to other support services such as counselling, Safer in the Home, mental health support services, other Victim Support Services as required, Woman's Refuge and other services.

Clients are referred from many services and by the client themselves, their families and friends. The majority of referrals come from the Pilbara West Family and Domestic Violence Response Team (FDVRT), made up by the Co-ordinated Response Service (Mission Australia), a Senior CPFS FDV worker and WAPol FDV Unit representatives.

In the last 12 months there were 754 referrals received. Of those referrals:

Jan-June 2017	July-Dec 2016
379 referrals	375 referrals
75% ATSI	49%
4% CaLD	35%
9% Other	16%
12% unknown ethnic origin	0

It is also fair to say a vast majority of those referrals, where not able to be contacted by DVAVSS due to no current contact details on the Police reports that were forwarded by

the FDVRT.

The DVAVSS does less cold calling of people identified as victims on the Police domestic violence Incident reports. And more warm referrals, consistent follow up and more availability to better support a smaller number of clients through to a successful conclusion of a safe future with all the necessary (if any) support services in place to ensure longer term positive outcomes.

The DVAVSS service is to offer education to the community including community support services and the public about Family Violence and the services that are available to assist.

In this reporting period there was 1 Keeping Women Safe workshops conducted in partnership with Helping Minds.

This took place in Sth Hedland, and saw 28 local women attend. The group was made up of some current PCLS clients known to experience FDV and we also invited the Multicultural cooking group women to attend for the second part of the day.

From my experience, the fear of not knowing what to expect when reporting family violence, the fear of Child Protection services and of Police involvement, all strongly contribute to victims being reluctant to report family violence.

It is also my experience that by discussing these processes and developing trust in the community, that more people are willing to make a call to at least find out what a service can offer to assist a victim and their families

to leave a unsafe environment/relationship.

Late one Friday afternoon a client came to the PCLS office and asked for help with Homelessness. The client initially saw the PCLS Housing Support Worker who was in the process of assessing the circumstances. During the assessment the client disclosed issues with her partner and that she was currently staying at the Women's Refuge in Karratha. The Housing Support Worker asked the if there were any issues with DV and was informed that there were long standing issues and so referred her to DVAVSS.

During my initial meeting, the client disclosed serious control, jealous, violence, fear, financial abuse and isolation. The client informed me that any Police involvement which the ex-partner became aware of would escalate the risk to her and anyone supporting her. Especially as there was high level drug abuse and dealing identified by the client.

There was only one previous report to Police as client was too scared to report. We determined the only way she would be safe was to leave Karratha promptly. We assisted with a new phone, flights and accommodation and a Safety Plan.

After completing and sharing the Safety Plan with Refuge and client, I continued to liaise with the Refuge staff, advised Police of the circumstances, without naming the client, and requested an alert was placed on the Refuge overnight and Police were informed of the client travelling by taxi to the airport the next day. Police were very responsive to DVAVSS information, risk assessment and safety plan.

Some weeks later the client contacted the office that she was feeling safe and was using

the new phone provided.

***Cassandra Porter***

***Domestic Violence Advocacy and Victim Support***

## Domestic Violence Outreach Initiative– Pilbara Region (NPAH)

### Department for Child Protection and Family Support



My name is Ellysha Melville and I have been employed in the South Hedland office as the Domestic Violence Outreach worker for three and a half years. The Domestic Violence Outreach Initiative is funded by the National Partnership Agreement on Homelessness (NPAH) which is the agreement between Federal and State governments to share costs associated with an array of programs aimed at addressing chronic homelessness in Australia through provision of sustainable housing options and promotion of social inclusion. The Domestic Violence Outreach Initiative recognises family violence is the leading cause of homelessness for women and children in Australia. Police forward Family Violence Incident Reports to the service after completing an attendance at a family violence callout. Where possible women are contacted and provided advice, advocacy and referrals to services appropriate to their individual needs.

The Domestic Violence Outreach Initiative delivers pathways to accessing services including counsellors, solicitors, medical practitioners and accommodation and as a result the service works collaboratively with many PCLS programs including the Tenant Advocate service, Housing Support program, Supported Tenancy & Education program, the Financial Counselling service, the migrant support workers and PCLS solicitors to create the best wraparound case management plan to assist vulnerable family members to remain in their homes or find safe and appropriate accommodation alternatives.

In addition to making referrals the service readily supports clients navigating legal processes such as Family Violence Restraining Order applications & hearings, statements to police and Family Violence criminal trials. This support can extend through to advocating and assisting clients through meeting and negotiations with government departments such as the former Housing Authority and Department of Child Protection and Family Services (both now Department of Communities).

As needed the Outreach Initiative aids clients to plan and execute emergency exits from abusive relationships. The service has capacity to support costs associated with contingency planning and emergency relocations. The service completes risk assessments and prioritises harm minimisation practices as well considerations to negate the risk of homelessness by facilitating and advocating access into emergency, short, medium or long term accommodation options. Safety is of paramount importance when working with Family Violence clients as is empowerment and provision of a safe and supportive working environment. It is integral to be able to quickly create and maintain strong networking and negotiating skills and to operate in a flexible and reciprocal environment with other service providers to ensure best possible outcomes for clients whilst remaining cognisant of the needs of other users.



The Initiative's brokerage allows the service to design varied and individualised support plans appropriate to individual needs of each client. Brokerage is used to support clients living within and escaping from abusive relationships and to assist in their reestablishment after exiting a relationship by financing access to psychological, counselling and medical services, financing access to specialised children's support services, providing education or employment start-up costs, assisting with motor vehicle or transport expenses or assisting a client to commence or maintain a tenancy. This year, the Initiative's brokerage has assisted 55 clients and their children in a wide array of circumstances such as providing access to emergency accommodation, financing transportation and removalists costs in emergency relocations as part of a safety plan, provision of emergency clothing, food and toiletries, provision of court fees to enable solicitors and tenancy advocates access to processes to protect tenancies from perpetrators, supporting access to professional services such as taxation advice, purchasing work clothing to enable the client to continue to work and telephones and telephone credit to provide clients with the means to enforce a Violence Restraining Orders or protect themselves by contacting police. On one occasion bicycles were provided to a family to enable a regular and timely attendance at school. In another case, a surveillance camera supported a client to obtain successful court outcomes and increase safety in relation to a former partner who was consistently attending and stalking her property in breach of a Violence Restraining Order.

This year the Domestic Violence Outreach Initiative assisted 254 clients. This year 729 referrals were classified as "unable to

contact". The "unable to contact" phenomenon occurs for a range of reasons including inability to afford phones, the sharing of phones amongst family members (including the perpetrator), the high incidence of lost and stolen phones and the understanding that some people in the Pilbara do not own phones whilst others will have a new phone & new phone number every month. Some clients may utilise police services in emergency situations but still harbour a long held distrust of police so do not divulge their current number and some reside in an area of the Pilbara where there is no mobile phone coverage – still the commonly in case for many Aboriginal communities. Moving into 2018 more funding has been secured for Family Violence services in this region which will enable the Outreach Initiative, in conjunction with new services, to better offer support to many of the previous "unable to contact" referrals and assist them to access services appropriate to their needs whilst not affecting the quality of service provided to current clientele.

I look forward to the Domestic Violence outreach Initiative continuing to address the needs of women whether in crisis support, short, medium or long term support or by delivering preventive educational measures with a view to one day seeing the end of Family Violence in our communities.

***Ellysha Melville***  
***Domestic Violence Outreach Initiative***



## Housing Support Worker– Pilbara Region (NPAH)

### Department for Child Protection and Family Support



I have now been working as the Karratha Housing support worker for the last 12 Months. The program was previously known as the Homelessness accommodation support service worker (HASSW) until the joining of my role with Public tenancy and the Drug and Alcohol program to become known as the Housing support Worker roles. My office is located in our Karratha office and I provide outreach to our Roebourne office once a week. During this year I have successfully closed off 8 cases and of those 8 I refereed one onto our Supported Tenancy Education Program (STEP). I have now got 8 current cases heading into the New Year.

This program is to provide housing to support to clients who are needing assistance with housing applications. I work with the Department of Communities, it is through this I help clients to obtain government housing. Once they are accepted on the program we then provide 12 months of support to assist with the following;

- Sourcing suitable accommodation
- Establishing homes- furniture/household effects
- Tenancy specific support to help maintain their tenancy- maintenance, independent living skills etc.,
- Resolving financial issues
- Referrals to Centrelink accessing, education, employment and training where possible
- Linking client to local health services and provides.

As stated in my previous report people can become homeless for many different reasons and facts during the last 12 months I have found that many people coming to me are from outer town and coming here for a new start It would be begin with staying with other family members but the conditions can be as bad as a two bedroom house with 4 Adults and 6 children which are not proper conditions anyone should be living in.

My greatest concern that has come from my time in this role is once again the lack of emergency accommodation in Karratha and the Pilbara. We are dealing with all different situations for individuals to families who are living in overcrowding or finding themselves sleeping in cars or park benches.

I had a client that came into my office who had not slept in an actual bed for weeks. He had been sleeping on the ground behind the Catholic Church in town. Due to this client being a single man receiving the disability support pension. Due to our lack of crises accommodation for a single man he had nowhere to go we were able to help with a couple nights at the Backpackers but it would not be a long term fix. We worked as quickly as we possible could to find something more suitable for this client for a long term basis and the fastest outcome that we were able to assist with was to help the client to get into a private rental. The outcome was a positive one and we were able to get him set up in his own house. The client was so happy to be able to have a shower and have a roof

over his head.

Even though we were able to have a good outcome here we should have an accommodation or something in place for the Men seeking help in our region. They are being separated or risks of breaking up due to being unable to stay together during these times. We are lucky enough to have the two woman's refuges but most the time these are full with woman who are escaping Domestic Violence

The current open cases I have been supporting these clients with any issues that they may face during the start of the tenancy. Such issues that may arise could be;

- Non-payment of their rent
- Tenant liability and understanding the charges
- Disruptive behaviour and what behaviour is acceptable in the Department of communities
- Understanding the process for maintenance and how to report any.

This program is here also to help to break the habits, non-payment of rent or other debts or the maintenance of the house. We aim to educate them to break that cycle or they will end up on the streets again.

I have found working with many different clients with different situations and backgrounds can be challenging at times when they are under a lot of stress, my biggest difficulty is finding them somewhere to stay during the time of being accepted into the program and being allocated a house.

Pets are also a common issue that I see arise with people when becoming homeless. These are beloved family pets who they are not

wanting to leave behind and due to the shelter not allowing them clients are being turned away or choosing to stay in their car due to the fact they are not able to put their beloved pet somewhere safe until they are able to help set themselves up.

