



ANNUAL REPORT 2017-2018



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Pilbara Community Legal Service recognises the traditional owners of the lands across the Pilbara region and particularly the traditional owners on which the Pilbara Community Legal Service Offices are situated. We pay deep respect to Elders both past and present.

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About Pilbara Community Legal Service

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 migrant settlement 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.

Over the last 25 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.

When someone experiences a legal problem their ability to participate in social, civil and/or economic life can be severely curtailed. This is especially prominent for people who come from a low socio-economic and disadvantage background where legal problems are often the problems of everyday life and affect basic human rights such as the right to housing, employment, income support and safety from violence. Therefore PCLS is a vital community organisation for the growth of the Pilbara and with the fast-growing pace of the region, PCLS ensures nobody is left behind or struggling.

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 is not just another legal service but a valuable community service that helps people through difficult and complex situations. PCLS is one of the few community legal centres in Australia that has grown to be a holistic community service with other services complementing the legal service to

assist people in their time of need.

'It is important to emphasise that the value of [the] preventative work [provided by CLCs] is far greater than the reactive costs that would be incurred in the absence of such services. The fence at the top of the cliff not only saves lives, but it is also much cheaper than the ambulance at the bottom.'

— The Economic Value of Community Legal Centres, Institute for Sustainable Futures, University of Technology Sydney, Feb 2006.

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 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.

The most rewarding aspect for our PCLS Staff and the Board of Management is helping people through difficult and complex situations and dilemmas. The PCLS is unique because it provides all the support needed within the one organisation so the client is not going on a referral roundabout. It is impossible to plan for when many legal issues may 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 law regardless of their financial situation, social circumstances or geographic location.



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 delegates the day-to-day management to the CEO. 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.

Sharyn Morrow	Chairperson
Stephen Gwynne	Deputy Chairperson
Renuga Mullane	Secretary
Janette Parsons-Smith	Treasurer
Geraldine Burgess	Member
Lesley Misarz	Member
Kate Lyon	Member
David Thomas	Member
Romain Pignataro	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 1,7 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 Leake Street
South Hedland Lotteries House
PO Box 2506
SOUTH HEDLAND WA 6722
Tel: 08 9140 1613
Fax: 08 9172 2333