This year I have successfully closed off most of my case and have now started taking on new clients with all different backgrounds and needing assistance. I feel this role can have a massive impact on helping those who are needing that assistance.

***Courtney Coburn***  
***Housing Support Worker***

## Housing Support Worker– Pilbara Region (NPAH)

### Department for Child Protection and Family Support



My name is Gretchen Ncube, I commenced in this role of Housing Support Worker in January 2015. This role in this financial year was funded by the Department of Child Protection and Family Support under the National Partnership Agreement on Homelessness (NPAH).

The role of a housing support worker is to assist people having difficulty securing and maintaining stable accommodation. We work in collaboration with other service providers in provision of support to clients through any stage of homelessness. Each financial year we get allocated 10 houses by Housing Authority. These are in turn offered to applicants who will have successfully completed their mandated sessions of Drug and Alcohol Counselling and treatment and also show an enthusiasm for living a drug and alcohol free life.

The diagram below shows homelessness statistics. As a Housing Support Worker we work towards seeing the numbers of homeless people being reduced by to the following outcomes:

- Fewer people will become homeless and fewer of these will sleep in the rough
- People at risk of or experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment.
- People at risk of or experiencing

homelessness will be supported by quality services, with improved access to sustainable housing.

My clients are referred from D&A counselling services. We also accept self-referrals who are in turn referred to a counselling service of their choice. Pilbara is limited in terms of places for in-house rehabilitation. We have Turner River which is 20km away, Roebourne Detox Centre which is 201km away and the Broome Rehab 600km away. The only option left for many local clients is attending weekly counselling sessions. This does not remove them from the binge drinking and the heavy substance use in the community making recovery very difficult. Hence many find it difficult to complete just 13 weeks of D&A



An observation made this year was that most clients whose tenancies are at risk are referred to the service when it too late to salvage their tenancies. An ideal situation will be for Housing Authority to refer these clients at the start of their tenancies so that education is started early and many tenancy

issues are dealt with before they get out of hand. Turning such situations is a hard task but through hard work dedication and working closely with the property managers we are able to achieve a positive outcomes. This Financial year, 90% of my housed clients remained in their tenancies, which is a big improvement compared to the previous years. This is mainly due to working in collaboration with Housing Property Officers for the betterment of client's outcomes. There was also a noticeable drop in the domestic violence a leading cause for damage to clients' homes leading to breaches. We will continue to assist clients affected by domestic violence and referring them to services where they are offered assistance.

We still experience the same issues as in the other years, namely long housing waitlist, house abandonment and meth use which result in various disruptive behaviour and house damages which eventually lead to a loss of tenancy. All our clients homes are Liquor Restricted Premises which helps a lot but for these restrictions to be successful they need 100% policing which may not be available all the times as the police will also be dealing with many other arising matters. We received a sizable number of Furniture donations from Roy Hill, FMG and BHP as well as the community. This is helpful for the easy transition of our clients into their new tenancies as most of our clients come from primary homelessness and will not have any furniture or basic household utilities. These donations are really helpful and we appreciate them greatly.

FURNITURE DONATIONS FROM ROY HILL AND BHP



We were able to partner with Bloodwood Tree Association for community education. They offer a Healthy Living Program which is a course where trainees are taught how to manage their tenancies, homes and budgeting. We come in and offer the participants education on how to maintain their tenancies and keep their homes in accordance to Housing Standards. This is a good initiative that we are proud to be part of as many participants benefit greatly from it.

We also now ensure that every new client gets the basic housecleaning kit which we purchase from our brokerage, this includes mops, broom, bucket, and bin and cleaning detergents, this is important as it enables us to carry out practical housekeeping education with clients and we are able to demonstrate how to use different products. I look forward to the coming year and what it may hold, I will endeavour to support my clients to the best of my ability. I feel fortunate to work with such a great team of people.

**Gretchen Ncube**  
**Housing Support Worker**

## Housing Support Worker– Pilbara Region (NPAH)

### Department of Child Protection and Family Support



My role as Housing Support Worker [HSW Program] is to provide an on-going support service by way of regular home visits to those clients who are referred to the service from the Housing Authority. The position is funded by the Department of Child Protection [DCP]

The objective of the HSW program is to assist those Housing Authority tenants facing difficulties maintaining their tenancies. The case type of early intervention is to prevent tenants reaching the point of eviction which will result in homelessness. The goal is to increase the capacity of tenants to independently manage, maintain and sustain their tenancies. The most common issues are property standards, rent, water and tenant liability arrears. Some clients are happy to attend the post office and make extra payments [apart from the fortnightly payment arrangement already in place with HA] for any arrears they may have. Any issues with debt are referred to the financial counsellor.

For many clients' it is sometimes hard for them to self-advocate, so having a forward-moving organization like the Pilbara Community Legal Service Inc. with its various programs to meet the needs of the people requires persistence and determination to accomplish good outcomes.

The following notes and dated timeline are taken from SHIP entries regarding a client who is now on the HSW program.

**7/11/2016** - Client completed and signed the

transfer application form as well as all other supporting documents to complete the application. All documents were emailed to HA for processing. [Client and family later returned to Perth where they were living at the time]

**6/2/2017** - On this date the client advised us that their application for transfer was declined by HA both in Joondalup and South Hedland. Having heard their story and the reasons why they needed the transfer we advised an appeal will have to be submitted.

**7/2/2017** – After contacting Daydawn Advocacy Centre in Perth for a support letter written by them to the Minister for Housing and the response letter which we received without delay, we began the appeal process. Client provided all the support letters they received, paid receipts for vacated debt and statement of accounts. Specifically, the client is seeking assistance to be accepted for a priority transfer back to the country her and her partner and family left 11 years ago, for serious medical reasons. Client's recovery from a liver transplant required her to be close to the Perth hospital for prolonged treatment and monitoring, which is why they had to relocate to Perth in the first place, where they never really wanted to be, but had no other option due to her medical condition. According to the support letter from her doctor in Perth it is now "suitable and safe" for the client to return home to her country, that is, come back to her home-ground, Newman. Following quote is from client, "We had to stay in the city to be near

the hospital and doctors so I could get better. 'I want to come home now, because it is a healing place for me and my family,'" unquote. According to the Decision Review Form dated 17/11/2016 client was declined the transfer because policy 1.1 was not applicable, there was a vacate debt and low standards. However upon review of their current circumstances there is no more vacated debt and standards at the property are moderate. We are now applying cultural policies to the case.

**9/2/2017** - We emailed the completed and signed Housing Appeals Mechanism Request form as well as all supporting documents to the Regional Appeals Coordinator at HA in South Hedland.

**10/2/2017** - We received an email and attachment from HA South Hedland advising that the appeal has been forwarded to the Senior Review Officer for review. They further advised that advice about the outcome will follow within 30 days of the appeal lodgement date being 9/02/2017.

**14/2/2017** - Client enquired about the appeal. We advised it was sent and lodged on 9/2/2017 and provided them with the response letter from the Regional Appeals Coordinator at HA.

**16/3/2017** - Emailed ICSCA and Centrelink statements to HA. Client provided a letter dated 15/2/2017 from HA stating that the priority Transfer was approved. [6 days after lodgement of the Appeals Mechanism]

**28/3/2017** - House enquiry. Telephone to HA who advised the family will be allocated a 5 bedroom home in Newman. We asked if there are any 5 bedroom homes in Newman. HA Unsure. Advised family will accept a 3 bedder for now.

**4/5/2017** - Client enquired again about her priority transfer. We called HA who advised that they are still waiting for a 4 bedroom house which is under repair.

**10/5/2017** - Client completed and signed the RA and ICS Consent Authority form. We emailed them to HA.

**5/7/2017** - Up-dated RA & ICSCA forms emailed to HA [A tell-tale sign that client was close to being allocated a property]

**11/7/2017** - [Client now adequately housed so we offered support via the HSW Program and client accepted] Client signed the HSW Consent Authority to access the HSW program. We emailed the HSW Consent and Referral forms to the PHSO.

**13/7/2017** - Tenant dropped in to bring the payment receipt for her in-going fees at her allocated property. We emailed the receipt to the PHSO.

**27/7/2017** - Tenant signed all PCLS Authorization forms to access the HSW program. [Family now happily housed in a 4 bedroom home.

**Summary of HSW cases during 2016/17**

Description	Amount
HSW case-management clients	8
Exits	4
Successful	3
Partially successful	0
Unsuccessful	1
Active HSW clients at end of 2016/17 FY	4
Total HSW clients@ beginning of 2017/18 FY	6
Vacancies	4

**Ette Te Miha**  
**Housing Support Worker**



## Tenant Advice and Education Service– West Pilbara

### Department of Commerce



My name is Flordeliza Larrazabal and I am the Tenancy Advocate and Education service worker. I deliver tenancy advocacy in a Local Resource Unit in the West Pilbara. My role is to advocate and support clients seeking assistance or who need assistance understanding their rights and responsibility as a tenant (educational) within the accordance of the Residential Tenancy Act (RTA). The role is to provide outreach services to particularly vulnerable and marginal isolated community groups between the City of Karratha and the Shire of Ashburton.

The program is to help people have better understanding about renting in the private and non private sector. To help resolve issues when the tenant is unsure what they can do, negotiating on the tenants behalf or assisting them fill in forms, applying for court and or representing them in court.

The education service I have provided this financial year was to host an event with the community migrant service worker where I discussed renting a property, going through the first stage of renting a property and how important it is to go over the property condition report (PCR) and to write any comments they note that's not already noted on the PCR. I was privileged to go on the community radio station in Roebourne with Lynn Hart our financial counsellor in which we discussed the issues of Breach Notice (yellow paper for Housing Authority) and

Termination Notices (red Paper for Housing Authority) and the importance of clients to come in and see us once they have received that notice for us to assist them and get a better result.

Compared to last financial year 2015/16 to this financial year 2016/17 I had less open cases. Majority of them during the 2015/16 financial year were clients needing assistance as they have received Breach/Termination Notices, for non payment of rent, or wanting assistance in ending their tenancy agreement.

I found this financial year I had less tenants coming to me with Breach/Termination notices for non payment of rent and if they did attend the office for assistance it was when they first received their notice. We could negotiate a payment plan either in the private sector or with Housing Authority. The matter did not get out of hand and tenants stuck to their payment arrangement plan so no further actions took place.

Some of the main issues that I have assisted with this financial year have been:

- Breach notice non-payment of rent and other (water consumption and tenant liability)
- Termination notices for non-payment of rent and other (water consumption and tenant liability)
- Application for Housing (none private and private)



- Applications to transfer housing to another location whether that be in the same region or out of town
- Applying for an Appeals with the Housing Authority for charges based on maintenance, if their housing or transfer application is declined
- Ending tenancy agreements
- Bond disputes
- Court attendance

One of my successful outcomes I have had this financial year was with a client based in the city of Karratha. The client had received a Breach Notice from Housing Authority for non-payment of rent. The client unfortunately did not engage with our organisation as soon as she received the Breach Notice nor when she received her Termination Notice however engaged with us once she received her letter of outcome from the courts of her tenancy being terminated. We assisted the client fill in an appeals against the registrar decision. We heard from the tenant once she received another letter from the courts advising the magistrate has terminated the lease agreement. I negotiated with the Housing Authority area manager for Karratha and regional manager to organise a fixed term tenancy agreement. Housing Authority offered to give the tenant a 3 month fixed term tenancy agreement. The client had 2 weeks to make payments of over \$2000.00. The tenant was able to pay all money owing and filled in paper work for payments to be automatically deducted from tenant's Centrelink payments. The tenant has not missed a rental payment and is now on a periodical lease agreement.

Another successful outcome I've had this year is with another Karratha client who was struggling financially. The tenant had

signed a 2 year lease agreement at the time she was being commencing a new job role however due to medical condition was unable to start with the company. The client was only receiving Centrelink payments and living on her own paying \$350PW and had other bills on top to pay car repayments, loans etc.; We worked closely with the financial counsellor conducting budget plans making adjustments to every day spending and negotiating with the lessor to reduce the rent and or release the tenant from the lease agreement with no penalties. Unfortunately the lessor did not agree to release the tenant from the lease agreement. We applied to court under section 74 of the residential tenancy act "suffering undue hardship" prior to the court date the lessors did release the tenant from the property with no penalties resulting to the tenant no longer needed to proceed with court actions.

**Flordeliza Larrazabal**  
**Tenant Advice and Education Service**

## Tenant Advice and Education Service– East Pilbara

### Department of Commerce



My Name is Sue Baker. I have been with PCLS for the last 6 years. I am sad to say this is my final month with PCLS and I leave the organisation and the Pilbara with a heavy heart. I have spent the last 9 wonderful years in Hedland and have come to love the people, the red landscape, and the wonderful warm sea that I have been so lucky to swim in on many occasions. The love of my job and the wonderful people that I have been so privileged to advocate for has been the icing on the cake. I have noticed since my time in the Pilbara that a large number of Aboriginal women have now become case workers in local agencies this is one of the highlights of my time here as a community worker. One or two have been former clients and make excellent advocates for their clients. When I have a referral from these ladies I am overwhelmed by their empathy professionalism and dedication to their clients. I am reminded of the PCLS Mission statement “To Empower the People of the Pilbara to manage their lives effectively” .

I have always heard that if you find a job that you are passionate about, the rest will take care of itself. Well, in this case that has been exactly the outcome. My personal growth has been enormous as I have been fortunate enough to meet some of the most caring and giving people on the planet. The retirement of our former CEO Nan Williams has been very sad. I have been so lucky that people like Nan have shared their knowledge and experience with me to assist me in my career as a Community Service Worker.

**The service:** The Tenancy Advocate and Education Service is designed to assist clients in sustaining their tenancy by providing advice information/ advocacy/referral to appropriate agencies mediation with Housing and other key stakeholders to try to resolve any issues. Referral can be self or from other agencies. The majority of the referrals are by word of mouth from other community members or from the Housing Authority or local community agencies.

**Court Advocacy:** If mediation has not worked with the OP Housing Authority or Real Estate Agent and the matter goes to court. PCLS Tenancy Advocate provides court advocacy. Court Advocacy has been the bulk of our work for the past two years. In the reporting period July 2016 to December 2016 we advocated for clients in court 43 times. In the reporting period of January to June 2017 we advocated in court 13 times. Housing Authority clients are the majority of our clients in the Hedland area. We have noticed in the last 6 months or so that the trend for handing out termination notices, that had previously been at an alarming rate, have now dramatically decreased. This is something I am happy to report as it’s a very good outcome and will leave more room for focusing on the education side of the Program.

**Education:** PCLS in conjunction with Blood Wood Tree and IBN have been invited and have provided education talks on tenancy obligations. PCLS also provides in-house education on tenancy obligations. We

provide fact and information sheets on any issue the client might present with. We make laminate picture boards to assist our more literary challenged clients to remind them to do the general household chores either daily or weekly. This is in conjunction with PCLS STEP and Housing support program.

**Outreach:** PCLS have provided outreach advice to Warralong / Newman and Marble Barr.

**Appeals:** There has been an increase in utilising the appeals mechanism. The appeals can be anything from being removed from the housing list to tenant liability charges that were incorrectly charged to our clients. Vacated charges are another common appeal type, plus a number of other issues too many to mention in this report. We have been successful or partially successful in the majority of the appeals however some go to Tier 2 appeal the tenancy advocate represents the client on the day as an advocate.

**Priority Housing Applications:** Applications and support letters for Priority Housing or transfer are also on our list of duties. Tenancy Advocate assists by providing information via the Housing Policy establishing whether the client is eligible, and if required referral to in-house PCLS Programs eg: DV/ Financial counselling/ Solicitor depending on the matter. PCLS also advocate by attending the Priority Interviews. We do not provide support letters unless the person requesting is our client or is willing to become a client. PCLS need a genuine picture of the client's situation before we can submit a letter of support to the Housing Authority.

Hedland has been through some really

difficult times in the past year. We have had bad press from all sources of the media due to the drunken behaviour of some of the younger members of our community. Our older clients, women and children, have been suffering at the hands of drug and alcohol fuelled violence. I believe the Tenancy Advocate program has been instrumental in bringing forward information on the trends in the area to the peak bodies highlighting these issues. We have worked closely with local agencies eg: Housing/ Police/ Child protection and other local stakeholders, to implement a proactive approach to the problems in the area. A day in the life of a Tenancy Advocate is never boring. There is always a new challenge that comes along. Keeping a good sense of humour and a kind heart is essential in this job. Anyone of us can learn to fill in a form or input data however if our clients are not treated with warmth and respect there is really no point in the rest.

I would like to wish the new CEO Clare Murray the Board and staff members of PCLS all the very best in the future.

**Sue Baker**

**Tenant Advice and Education Service**

## Support Tenant and Education Program Housing Authority



I have worked for the Pilbara Community Legal Services for the past two years in the position of Support and Tenant Education Program (STEP) Coordinator. The STEP program is a voluntary program which is specifically designed to assist and educate public housing tenants to maintain and sustain their tenancies.

STEP is there to educate the clients by engaging with them on a weekly basis and working together to achieve goals agreed on at their sign up interview. Together we agree on actions for them to make improvements with their tenancy issues within a certain timeframe. These actions are put into a Tenancy Action Plan using a template from the Department of Communities. The plans are formulated by using the Department of Communities “keeping my home matrix” as a guideline to what areas we need to concentrate on improving. The issues that could place a tenancy at risk are as follows:

- Property standards
- Maintenance/property damage
- Overcrowding/visitors
- Water rent/ arrears
- Tenant liability arrears
- Disruptive Behaviour complaints
- Going away/absences from premises

STEP is also funded to work with the Department of Communities applicants that are nearing the top of the waiting list and are due to be housed within the next 3-6 months. Unfortunately we have not had any

of these clients referred which is a shame as this is when STEP needs to commence working with them to ensure they are fully aware of their obligations to renting public housing before they are allocated a property.

As the Support and Tenant Education Program (STEP) Coordinator my responsibilities are to oversee the four STEP service providers engaged under the program. The four STEP service providers are located in Karratha, Roebourne, South Hedland and Newman. As the STEP Coordinator I ensure that the program’s mission and goals are established.

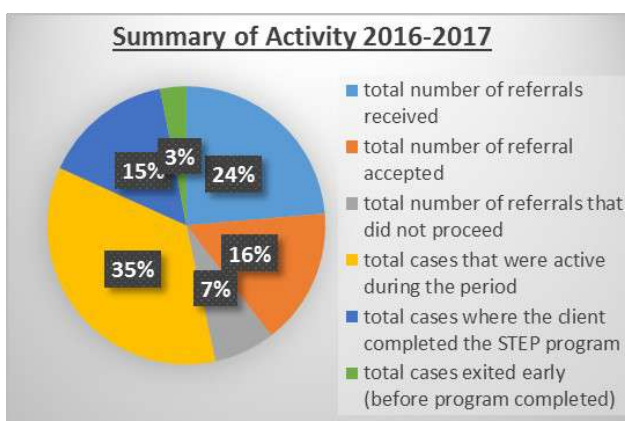
The key goals of STEP include:

- Providing early intervention and support through education, case management and referrals to enable tenants to independently manage their tenancy.
- Reduce the likelihood of homelessness.
- Improve living skills with a focus on housing issues.
- Educate tenants about their obligations and rights under the Residential Tenancies Act and their Tenancy Agreement.
- Make tenants aware of the implications of the Housing Authority's Disruptive Behaviour Management Policy.

Part of my role as the STEP Coordinator is to also have a caseload of clients who have been referred due to they have multiple issues and are classed as high intensive clients. These clients may sometimes be on

the program for more than the expected STEP timeframe which is usually a maximum of two years, but when you are dealing with people who have lived as they are for many years it is very difficult trying to get them to change therefore they are kept on the program a little longer to try and achieve this goal.

I find that once I have built up a good rapport with my Clients they will usually engage with me on a regular basis and are open to ideas and suggestions that I may have to get them to make positive changes. I have also found that if there is a lapse in visits due to absence or closing down of our PCLS offices over the Christmas period our clients tend to slack off a little. Sometimes our clients will have extended family visiting over the school breaks and during this period their standards may drop and they then find it difficult to try and get back on track after their family leave. Some of our clients may also find it difficult to get back on track again after families visit during sorry time and lore and culture time as well. During Lore and culture time which is from October to April each year some of our may be absent for very long periods of time and if they haven't informed us or Department of Communities this can sometimes result in them receiving breaches.



STEP attend regular six weekly step reviews which are always held at the Department of Communities. At these reviews we discuss all issues regarding each client and assess what more we may need to do to help the client to maintain their tenancy and what we have achieved with the clients in the previous six weeks and whether or not that particular client will remain on STEP or be exited from the program. STEP cannot exit a client without the Department of Communities' approval, we can suggest that a client be exited for various reasons. i.e.; successful exit, partially successful exit, successful with minor issues, non- engagement, tenant vacated, tenant transferred to another town, referred to another agency, tenant evicted, unsuccessful exit, Department of Communities withdrew referral and Agency withdrew referral due to safety reasons.

The STEP program also has brokerage of \$5000.00 per annum that we are able to utilise to assist our clients.