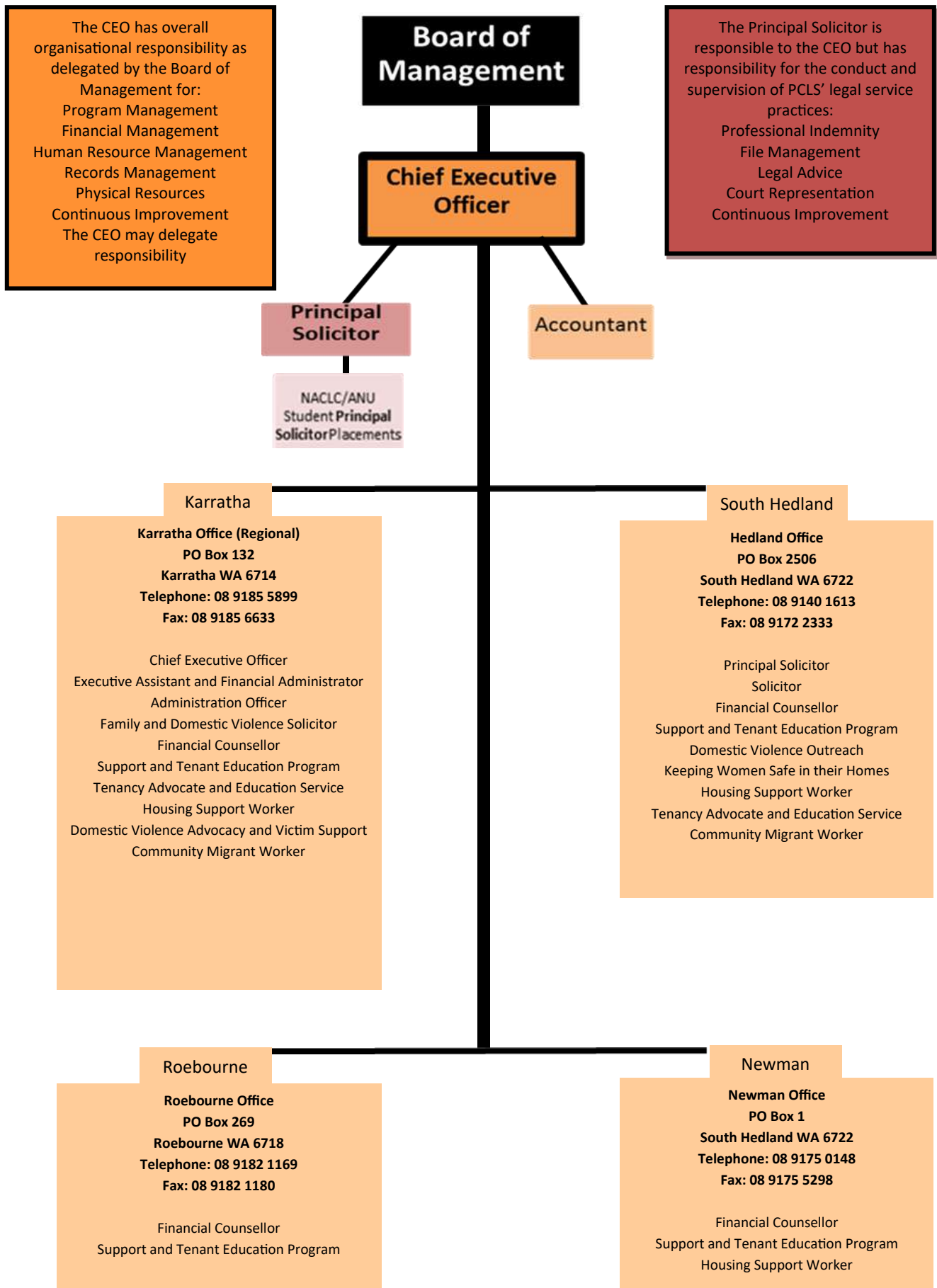


Newman Office

Unit 4, 46 Iron Ore Parade
Newman House
PO Box 1
NEWMAN WA 6753
Tel: 08 9175 0148
Fax: 08 9175 5298



Organisational Management Structure



Services



RURAL WOMEN'S OUTREACH SERVICE - PRINCIPAL SOLICITOR - PILBARA Karratha/South Hedland

This position 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.

INDIGENOUS WOMEN'S PROJECT - 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.

FAMILY AND DOMESTIC VIOLENCE SOLICITOR Karratha

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

Funding Body: Federal Department of Attorney General

SOLICITOR South Hedland

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



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.



TENANCY ADVOCACY 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.

Funding Body: Department of Commerce

SUPPORT AND TENANT 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.

HOUSING SUPPORT WORKER

Karratha, South Hedland, 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.



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.

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.'

KEEPING WOMEN SAFE IN THEIR HOMES

South Hedland

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.



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.

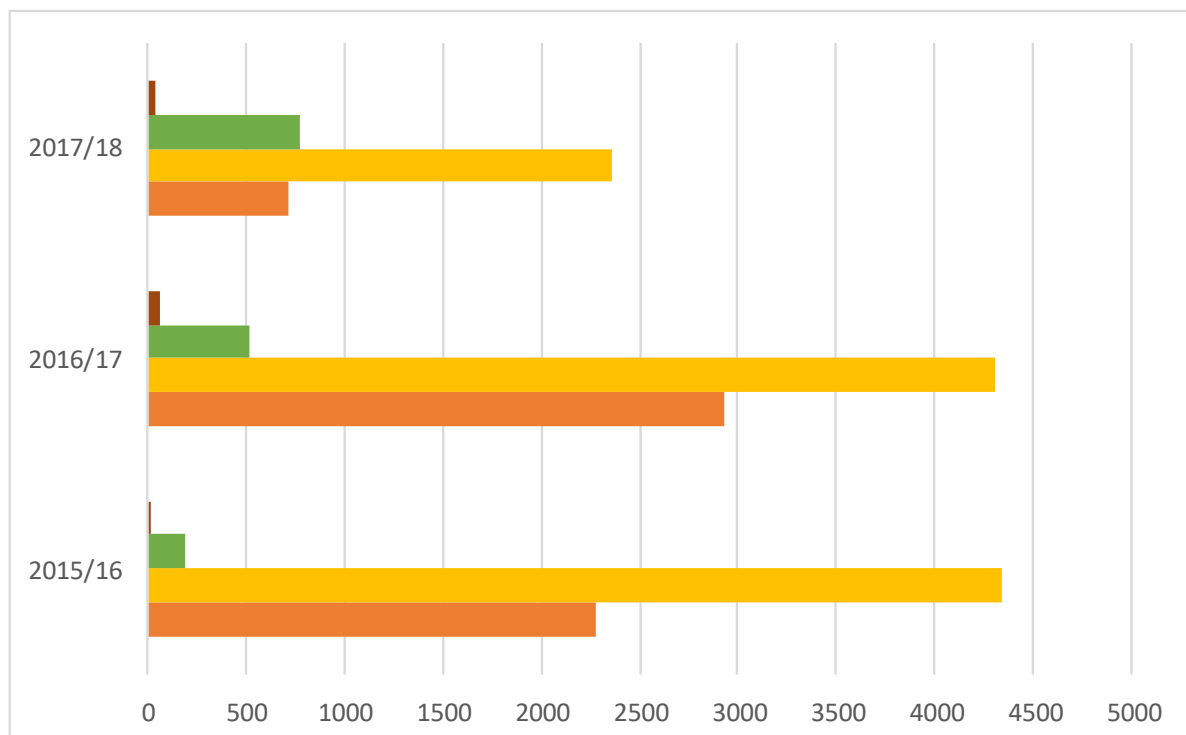
During the "settlement period", migrants may need assistance to access basic services such as housing, employment, legal, education, health and medical services. The length of the settlement period varies for each migrant, depending on factors including their skills, qualifications, level of English 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