We try to ensure the brokerage is used wisely and only in extreme emergencies e.g. client has been breached. Before using brokerage we try other options for clients such as the Aboriginal Corporations/ Foundations first and foremost as often they will assist. Brokerage is not used to pay a client's Rental, Water or Tenant Liability arrears.

I have thoroughly enjoyed working in my position at PCLS and now look forward to the year ahead.

**Karla Kelly**  
**Support and Tenant Education Program Coordinator**

## Support Tenant and Education Program Housing Authority



The Support and Tenant Education Program (STEP) is a free early intervention program funded by Department of Communities to assist tenants who require support to sustain their tenancy.

The program also assists tenants that have been issued with tenancy breaches or notices and may be facing possible eviction.

Tenancy breaches or notices may include:

- Not paying your rent
- Not maintaining the property
- Disruptive behaviour

STEP is administered by services providers in various regions across the State. Pilbara Community Legal Service has a STEP worker in each of our four office in the Pilbara, these include: Karratha, Roebourne, South Hedland and Newman.

The STEP workers assist clients with a range of housing issues they may be experiencing. Tenants who participate in STEP will have the opportunity to improve skills or abilities including:

- Resolving conflicts or disputes
- Managing budgets
- Maintaining a stable and functioning household
- Learning and understanding tenant obligations and responsibilities
- Managing external factors that impact on their tenancy
- Creating better relationships and rapports with Housing Service Officers
- Assistance with Liquor Restriction applications

Participation in STEP is voluntary. Tenants who have been identified as having issues with their tenancy are referred to STEP by Department of

Communities, a STEP worker or they can self-refer.

Before commencing on the program a consent form needs to be signed by the tenant and then the referral is received by the STEP workers.

The STEP worker will then work with tenants to develop strategies to enable them to better their tenancy obligations.

STEP clients will then meet with their STEP worker and Housing Service Officer to discuss what could be done to help them sustain their tenancy. Once all parties agree to proceed an action plan will be developed and signed. The STEP worker will meet with their clients on a regular basis so they can work together to achieve the agreed outcomes.

One client who has had a positive outcome is one who had accumulated a massive debt of over \$6000 for non-payment of rent and water due to having a leak that she did not attend to. The client was at risk of being breached and losing her house because of the high amount owing.

We assisted the client with a payment plan to ensure payments were coming out of their Centrelink payments each fortnight. We also contacted their Aboriginal Corporation to assist to pay a lump sum off the debt.

Within 6 months the client's debt had been completely paid off and they are now looking into buying their property.

Although most of the outcomes we have with our clients are positive ones, we do also have some negative outcomes.

One of our clients who was exited for non-

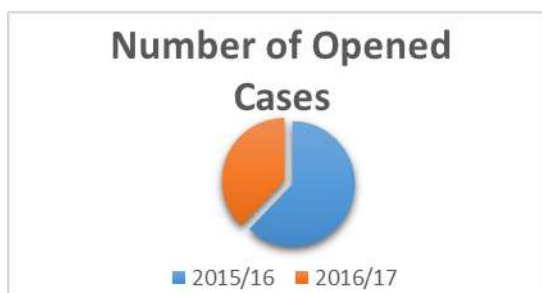
engagement was referred back to the program as they had received breach notices for poor property standards and debts for non-payment of rent and water.

When the client's referral back on STEP was approved, we assisted them to manage their debt by referring them to the financial counsellor to arrange a payment plan to ensure payments were being made each fortnight. We then sat down with the client to explain to them that if any payments are missed then they will be issued with another breach notice.

Next we assisted to re-educate the client on what they can do to ensure their property meets the standards of Department of Communities. The client has a follow up inspection in place to ensure she has followed our advice on how to maintain their property standards, however if the requirements are not met then they may be taken to court.

Unfortunately this client is at very high risk of losing their tenancy but we are trying everything to have a positive outcome.

I have been working as a STEP worker for Pilbara Community Legal Service since 17 September 2015. I thoroughly enjoy my role as a STEP worker as it is satisfying to know that my assistance I give to my clients who are struggling, helps them to build better lives and gives them hope for a brighter future.



This year has been another successful year working with clients. I have had a total of 19 cases this year. 14 of these cases have been new clients referred to the program and the other 5 is clients

from the previous financial year who still require support from the program.

11 cases have been closed this year with most of them being successful in the program. Out of the 11, 2 clients were unsuccessfully exited from the program. This was due to one client not engaging with the program therefore no support could be given to them making them ineligible to be on the program any longer. My other client unfortunately passed away this year so their file had to be closed. The other 9 clients all had positive outcomes with their tenancies. All clients took our advice and utilised the program as much as they could which resulted in their successful exits.



We wish all of our clients who have been exited from the program all the best and hope that they continue to successfully maintain and sustain their tenancies with all of the knowledge and skills they have learnt throughout their time on STEP.

**Jo Drummond**  
**Support and Tenant Education Program**



## Support Tenant and Education Program Housing Authority



My name is Micah Tablac. I have worked for the Pilbara Community Legal Service since November 2013 and have been a STEP Provider for almost four (4) years.

The Support and Tenant Education Program also known as STEP, is a free early intervention tenancy program for new and existing public housing tenants who may be at risk of eviction. STEP aims to provide early education, intervention and tenancy support to a variety of different clients.

There are four categories. The first category is 'housing applicants' which is provided to any clients applying for a public housing. Next is 'early education/intervention' which is for newly housed clients who may or may not be aware of how to have a successful tenancy. Third is 'tenant support' which is for existing clients who have not rectified their issues about their tenancy that may have resulted to a breach or strike. It is also for clients who need help with normal tenancy management procedures. The last one is 'high intensive' which is for tenants who are at risk of eviction due to ongoing issues that aren't rectified even after some assistance have been provided. It is also for clients who have mental/intellectual disabilities, extreme hoarding capabilities and elderly people.

STEP's main goal is to increase the client's understanding and ability to manage their tenancy independently and successfully. This is achieved by setting goals in a form of Tenancy Action Plan (TAP) targeting the issue

for the referral and slowly but surely working it out and following up every week during client visits. I also encourage clients to build a good relationship with their Housing Property and Service Officer (HPSO) by keeping them in the loop about anything surrounding their tenancy.

The outcome of the program varies from one case to the other. Out of 10 clients, there is an 80% chance of a successful tenancy for 'dedicated clients' but 30% of those clients usually fall back due to issues that are sometimes out of their control like things concerning their extended family and visitor's behaviour. I believe that STEP plays a huge role to the improve lives of tenants and it has a big chance of becoming even more successful in the future. This can be achieved with the continuous help of the HPSOs and STEP providers working towards one goal which is to reduce the likelihood of homelessness and to increase successful tenancies by referring clients at an early stage. Clients are referred to the program once a STEP consent form is signed and submitted to either the STEP provider or HPSO. Once received, it is then processed through Housing and uploaded by the HPSO once approved.

The STEP provider is capable of assisting a total of Twenty (20) clients depending on their case equivalent. Housing Applicant as .25, Education/Early Intervention as .50, Tenant Support as 1 and High intensive as 2 clients. At the moment, the only referrals

coming in are referrals coming from HPSOs. Most of these clients are either referred to the program because they are already at risk of eviction or if they have just recently received their house. There are many prospective clients out there who need STEP, some even more than the ones already on the program that aren't being reached because they are simply "under the radar". Some examples are Housing Applicants. Many if not most of these applicants are clients coming from communities who have never lived in a house before. These clients are being given houses without any basic knowledge of their responsibilities and rights. Due to the overwhelming number of applicants and tenants, these clients fall "under the radar" and are mostly given houses without any information and assistance from agencies therefore results to a failed tenancy that leads to their eviction. The basic yet vital information for a successful tenancy aren't present in their minds.

I sincerely believe that early education is the solution to a lot of ongoing problems failing tenants have. A tall building can only stand the test of time if it's built with a good and deep foundation. Without the foundation, the building will fall. Early education for these clients is their good foundation. Without it, their tenancy is bound to fail. I think Hedland would benefit to get another STEP worker that will be able to assist to reach out to clients that are "under the radar". We need somebody to promote the services and to be able to provide more early education to clients than just tenancy support that can only act as a Band-Aid solution because the foundation was never placed prior to being given a house.

The financial year 2016-2017, STEP Hedland received a total of 24 referrals with 12

referrals not proceeding to an open case for various reasons such as incarceration, death of the client or a family member, not interested and non-engagement. I have opened an equivalent of 22 cases which was composed of 10 high intensive and 2 tenancy support clients. Out of the 12 clients, 5 were exited with 2 being partially successful and 3 are exited unsuccessful due to non-compliance and non-engagement. The rest of the clients are still actively participating in STEP and most of them have improved tenancies in comparison to their initial referral state.

A good example is my client who had been referred to the program due to hoarding tendencies, arrears on water and tenant liabilities and poor property standards. This client has been on the program for less than 7 months and she has had a lot of success due to her determination. She started in the program with a total debt of \$4543.48 now reducing it to \$361.38.

From hoarding, she has now cleared her property of rubbish and clutter.



These are results of just one client's commitment to the program. STEP has the ability to help clients to be successful with their tenancies with the support of the HPSOs and the tenants themselves.

Thank you for the opportunity to provide life changing experiences to the people of the Pilbara.

**Micah Tablac**  
**Support and Tenant Education Program**

## Support Tenant and Education Program

### Housing Authority



Support and Tenant Education Program (STEP) is a tenancy program funded by the Department of Communities. STEP provides support, education and early intervention to public housing tenants whether they require education on their tenancy agreement obligations for a new tenancy or require support for an existing tenancy. Participation in STEP is voluntary, tenants can self-refer or they are referred through the Housing Property Services Officer (HPSO).

Tenants can be referred for a number of reasons including their first tenancy, rental arrears, property standards and disruptive behaviour complaints. STEP provides support and education over a 6 week -12 month period for at risk tenants to help them sustain and maintain their tenancy and avoid eviction.

As STEP service providers, we provide weekly home visits; develop a tenancy action plan and work together to achieve agreed goals. By participating in STEP we can provide support to improve skills in:

- Resolving conflicts or disputes
- Managing budgets
- Maintain and sustain a stable and functioning household
- Learning and understanding tenancy obligations and responsibilities
- Managing external factors that impact on tenancies (for eg: visitors,)

We have seen a decrease in the number of referrals to STEP, in the last financial, STEP

Roebourne has case managed only 23 cases. Majority of those referrals were self-referred or referred by the STEP worker. Of those 20 were successful and have gone on to successfully manage their tenancy, 2 were only partially successful. One tenant was evicted due to not being able to significantly reduce her water arrears or improve her property standards. Unfortunately the property had substantial damage to the walls and doors from domestic violence and visitors, the tenant would have incurred a substantial repair bill over \$10,000 which she would not have been able to sustain and repay in a suitable time frame. Even though the tenant had made changes in her life and successfully granted a Liquor Restriction, it was not enough to save her tenancy.

Over the last 12 months we have seen an increase in the applications for Liquor Restricted Premises. The applications are submitted at Roebourne Police station and are now being approved promptly by Liquor, Gaming and Racing.

Over the last two years there are now 33 Liquor Restrictions in place in the Roebourne/Wickham area. The last financial year has seen nine STEP tenants that have been assisted and successful in applying for a Liquor Restriction at their property.

Having a Liquor Restricted property means that no alcohol can be consumed or brought onto the property. The Police also have the authority to search the property if they suspect that alcohol is being consumed at

the property. Those caught consuming alcohol incur a \$200.00 on the spot fine. We have found that the tenants have fewer visitors, less damage to their house and there has been a decline in disruptive behaviour complaints.

Tenancy arrears continue to remain at the forefront for a tenant's referral to STEP. A referral to STEP does not guarantee that a tenant will not be evicted but often once on STEP and if they enter into an acceptable repayment arrangement that can reduce the arrears quickly then an eviction can be avoided. We were unfortunate to have had one eviction this financial year. Slowly but surely we are making progress through education, that if tenants notice that their rent has not been deducted from their fortnightly Centrelink then we encourage tenants to make that payment at the Post Office. Arrears can accumulate quickly and making repayments for arrears as well as other household utilities and essentials from a Centrelink benefit can create further financial hardship.

One of the more successful STEP referral was an elderly client with health issues who was referred for tenancy arrears. The client was trying to manage the arrears with no assistance from those staying at the house. The client was verbally abused by another person in the house who refused to contribute to the household and felt threatened by that person when they were intoxicated. Quite often there were visitors at the house that were consuming alcohol and incidents of family violence. This resulted in impact holes in walls, damaged doors and smashed windows. Eventually we were able to have the Police move the person on and we assisted the tenant in applying for a Liquor Restriction. The tenant was able to

have maintenance completed, holes patched, doors replaced and entered into a repayment arrangement for the arrears. Unfortunately the tenant has been left with a substantial repair debt but is happy to be able to live peacefully and not feel threatened.

As a STEP worker for the Roebourne/Wickham Community and for those that are not on STEP we continue to encounter challenges that impact on people's ability to manage their tenancy. Family violence, substance abuse and mental health issues overcrowding and the Centrelink reporting obligations that are now in place continue to place people's tenancies at risk. We continue to empower with the necessary skills and education for people to effectively manage their tenancy.

The PCLS office in Roebourne continues to be known as the 'one stop shop' with members of community calling in to have mail read, paperwork completed or to see other visiting specialist workers such as Lawyers, Domestic Violence Workers and Tenancy Advocacy. The last financial reporting period saw 151 other community members attend the office for assistance that were not on STEP.

Over the last year I have attended the following for professional development and community networking:

- Bi Monthly Act, Belong, commit yarning meeting
- Bi Monthly 6718 Action Group Meetings
- Aboriginal and Torres Strait Islander Mental Health First Aide in Hedland.
- Connecting and Communicating with Aboriginal people

*Angie Mitchell*

*Support and Tenant Education Program*

## Support Tenant and Education Program Housing Authority



My role as STEP [Support and Tenant Education Program] worker is to provide an on-going support service by way of regular home visits to those clients who are referred to the service from the Housing Authority [HA].

The mission of the STEP program is to increase the capacity of tenants to independently manage and maintain their tenancies by providing on-going support of which the most common issues are property standards, rent, water and tenant liability arrears. Regarding the latter, we assist and encourage the clients to attend the post office and make extra payments [on top of the payment arrangement already established with HA] for any arrears they may have and some are happy to do that. Any issues of debt management are referred to the financial counsellor.

The Pilbara Community Legal Service Inc. vision - "Empowering the people of the Pilbara to manage their lives effectively" is clearly recognised in those clients' who take full advantage of the assistance and encouragement provided by the service to improve their tenancy issues and become more aware of their obligations.

Property standards are hard to keep up with for those who are elderly and sick as in the following case: Although their rent, water and tenant liability are in front, the most challenging problem for this elderly couple are property standards. This couple are unable to physically clean their home themselves. Earlier conversations with the

provider of their home-caring needs failed as we were informed that they do not qualify for upgrading to a higher level of homecare help. Having visited this couple many times I knew that this couple's needs were urgent.

Time passed and still visiting the couple on a regular basis and noting that their circumstances were unchanged I discussed the dilemma with a representative from Disability Services Commission who in turn sent me a link to My Aged Care Centre [MACC] an agency which she also uses for her clients.

I called MACC who advised that the clients' are currently on a level 2 homecare package since May 2017 and both have been approved for a level 4 [the highest in home care] homecare package pending available funding. I was advised they cannot tell us how long the wait time will be only when the funding is made available. I asked if the clients' home could be cleaned while waiting for the higher level 4 and was advised to call Western Australian Assessment Framework [WAAF] for a priority reassessment regarding interim services that may be provided. I further asked if there were any other agencies we could call to assist with the much needed homecare services for the couple while waiting to be upgraded. We were provided with names and phone numbers to contact. I was informed, whilst not on priority the clients' remain on the medium priority which is a general level being 2-5% of services provided. Although the couple are on level two [2] of the homecare package with HACC their home is

not being cleaned.

As advised by MACC I called WAAF who advised they will send a referral for assessment for cleaning assistance and will notify us of any progress. WAAF are affiliated with Home and Community Care [HACC]

Recently we received a telephone call from a representative of the assessment team at HACC advising she will contact the provider, East Pilbara Independence Service [EPIS/HACC] to inquire if there is room on the current home-care package to assist my client with cleaning her unit while waiting for the up-grade.

By using brokerage, on 8/8/2016 and 29/11/2016 we provided cleaning kits for the client so her relatives could clean the property and bring the standards up to HA requirement again.

The other matter we discussed was that my client wants to go back to country – Jigalong. We advised the representative that they are old and sickly and cannot clean the unit and the state it is in will not improve their health. If they move to Jigalong, a dry community and where no drunks will frequent their home, they will be much safer and happier out there.

I have reported this case as a true model of what could/ has/ is, happening to such clients on any of our programs and the positive actions to take to assist our clients so they can enjoy a more meaningful, safer and happy life.

It has always been my aim and determination to assist my clients in the ways I have learnt in previous training sessions and the same happens when it comes to going beyond the norm. It takes time and preparation but by thinking positively we guarantee good

outcomes.

There are drawbacks, but by keeping focussed on the work at hand and persevering to achieve our goals we can be happy with the results of our hard work. Perseverance is a positive and active attribute which helps us to keep going beyond what we have already done. It's all summed up in what American author Newt Gingrich once penned, quote, "Perseverance is the hard work you do after you get tired of doing the hard work you already did," unquote.

#### **Summary of STEP clients during 2016/17 F/Y**

Description	Amount
STEP clients	15
Exits	11
Successful	3
Partially successful	6
Unsuccessful	2
Active STEP clients on STEPIMS at end of 2016/17 F/Y	5
Pending STEP clients for 2017/18 F/Y.	5
All Consent Forms sent to Housing Authority in May/July 2017. Waiting for uploads to STEPIMS	

**Ettie Te Miha**  
**Support and Tenant Education Program**



## Community Migrant Support

### Department of Social Services



I started my role of Community Migrant Settlement Service in April 2016. This service aims to assist eligible migrants to settle into the Australian society and to become self-reliant. It provides settlement support for recently-arrived migrants to promote their economic and personal wellbeing, independence and community connectedness.

During the 2016/2017 financial year, I continued to be active in all aspects of my settlement work within the migrants' community of Karratha. I assisted many migrants through individual casework to group sessions.

#### Casework to individuals/families

I provided casework and referral support to clients and their families to address their individual settlement needs. I assisted migrants with various queries and issues, such as schools/education, job opportunities, domestic violence, immigration, health, Registry of Births, Deaths and Marriage, English lessons. All clients were provided with relevant information and advice and were referred to various agencies as needed. Group information and recreational sessions During the 2016/2017 financial year period, I organised various group information and recreational sessions for the migrants living in Karratha.

#### Morning Tea Series

I organised 3 multicultural morning teas events supported by the funding from a grant from the City of Karratha.

- In September 2016, people from various cultural backgrounds attended a yoga class at the Leisureple. It was followed by a morning tea where representatives from Karratha Central Healthcare talked to the guests about women's health. Breastscreens flyers in several languages were provided.
- In October 2016, I organised a morning tea session at the playgroup room of the Karratha Community House. Many migrants attended this event with their children. A representative from Empowering People In Communities talked about their Workforce Development Centre which provides free employment services, such as writing resumes and applying for jobs. Also a lecturer from TAFE attended and provided the guests with information about the English classes at TAFE Karratha.
- In November 2016, another morning tea was organised, where the Tenancy Advocate and Education Service Worker of PCLS provided the guests with tenancy information. WA Inclusion Agency One Tree Services also attended and presented their services, such as advice & support relating to early childhood & child care for children from CaLD background.

These 3 information & recreational sessions aimed at increasing socialisation and awareness among migrants living in Karratha.



The events were successful, with morning teas, settlement information & children activities provided to many CaLD families living in Karratha. Coffee mugs with PCLS logo were given to the guests.

#### Swimming Lessons

Royal Life Saving Society WA has identified that culturally and linguistically diverse communities are at increased risk of drowning and aquatic injury compared to the rest of the Australian population. Migrant families have often limited swimming skills. Many individuals from diverse communities are often unaware of Australian aquatic conditions whether at the beach, river, lake or swimming pool.

I organised for a group of 10 women from CaLD backgrounds to attend a free 4 week program to learn how to swim. It occurred at the Leisureplex during March and April 2017. The women appreciated the opportunity of learning how to swim. They were provided with aquatic skills and knowledge so that their future aquatic experiences can be enjoyed in a safe manner.

#### Multicultural playgroup at the Karratha Family Centre

In partnership with the Karratha Family Centre, a multicultural playgroup was created. This multicultural playgroup "Children in Harmony" is now open to migrants and CaLD families living in Karratha and surroundings. This playgroup is free of charge and occurs every Friday morning at the Karratha Family Centre.

It aims to provide opportunities for migrants to develop social and family support networks.

I organised a morning tea and children activities for Harmony Day/Week. I also attended a session and provided the parents with information about the Community Settlement Services offered by the Pilbara Community Legal Centre. In June 2016, I organised for Sarah Taylor from the WA Child Safety Services to attend the playgroup. She provided parenting information (protective behaviours) to the families.