Pilbara Community Legal Service Statistical Data 2015 to 2018

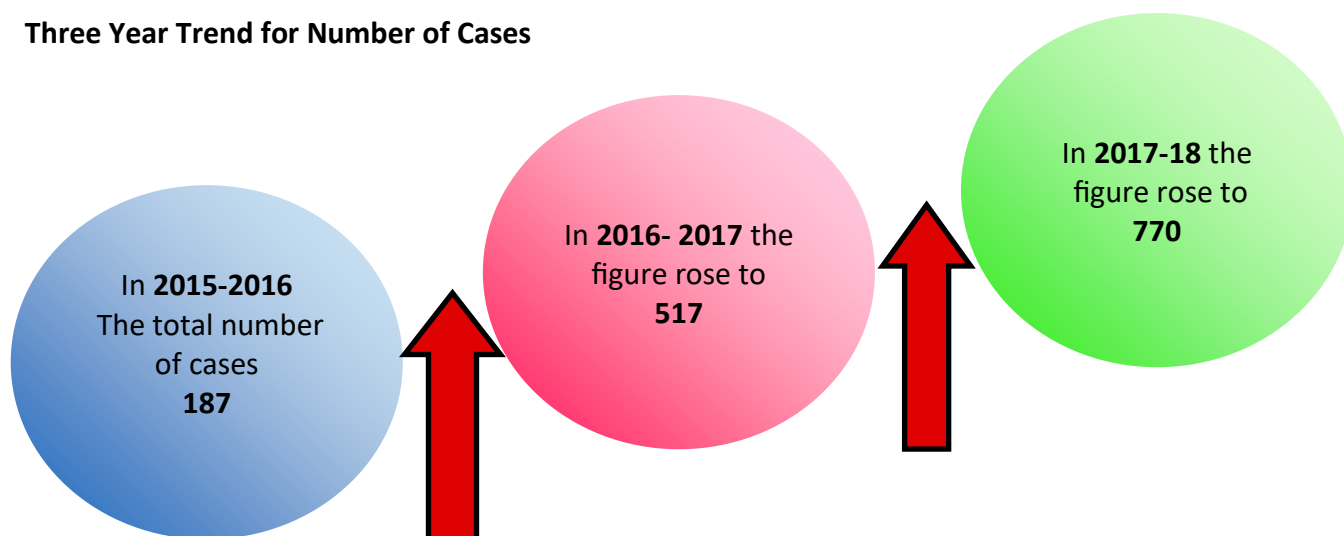
Three Year Trend Report for Activities

Activity		2015/16	2016/17	2017/18
Informations	No	2273	2929	712
Advices	No	4348	4312	2365
Cases	No	187	517	770
C.L.E	No	11	58	32