***Isabelle Galtier***

***Community Migrant Settlement Service***

## Community Migrant Support Department of Social Services



My Name is Yasser Al Assadi and I commenced in February 2017. My role is focused on delivering essential settlement services, including casework, advocacy, information sessions and referrals to eligible clients, in addition to other group based activities including recreational activities to reduce social isolation, increase client's independence, knowledge and ability to navigate and access mainstream services and promote self-reliance .

This program has been very successful in creating venues where migrants and local community members meet and network during our monthly cooking program (Cooking up a Storm (CUAS)). On the other hand, this program has been very active in the educational area. Joined its efforts with other service providers, including TAFE, EPIC, Well Women's Centre, and Apprenticeship Australia to ensure the best outcomes in terms of education and empowerment for Migrants.

Clients can be referred to our program by other community organisations thanks to our central office location. However, most of our clients are friend or self-referred.

I believe that this program is crucial for the migrant community members in this remote region, where access to mainstream services is very limited, harsh weather conditions, and the nature of the mining economy of this region can contribute to people's isolation, women and children with very limited English, and no or very little computer and internet skills, are among the most affected.

Most of the referrals I have dealt with falls under two main categories

Visa and citizenship inquiries.

(b) Education and career support.



Community participation is key to achieving the program targets. This program has been active in many areas including:

- Monthly cooking program (CUAS), which includes ancillary information sessions, and discussions regarding news and updates pertaining Migrants.
- Two group session organised in conjunction with apprenticeship Australia.
- Provided valuable information to Migrant students at the local north regional TAFE on starting a career as an Apprentice.
- Migrant empowerment program run in conjunction with EPIC Annual Multicultural
- Welcome Hedland Festival 2017



We are witnessing an increase of inquiries in relation to the new citizenship requirements. Some clients have expressed their concerns regarding the new English language skills required for the test.

In order to address these concerns, I proposed a new program to provide community legal training to the migrants to familiarise them with the Australian Constitution, Judicial System, Legislative system, and Federal and local governments.

#### Case Study Report #1

A client from Afghanistan sought assistance with the application for Australian citizenship. The client came to Australia as an asylum seeker in March 2012. After staying at the Derby detention centre, he was granted a Bridging visa first and then a Permanent Protection visa subclass 866.

As an asylum seeker, the client has previously received free migration assistance from BMA Lawyers in Melbourne under a pro bono scheme and had no experience lodging paperwork himself. Due to the lack of education and literacy skills, the client was provided with immigration related administrative assistance by the Community Migrant Worker without the use of a migration agent.

I printed out and helped complete the forms and other paperwork. In particular, a Statutory Declaration was needed to explain why he didn't have a birth certificate (the client had an Identification Card only issued on demand in Afghanistan; no record documents were given to the client's parents at the time of his birth). The declaration also explained why the client did not have his current surname mentioned in Afghan documents. Due to cultural traditions, only his father's name was used in his overseas

driving license and Identity Card. The client started using the new surname after coming to Australia. Most Afghans do not have a last name but may choose one if they are in contact with other cultures.

In addition, I referred the client to accredited NAATI translators from Dari and Persian languages and gave him all the necessary information regarding fees, citizenship test and ceremony, resident requirements and eligibilities. The application has been recently approved and the citizenship interview and test are to be held on the 19th January.

#### Case Study Report #2

A client from Hong Kong came to Australia on a Working Holiday visa 417 and met her current husband here. However, her partner – an Australian citizen – was abusing the client. The client's partner threatened to cancel his sponsorship for visa and the client was very concerned about her migration status in Australia. The situation escalated when the client's husband forced her to leave their house. By working in collaboration with our Domestic Violence Outreach Worker, I helped the client to find urgent temporary accommodation. I also arranged free help by a migration lawyer. Luckily for the client her Permanent Resident visa 801 was granted the same week after being processed for 8 months. She can now stay in Australia indefinitely not depending on her husband.

By working in conjunction with the PCLS DV Worker and Family Law Solicitor, we helped the client to start new independent life free of abusive relationships.

**Yasser Al Assadi**

**Community Migrant Settlement Service**



# **2016/17 Financial Reports**

## **Board of Management**

### **Treasurers Report**

I have pleasure in presenting the audited Financial Reports of the Pilbara Community Legal Service Inc.

I have extracted the following summary details from the financial reports 2017 to provide an overview of the financial position of Pilbara Community Legal Service Inc.

#### **Cash at Bank**

PCLS began the financial year 2017 with \$301,875 in the main operating accounts and \$803,424 in term deposits accounts. At the end of the financial year 2017 there was \$891,697 in the main operating accounts and \$815,320 in term deposits accounts. An overall increase in cash position by \$601,718.

#### **Operating Surplus**

The surplus for the current financial year was \$201,636 this is a decrease of 66% compared to the surplus of \$587,088 we had for the 2016 financial year.

#### **Total Operating Revenue**

Total revenue received during the 2017 financial year including surplus carried forward from previous year was \$3,802,704 – This is a slight increase of 0.01% compared to the previous financial year.

#### **Total Operating Expenses**

Total expenses incurred during the financial year was \$3,308,834 this represents an 11% overall increase of expenses compared to the previous financial year. A 17 % increase in administration related expenses during the financial year 2017 has mainly contributed to this increase and wages also grew by 0.09% .

#### **Members Funds**

The members' funds at the 30<sup>th</sup> June 2017 stood at \$2,963,203 up from \$2,761,566 as at 30<sup>th</sup> June 2016.

***Janette Parsons-Smith***

***Treasurer***

**Pilbara Community Legal  
Service Inc.**

ABN 43 336 581 511

**Financial Statements  
For the year ended 30 June 2017**

**Guidera Consulting**

Level 29, 221 St Georges Terrace

Perth WA 6000

Phone: 08 9467 7380 Fax: 08 9459 1895

Email: [steveng@guideraconsulting.com.au](mailto:steveng@guideraconsulting.com.au)

**Pilbara Community Legal Service Inc.**  
**ABN 43 336 581 511**

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Board of Management's Report

Statement of Comprehensive Income

Detailed Balance Sheet

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Notes to the Financial Statements

Income and Expenditure Statement

Statement by Members of the Board of Management

Independent Auditor's Report to the Members

Compilation Report

**The accompanying notes form part of these financial statements.**



**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Statement by Members of the Board of Management**

**For the year ended 30 June 2017**

In the opinion of the Board of Management the Statement of Comprehensive Income, Detailed Balance Sheet, Statement of Cash Flows and Notes to the Financial Statements:

1. Presents fairly the financial position of The Pilbara Community Legal Service Inc. as at 30 June 2017 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they fall due.
3. The Board of Management and The Pilbara Community Legal Service Inc. have complied with the obligations imposed by its constitution and the terms and conditions of each Service Agreement entered into during the 2017 financial year.
4. The information reported in the Statements of Income and Expenditure for the Secondary Family Support - Services to Alleviate Financial Crisis incorporating the Hedland Financial Counselling, Karratha Financial Counselling, Newman Financial Counselling and Roebourne Financial Counselling programs have been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Local Government and Communities Ministerial Body.
5. The information reported in the Statement of Income and Expenditure for the Supported Tenancy Education Program (STEP) has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Housing Authority of Western Australia.
6. The information reported in the Statement of Income and Expenditure for the Tenancy Advice and Education Program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Commerce.
7. The information reported in the Statement of Income and Expenditure for the Generalist Program, the Rural Women's Outreach Program and the Victim's Rights Support Service funding has been prepared from proper accounts to present fairly the financial Transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Community Legal Service Program – Office of the Department of Attorney General.
8. The information reported in the Statement of Income and Expenditure for the Domestic Violence Advocacy and Victim Support Service (DVAVSS) has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the service Agreement and with Department for Children's Services and Family Support Ministerial Body.
9. The information reported in the Statements of Income and Expenditure for the programs funded under the National Partnership Agreement on Homelessness (NPAH) – the Housing Support Workers - Pilbara and the Pilbara Domestic Violence Outreach Program have been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department for Children's Services and Family Support Ministerial Body.

**The accompanying notes form part of these financial statements.**

10. The information reported in the Statement of Income and Expenditure for The W.A. Law Society – Public Purposes Trust program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with The W.A. Law Society – Public Purposes Trust.
11. The information reported in the Statement of Income and Expenditure for the Indigenous Advancement Strategy – Safety & Wellbeing Program – Outreach Legal Services – Pilbara Region has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Commonwealth Department of Prime Minister and Cabinet.
12. The information reported in the Statement of Income and Expenditure for the Settlement Services Program – Pilbara and Goldfields has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Commonwealth Department of Social Services.
13. The information reported in the Statement of Income and Expenditure for the Keeping Women safe in their Homes program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2017 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Local Government and Communities Ministerial Body.

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

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Chairperson: Roz Brabazon

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Treasurer : Janette Parsons-Smith

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Statement of Comprehensive Income**

**For the year ended 30 June 2017**

	Note	2017 \$	2016 \$
<hr/>			
<b>Revenue:</b>			
Grants Received		3,389,702	3,424,164
Prior Year Grant Surplus brought forward		306,935	212,452
Brokerage Income		48,579	41,843
Interest Received		18,040	14,268
Other Income		39,448	84,105
<b>Total Revenue</b>		<b>3,802,704</b>	<b>3,776,832</b>
<b>Expenditure:</b>			
Employment and training expenses		2,433,367	2,238,533
Administration		781,184	666,719
Brokerage expended and refundable		94,283	80,695
<b>Total Expenditure</b>		<b>3,308,834</b>	<b>2,985,947</b>
<hr/>			
<b>Profit from ordinary activities before income tax</b>		<b>3,308,834</b>	<b>2,985,947</b>
Income tax (credit) expense		0	0
<b>Net Profit attributable to the association</b>		<b>493,870</b>	<b>790,885</b>
<hr/>			
<b>Other comprehensive income:</b>			
Other Comprehensive Income		0	0
<b>Total other comprehensive income for the year, net of tax</b>		<b>0</b>	<b>0</b>
<hr/>			
<b>Total comprehensive income for the year</b>		<b>493,870</b>	<b>790,885</b>
<hr/>			
<b>Retained Profit Movement:</b>			
Opening retained profits		2,317,976	1,730,888
Net profit attributable to the association		493,870	790,885
Adjustments:			
Transfers to Grants Refundable		(204,934)	(203,797)
Transfers to Grants Refundable from prior year		(87,299)	0
<b>Retained profits and the end of the financial year</b>		<b>2,519,613</b>	<b>2,317,976</b>

**The accompanying notes form part of these financial statements.**

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Detailed Balance Sheet as at 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Current Assets</b>		
<b>Cash Assets</b>		
Cash at bank	891,697	301,875
Term Deposit CBA 2	409,682	403,424
CBA Debit Card	29,118	28,531
Term Deposit CBA 3	405,638	400,000
Electronic Clearing Account	0	(3,236)
	<hr/> 1,736,135	<hr/> 1,130,594
<b>Receivables</b>		
Accrued Income	3,036	3,342
Trade debtors	11,159	9,850
	<hr/> 14,195	<hr/> 13,192
<b>Current Tax Assets</b>		
GST payable control account	(38,188)	(23,705)
Input tax credit control account	38,510	26,520
	<hr/> 322	<hr/> 2,815
<b>Other</b>		
Tenants' bond	4,153	6,568
TFN Withholding Credits	9,298	3,288
Prepayments	43,560	68,421
	<hr/> 57,011	<hr/> 78,277
<b>Total Current Assets</b>	<hr/> <b>1,807,663</b>	<hr/> <b>1,224,878</b>

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The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Detailed Balance Sheet as at 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Non-Current Assets</b>		
<b>Property, Plant and Equipment</b>		
Leasehold improvements	221,037	221,037
Less: Accumulated depreciation	(126,898)	(115,918)
Furniture & Fittings at cost	303,920	259,212
Less: Accumulated depreciation	(213,856)	(182,737)
Motor vehicles - at cost	264,790	289,017
Less: Accumulated depreciation	(132,612)	(133,427)
	<hr/>	<hr/>
	316,381	337,184
	<hr/>	<hr/>
<b>Other</b>		
Land & Buildings - 4 Green Court	433,435	418,615
Less: Accumulated depreciation	(2,845)	(943)
28 Balmoral Rd - Land and Buildings	1,258,632	1,323,360
28 Balmoral Road - Costs re Rebuilding	173,954	40,223
	<hr/>	<hr/>
	1,863,176	1,781,255
	<hr/>	<hr/>
<b>Total Non-Current Assets</b>	<hr/>	<hr/>
	<b>2,179,557</b>	<b>2,118,439</b>
	<hr/>	<hr/>
<b>Total Assets</b>	<hr/>	<hr/>
	<b>3,987,220</b>	<b>3,343,317</b>
	<hr/>	<hr/>

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**The accompanying notes form part of these financial statements.**

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Detailed Balance Sheet as at 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Current Liabilities</b>		
<b>Payables</b>		
<b>Unsecured:</b>		
Trade creditors	31,450	14,514
Other Creditors	9,864	3,000
Accrued Expenses	0	0
Grants Rec'd In Advance	358,274	0
Accrued Wages & Superannuation	29,560	6,811
Superannuation Payable	19,656	20,446
Grants Refundable Liability	204,934	203,797
Tenant Bonds	1,270	3,480
Brokerage - Unspent 30th June	40,273	15,838
	<hr/>	<hr/>
	695,281	267,887
	<hr/>	<hr/>
<b>Current Tax Liabilities</b>		
Amounts withheld from salary and wages	33,742	36,652
	<hr/>	<hr/>
	33,742	36,652
	<hr/>	<hr/>
<b>Provisions</b>		
Provision for annual leave	124,590	131,501
Provision for long service leave	101,855	98,312
	<hr/>	<hr/>
	226,445	229,813
	<hr/>	<hr/>
<b>Total Current Liabilities</b>	<hr/>	<hr/>
	<b>955,469</b>	<b>534,352</b>
	<hr/>	<hr/>
<b>Non-Current Liabilities</b>		
<b>Provisions</b>		
Provision for Long Service Leave	68,549	47,399
	<hr/>	<hr/>
	68,549	47,399
	<hr/>	<hr/>
<b>Total Non-Current Liabilities</b>	<hr/>	<hr/>
	<b>68,549</b>	<b>47,399</b>
	<hr/>	<hr/>
<b>Total Liabilities</b>	<hr/>	<hr/>
	<b>1,024,018</b>	<b>581,751</b>
	<hr/>	<hr/>
<b>Net Assets</b>	<hr/>	<hr/>
	<b>2,963,203</b>	<b>2,761,566</b>
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Detailed Balance Sheet as at 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Members' Funds</b>		
<b>Reserves</b>		
General Reserve	109,094	109,094
Asset Reserve	334,496	334,496
Accumulated surplus (deficit)	2,519,613	2,317,976
<b>Total Members' Funds</b>	<b>2,963,203</b>	<b>2,761,566</b>

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The accompanying notes form part of these financial statements.



**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Statement of Cash Flows**

**For the year ended 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Cash Flow From Operating Activities</b>		
Receipts from customers	3,804,927	3,745,451
Payments to Suppliers and employees	(3,113,122)	(3,346,329)
Interest received	18,040	14,268
Net cash provided by (used in) operating activities (note 2)	<u>709,845</u>	<u>413,390</u>
<b>Cash Flow From Investing Activities</b>		
Payment for:		
Payments for property, plant and equipment	<u>(104,304)</u>	<u>(1,224,515)</u>
Net cash provided by (used in) investing activities	<u>(104,304)</u>	<u>(1,224,515)</u>
Net increase (decrease) in cash held	605,541	(811,125)
Cash at the beginning of the year	<u>1,130,594</u>	<u>1,941,719</u>
Cash at the end of the year (note 1)	<u><u>1,736,135</u></u>	<u><u>1,130,594</u></u>

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**The accompanying notes form part of these financial statements.**

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Statement of Cash Flows**

**For the year ended 30 June 2017**

**2017**

**2016**

**Note 1. Reconciliation Of Cash**

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

Cash at bank	891,697	301,875
Term Deposit CBA 2	409,682	403,424
CBA Debit Card	29,118	28,531
Term Deposit CBA 3	405,638	400,000
Electronic Clearing Account	0	(3,236)
	<u>1,736,135</u>	<u>1,130,594</u>

**Note 2. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Net Profit**

Operating profit (loss) after tax	493,870	790,885
Unexpended Grants	(204,934)	(203,797)
Prior year adjustment re Grants Refundable	(87,299)	0
Depreciation	43,186	(124,256)
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	20,263	(17,113)
Increase (decrease) in trade creditors and accruals	429,887	(98,812)
Increase (decrease) in other creditors	(2,910)	16,713
Increase (decrease) in employee entitlements	17,782	49,770
<b>Net cash provided by operating activities</b>	<u><b>709,845</b></u>	<u><b>413,390</b></u>

**The accompanying notes form part of these financial statements.**

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Notes to the Financial Statements**

**For the year ended 30 June 2017**

### **Note 1: Statement of Significant Accounting Policies**

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Act 2015.

The financial report covers Pilbara Community Legal Service Inc. as an individual entity. Pilbara Community Legal Service Inc. is an association incorporated in Western Australia under the Associations Incorporation Act 2015.

The financial report of Pilbara Community Legal Service Inc. complies with all Australian equivalents to International Financial Reporting Standards (IFRS) in their entirety

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

#### **(A) Basis of Preparation**

##### *First-time Adoption of Australian Equivalents to International Financial Reporting Standards*

Pilbara Community Legal Service Inc. has prepared financial statements in accordance with the Australian equivalents to International Financial Reporting Standards (IFRS) from the 1 July 2005.

The accounting policies set out below have been consistently applied to all years presented. The entities have however elected to adopt exemptions available under AASB 1 relating to AASB 132: Financial Instruments: Disclosure and Presentation, and AASB 139: Financial Instruments: Recognition and Measurement. Refer the Notes for further details.

##### *Reporting Basis and Conventions*

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

#### **(B) Accounting Policies**

##### **Income tax**

Pilbara Community Legal Services Inc is recognised as a Tax Exempt Charitable Association by the Australian Taxation Office. Therefore there is no requirement for the association to pay income taxes. Hence, no tax effect accounting applies to these Financial Reports.

##### **Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

##### **a) Property**

Freehold land and buildings are shown at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arms-length transaction), based on

**The accompanying notes form part of these financial statements.**

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Notes to the Financial Statements**

**For the year ended 30 June 2017**

periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

### **b) Plant and equipment**

Plant and equipment is measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amounts.

Subsequent costs are included in the asset's carrying amount recognised as a separate asset, as appropriate, only when it is probable that the future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

### **c) Depreciation**

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight line basis over their useful lives to Pilbara Community Legal Service Inc. commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable asset are:

Class of Asset	Depreciation Rate %
Buildings	[2.5%]
Leasehold improvements	[4-30%]
Plant and equipment	[20-40%]
Other plant and equipment	[10-30 %]
Motor vehicles	[18.75-25 %]

The assets residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

An assets carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposal are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement.

**The accompanying notes form part of these financial statements.**

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Notes to the Financial Statements**

**For the year ended 30 June 2017**

### **Financial Instruments**

#### **a) Recognition**

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

#### **b) Loans and receivables**

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market are stated at amortised cost using the effective interest rate method.

#### **c) Held-to-maturity investments**

These investments have fixed maturities, and it is the Association's intention to hold these investments to maturity. Any held-to-maturity investments are stated at amortised cost using the effective interest rate method.

#### **d) Financial liabilities**

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

### **Impairment of Assets**

At each reporting date, the Board members review the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the assets fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs.

### **Employee Benefits**

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year have been measured at the amount expected to be paid when the liability is settled, plus related on-costs. Employee entitlements payable later than one year have been measured at the present value of the estimated future cash out flows to be made for those entitlements.

### **Provisions**

Provision are recognised when Pilbara Community Legal Service Inc. has a legal or constructive obligation, as a result of past events, for which it is probable that the outflow of economic benefit will result and that the outflow can be measured reliably.

**The accompanying notes form part of these financial statements.**

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Notes to the Financial Statements**

**For the year ended 30 June 2017**

### **Cash and Cash Equivalents**

Cash and Cash Equivalents includes cash on hand, deposits held at call with banks or financial institutions, other short term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short term borrowings in current liabilities on the balance sheet.

### **Revenue**

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking in to account the interest rates applicable to the financial assets.

Grant revenue is recognised when the right to receive a grant has been established

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

### **Goods and Service Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

### **Comparative Figures**

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

#### **a) Critical accounting estimates and judgments**

The Board members evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and internally.

#### ***Key estimates - Impairment***

The Board members assesses impairment at each reporting date by evaluating conditions specific to the group that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

No impairment has been recognised for the year ended 30 June 2017.

**The accompanying notes form part of these financial statements.**

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Notes to the Financial Statements**

**For the year ended 30 June 2017**

### *Key judgments - Doubtful debts provision*

The Board members believe that the full amount of the debt is recoverable and no doubtful debt provision has been made at 30 June 2017.