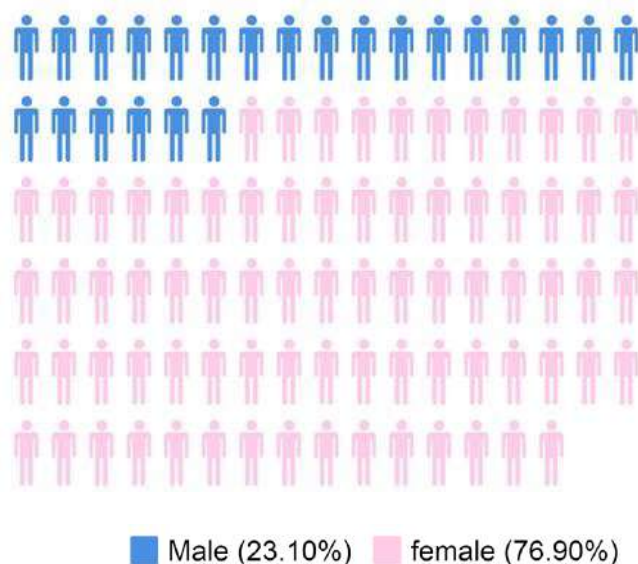


There has been substantial decrease in information and advice due to an increase in casework and representation. Casework is resource intensive. Instances of financial stress, domestic violence, violence restraining orders, marriage/relationship breakdown, separations and child custody cases continue to rise at an alarming rate in the Pilbara.

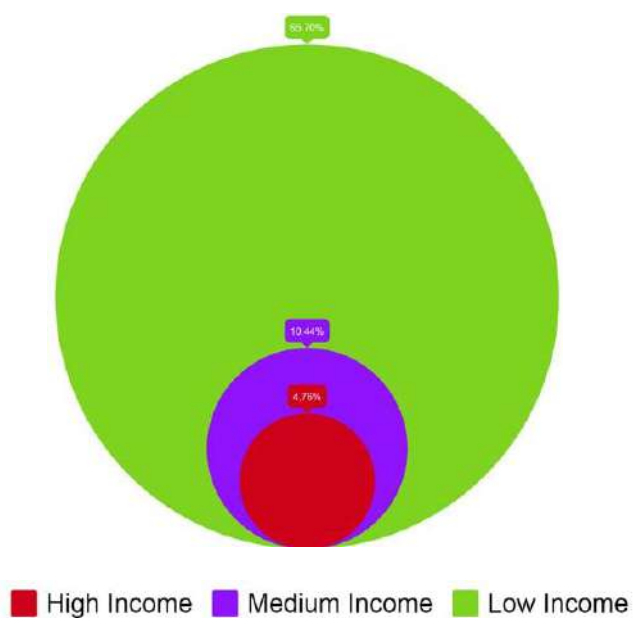
Three Year Trend for Number of Cases



Total Number of Male and Female Client Matter



Client by Income Threshold



Board of Management Chairperson's Report



The past year like many others has not been without its challenges, Board, Staff and Management changes, drafting and introduction of a new Constitution to meet the requirements of the Incorporated Associations Act to name a few. That being said we seem to have survived without too many scares.

Regardless of the bumps in the road PCLS has achieved quite a few milestones this year. Our inaugural board training and networking weekend was held in May and attended by all board members. This weekend proved to be a valuable concept that the board plan to continue and align with a Strategy Day in early 2019. The board has also introduced a new nomination process and staggered terms of 3 years which is designed to improve our capacity and succession planning.

As many of you would be aware I travelled on many occasions with Clare to meet with our stakeholders and attend events to represent PCLS. These events and meetings have helped to improve and build existing and new relationships to ensure the ongoing success of our services. PCLS is constantly working with its communities and stakeholders to provide support for our communities. This year PCLS lead the White Ribbon Day and Harmony Day Events in Karratha and was an active participant in the NAIDOC week events. My thanks go out to our staff as these events would not have been possible without the commitment of our staff to the communities they work in. I

would also like to thank the board members who gave their time to represent PCLS at these events, particularly those who travelled long distances.

As a board moving into the future we have commenced some improvement works on our property at 4 Green Court, Nickol and are considering the prospects for a land at 28 Balmoral Road, Karratha. We are also actively looking for new ways to provide additional services and advocacy to the communities we represent.

Financial Performance

Pilbara Community Legal Service is currently in a strong financial position but we cant afford to be complacent. We are currently awaiting the outcome of the THRIVE tender, this should be provided in November which replaces the STEPS program. This tender was aggressively sort after with many new players entering into the process. We have received extensions to mid 2019 in respect of the Financial Counselling and Homelessness programs and mid 2020 for the Tenancy Advocacy program. We have recently been advised that we have retained funding for the Domestic Violence Support and Lawyer positions.

Challenges ahead

With the recent changes to the State Government has come changes in the way tenders and funding is granted, the system of believing that funding will be ongoing or safe is no longer the norm. Many of our fellow NFP's have lost funding for programs that

have previously been provided by them for many years and we have to consider that this is also a possibility for PCLS. Many of our programs are either up for tender in early 2019 or in extension plans and for this reason nurturing and developing relationships is critical to our survival. Competition in our sector has never been fiercer with the ever changing political arena and the upcoming Federal Election we need to stay committed, relevant and focused.

Other challenges we need to meet are making sure that we have the best most up to date equipment, connectivity and people to continue to exceed the expectations of our staff and communities.

On a personal note, I would like to thank Clare, our staff and the board members for their support, commitment and dedication and look forward to working with you all in the future.

Sharyn Morrow
Chairperson



Chief Executive Officer's Report
Federal Department of Attorney General
Community Legal Service Program (CLSP)
Generalist



The main objective of PCLS continues to be one of providing services to reduce disadvantage, increase capacity of individuals to understand their rights and obligations and to empower people to manage their lives effectively. PCLS by offering a holistic multi-disciplined service delivery is able to resolve client's problems in a one stop shop approach through the variety of services it provides.

Over the first 14 months as CEO I have been emphasising the importance of accountability and integrity in the delivery of services. The commitment and passion of the staff and their readiness to take on a new approach has been a driving force behind the vast improvement in the delivery of services and I thank them for their support. As an organisation we are constantly reviewing how we can improve the delivery of culturally appropriate services to deliver the best outcomes for clients.

It is important to also thank our continued funders and sponsors particularly the McGowan Government for stepping in to fund for a further 8 months the Keeping Women Safe in their homes program which was previously funded by the Commonwealth Government. PCLS was extremely worried about the impact on the community when the Commonwealth Government advised that the funding will end on 31 October 2018. The family and domestic violence rates in the Pilbara are the second highest in Australia and this funding

has provided critical support to victims. PCLS would like to especially thank Minister Simone McGurk for her ongoing advocacy to ensure that WA receives a fair and equitable level of funding for family and domestic violence programs.

Despite the additional funding it has been a busy and challenging time over the last 12 months. Of concern is that state government may be considering a streamlined and single service provider model. This approach does not appreciate that for there to be effective delivery of services in regional, remote and rural areas that this requires locally based services with locally based staff. The tyranny of distance, lack of public transport with non-existent or very limited technological access continues to marginalize and create further barriers for our clients.

Many people in the Pilbara are digitally excluded. In recognition of this PCLS delivers the most effective services by providing face to face services and outreach to the communities across the Pilbara. A national move toward introducing telephone line and/or an online service is urban centric with little consideration to the impact of limited telephone coverage, and the poor quality internet connections on Pilbara communities.

The appropriateness of current funding arrangements continues to be a problem. The vast size of the Pilbara with remote towns and communities results in a higher cost of delivering services as opposed to

urban areas and insufficient weighting is given to this. In addition, the lack of long-term and sustainable funding makes it difficult to recruit and retain quality staff.

PCLS have increased community awareness of its services through a variety of events over the last 12 months. In both South Hedland and Karratha PCLS were part of events to raise awareness of domestic violence. In South Hedland the White Ribbon Parade was supported by the resource companies who allowed time off work for around 500 staff so they could attend the march. I would like to thank Rio Tinto for its promotion of issues around domestic violence and in particular the event it put on in Karratha and Tom Price with Rosie Batty as its guest speaker. I was privileged to be asked by Rio Tinto to present briefly on issues specific to the Pilbara alongside Rosie Batty. Harmony day was a large event for Karratha PCLS this year with an art competition being run across all the primary schools in Karratha culminating with an evening of cultural performances. PCLS joined the Roebourne community and other local organisations to participate in a NAIDOC event with local music from Jockeria and other performers.