### **Note 2: Events Subsequent to Reporting Date**

Since the end of the financial year there have been no events subsequent to reporting date that will impact the financial position of the Pilbara Community Legal Service Incorporated.

### **Note 3: Auditors' Remuneration**

Remuneration of the auditor of the Association for:	2017	2016
	\$	\$
Auditing or reviewing the financial report	5,104	5,142
	=====	=====

### **Note 4: Brokerage from Department for Children's Services and Family Support and Housing Authority W.A.**

At 30<sup>th</sup> June 2017, the following Brokerage monies received from 1) The Department for Children's Services and Family Support (DCSFA) - (Housing Support Workers Pilbara) and 2) The Housing Authority of WA - (STEP) during the 2016/2017 financial year remained unspent and have been carried forward to the 2016/2017 year. These amounts are included in Brokerage – Unspent 30<sup>th</sup> June in the Balance Sheet

	2017	2016
	\$	\$
Homeless Accommodation Support Workers (DCSFA)	4,953	10,193
Housing Support D&A	2,794	0
PHSW Newman	2,834	0
PHSW Hedland	2,577	0
DVO Pilbara	20,283	0
STEP (Housing Authority WA)	6,832	5,645
	-----	-----
Total	40,273	15,838
	=====	=====

**The accompanying notes form part of these financial statements.**

**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Income and Expenditure Statement**

**For the year ended 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Income</b>		
Interest received	18,040	14,268
Prior year surplus brought forward	306,935	212,452
Other income	39,448	84,105
Grants Received	3,389,702	3,424,164
Brokerage Income	48,579	41,843
Total income	<u>3,802,705</u>	<u>3,776,832</u>
<b>Expenses</b>		
Salaries	2,102,042	1,889,519
Occupational Superannuation	174,782	168,589
Staff Training	60,752	98,065
Other Staffing Costs	22,464	13,349
Accounting and Audit fees	16,730	21,855
IT Support	61,106	80,206
HR Outsource	52,774	31,421
Insurance - Public Liability and Other	20,971	27,814
Advertising and Recruitment Costs	61,366	35,075
Travel, Accommodation, Motor Vehicle	102,240	111,752
Material, resources and equipment	2,058	18,443
Office Rent	104,418	89,407
Staff Housing	43,478	25,042
Office Running Costs	269,460	177,971
Client Disbursements - Brokerage	54,010	64,857
Unspent Brokerage - Refundable	40,273	15,838
Administration	4,483	0
Sub Contract GCLS	73,327	69,011
Depreciation	42,099	47,732
Total expenses	<u>3,308,834</u>	<u>2,985,947</u>
<b>Profit from ordinary activities before income tax</b>	<b>493,870</b>	<b>790,885</b>
Income tax revenue relating to ordinary activities	<u>0</u>	<u>0</u>
<b>Net profit attributable to the association</b>	<b>493,870</b>	<b>790,885</b>

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**The accompanying notes form part of these financial statements.**



**Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

**Income and Expenditure Statement**

**For the year ended 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Items recognised directly in equity:</b>		
Net increase in Asset Revaluation Reserve	0	0
Increase (decrease) in retained profits due to:		
Transfer to Grants Refundable	(292,234)	(203,797)
<b>Total revenues, expenses and valuation adjustments attributable to the association and recognised directly in equity</b>	<hr/> <b>(292,234)</b> <hr/>	<hr/> <b>(203,797)</b> <hr/>
<b>Total changes in equity of the association</b>	<hr/> <b>201,636</b> <hr/>	<hr/> <b>587,088</b> <hr/>
Opening retained profits	2,317,976	1,730,888
Net profit attributable to the association	493,870	790,885
Adjustments:		
Transfer to Grants Refundable	<hr/> (292,234) <hr/>	<hr/> (203,797) <hr/>
<b>Closing retained profits</b>	<hr/> <b>2,519,613</b> <hr/>	<hr/> <b>2,317,976</b> <hr/>

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**The accompanying notes form part of these financial statements.**

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Board of Management's Report**

**For the year ended 30 June 2017**

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Your Board of Management submits the financial accounts of the Pilbara Community Legal Service Inc. for the financial year ended 30 June 2017.

### **Board of Management Members**

Roz Brabazon - Chairperson  
Metua Mitsy Strickland - Deputy Chairperson  
David Thomas - Secretary  
Janette Parsons-Smith – Treasurer  
Stephen Gwynne  
Daphne Trevurza  
Geraldine Burgess  
Kate Lyon  
Lesley Misarz  
Sharyn Morrow

### **Principal Activities**

The principal activities of the association during the financial year were the provision of the following services throughout the Pilbara region including Hedland, Newman, Roebourne and Karratha:

- Commonwealth Community Legal Service Program
- Domestic Violence Advocacy and Victim Support Service;
- Domestic Violence Outreach Service – Pilbara
- Services to Alleviate Financial Crisis - Financial Counselling Services - Pilbara
- Housing Support Workers - Pilbara
- Indigenous Advancement Strategy – Safety & Wellbeing Program – Outreach Legal Services – Pilbara Region Program
- Supported Tenancy Education Program (STEP) Pilbara
- Tenancy Advice and Education and Service – Pilbara
- WA Law Society – Public Purpose Trust;
- Settlement Services Program – Pilbara and Goldfields
- Keeping Women's Safe at Homes Program

### **Significant Changes**

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

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Board of Management's Report**

**For the year ended 30 June 2017**

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### **Board of Management Members and Executive Officers Emoluments**

No Board of Management member has received or become entitled to receive during or since the end of the financial year, a benefit or contract made by the Association with the Board of Management member or an entity of which the Board of Management Member has a substantial financial interest.

### **Auditors Independence Declaration**

An Auditors Independence declaration for the year ending 30 June 2017 has been received and forms part of this financial report.

### **Operating Result**

The surplus from ordinary activities amounted to:

	Year ended 30 June 2017	Year ended 30 June 2016
	\$	\$
Surplus from ordinary activities	493,870	790,885
Less net transfer to Grants Refundable Liability	(292,234)	(203,797)
<b>Surplus attributable to the Association</b>	<b>201,636</b>	<b>587,088</b>
	=====	=====

Signed in accordance with a resolution of the Members of the Board of Management:

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Chairperson: Roz Brabazon

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Treasurer : Janette Parsons-Smith

**The accompanying notes form part of these financial statements**

**PILBARA COMMUNITY LEGAL SERVICE INC.  
INDEPENDENT AUDIT REPORT  
FOR THE YEAR ENDED JUNE 30<sup>th</sup> 2017**

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***Scope***

I have audited the accompanying financial report for the Pilbara Community Legal Service Inc which comprises the Committee's Report, Statement of Comprehensive Income, Detailed Balance Sheet, Statement of Cash Flows, Notes to the Financial Statements (including Statement of Significant Accounting Policies and other explanatory notes), Income and Expenditure Statement and the Statement by Members of the Board of Management for the financial year ended June 30<sup>th</sup> 2017.

***Committee's Responsibility for the Financial Report***

The Governing Committee of the Corporation is responsible for the preparation and fair presentation of the Financial Report in accordance with the Australian Accounting Standards (including the Australian Accounting Interpretations). This includes responsibility for the design, implementation and maintaining internal control relevant to the preparation and fair presentation of the Financial Report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

***Auditors Responsibility***

My responsibility is to express an opinion on the Financial Report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the Financial Report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Financial Report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the Financial Report, whether due to fraud or error. In making these risk assessments, the auditor considers internal control relevant to the Corporation's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Governing Committee, as well as evaluating the overall presentation of the Financial Report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### ***Independence***

In conducting my audit, I followed applicable independence requirements of Australian professional ethical pronouncements.

### ***Basis of accounting and restriction on distribution***

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling those charged with governance reporting responsibilities under the Constitution. As a result, the financial report may not be suitable for another purpose.

The audit opinion expressed in these statements has been formed on the above basis.

### ***Auditor's Opinion***

In my opinion, the financial report presents, in all material respects, the financial position of the Pilbara Community Legal Service Inc. as at 30<sup>th</sup> June 2017 and of its financial performance for the year ended on that date and complies with the accounting policies described in Note 1 to the accounts.

Signed at Roleystone this 16<sup>th</sup> day of September 2017

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Ray M<sup>c</sup>Manus MIPA IFA

ARALUEN ACCOUNTANCY  
57 Ridgehill Rise  
Roleystone WA 6111



**AUDITORS INDEPENDENCE DECLARATION  
TO THE COMMITTEE OF THE  
PILBARA COMMUNITY LEGAL SERVICE INC.**

I declare that to the best of my knowledge and belief, during the year ended 30<sup>th</sup> June 2017 there has been:

- (i.) no contraventions of the auditor independence requirements as set out in the Section 307C of the Corporations Act 2001, in relation to the audit; and
- (ii.) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm: Araluen Accountancy

Name of Principal: Raymund McManus

A handwritten signature in blue ink, appearing to read 'Raymund McManus', is written over a horizontal line.

Date: 16<sup>th</sup> September 2017

Address: 57 Ridgehill Rise,  
Roleystone WA 6111

# **Pilbara Community Legal Service Inc.**

**ABN 43 336 581 511**

## **Compilation Report to Pilbara Community Legal Service Inc.**

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We have compiled the accompanying general purpose financial statements of Pilbara Community Legal Service Inc., which comprise the Statement of Profit or Loss and Other Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and Statement of Financial Position as at 30 June 2017, a summary of significant accounting policies and other explanatory notes. These have been prepared in accordance with the financial reporting framework described in Note 1 to the financial statements.

### *The Responsibility of the Board of Management*

The board of management is solely responsible for the information contained in the general purpose financial statements and the reliability, accuracy and completeness of the information.

### *Our Responsibility*

On the basis of information provided by the board of management, we have compiled the accompanying general purpose financial statements in accordance with the financial reporting framework described in Note 1 to the financial statements and APES 315 Compilation of Financial Information.

We have applied our expertise in accounting and financial reporting to compile these financial statements in accordance with Australian Accounting Standards. We have complied with the relevant ethical requirements of APES 110 Code of Ethics for Professional Accountants.

### *Assurance Disclaimer*

Since a compilation engagement is not an assurance engagement, we are not required to verify the reliability, accuracy or completeness of the information provided to us by management to compile these financial statements. Accordingly, we do not express an audit opinion or a review conclusion on these financial statements.

The general purpose financial statements were compiled for the benefit of the board of management who are responsible for the reliability, accuracy and completeness of the information used to compile them. We do not accept responsibility for the contents of the general purpose financial statements.



Guidera Consulting  
Level 29, 221 St Georges Terrace  
Perth WA

13 September, 2017