PCLS recognises and attends as many significant events throughout the Pilbara as possible. Staff went to Millstream to witness the Yindjibarndi Determination of Native Title handed down by the Honourable Justice Rare in November 2017. PCLS staff also attended the 5th annual Yule River On-Country Bush meeting in mid-July. The forum offered opportunity for politicians and traditional land owners alike to once again meet on country and address issues that affect Aboriginal people. At the heart of this year's agenda were topics relating to the development of aboriginal communities,

methods to retain knowledge of aboriginal culture and the lack of recognition of aboriginal heritage sites.

The next 12 months will continue to be challenging in a climate of reduced funding. To achieve effective and efficient delivery of service it is critical that the funding approach be one of co-design with a transparent and consistent funding model. PCLS looks forward to continuing to work closely with funding bodies at both State and Federal level to achieve the best outcomes for the Pilbara. Overall, I am confident that our team of dedicated staff and Board of management will see the Pilbara Community Legal Service continue to achieve great outcomes within the Pilbara community.

Clare Murray
Chief Executive Officer

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



I commenced this role in July 2018 and now look forward to assisting PCLS legal staff deliver high quality legal services to some of the states most disadvantaged and geographically isolated clients. Our two restricted practitioners support me in this endeavour, Michael Harding who is based in our South Hedland Office and Jessica Fox who is based in Karratha.

PCLS provide legal assistance in relation to criminal injuries compensation, family law, family violence matters and wills and estates. Importantly, we also provide information and referral services to our clients when we are unable to assist clients on an ongoing basis. In combination, our delivery of legal services ensures that our clients have access to justice and other appropriate services on an ongoing basis.

Our legal team continue to assist our clients despite the barriers to access to justice as they present themselves in the Pilbara region, primarily the barrier comes in the form of the tyranny of distance and the difficulty contacting and communicating with clients in remote areas. As we move forward into the new financial year the team and I will continue to develop strategies to combat these barriers. These strategies include, a regular outreach service to remote communities, increasing our provision of community legal education and working in conjunction with other service providers building effective referral networks.

Since commencing at PCLS I have worked mainly in the areas of family law and family violence law. Many of my clients are vulnerable females living in remote areas that due to varied reasons find it difficult if not impossible to attend our office for face to face appointments. I hope to further promote this service through community radio, ongoing community legal education and through our outreach service when visits to remote communities are conducted.

One particular example which highlights the value of this service is demonstrated by the provision of services to a victim of family violence living in the Newman area. This particular client contacted our offices after having a discussion with a representative from RIO TINTO who had been provided with my business cards and pamphlets about the services offered by PCLS. The client contacted our office hoping to arrange an appointment in Newman. While this could have been arranged, the client would have had to wait until our outreach service was in Newman. The client was clearly distressed and needed assistance immediately in relation to both family law matters and applying for a family violence restraining order. I was able to assist her in regard to both matters by providing her with a series of phone appointments. Helpfully, this client had access to the internet and I was able to send her fact sheets, family law documents and other information via email. We were

then able to arrange a face to face appointment for her with Michael Harding when he attended for outreach at Newman.

Specifically, concerning the family law space I have noticed an increase in service provision to elderly Aboriginal females. These clients are consulting our service because they have recently become the full time carers to their grandchildren. Often these clients have been provided with a grant of assistance from Legal Aid, however, often the lawyer who has been assigned funding to assist them is based in Perth. I am finding an increasing number of these clients are attending our service with questions in relation to the preparation of affidavits. Generally, these clients will be emailed documents prepared on their behalf by the assigned lawyer. For many, English is not their first language which makes obtaining instructions over the phone difficult. Clients will be asked by their lawyer to check the documents, in particular the affidavit, for accuracy and then be asked to add any further information they believe is relevant. Our service is able to provide face to face client appointments to assist with amendments to the affidavit. In circumstances where clients are often stressed and for whom English is not their first language this type of assistance ensures clients are able to accurately detail how and why their grandchildren came into their care and why their grand children should remain in their care.

Over the next 12 months, I hope to see our client base continue to expand as a result of the strategies the legal team are beginning to implement now. I look forward to being able to continue to serve the people of the Pilbara through the provision of quality legal services and through the promotion of PCLS services generally.

Selena McCrickard
Principal Solicitor



Indigenous Advancement Outreach Program

Department of the Prime Minister and Cabinet



The Service is provided across a catchment area encompassing a South Hedland, Karratha, Newman, Tom Price, Paraburdoo, Roebourne, and Wickham. We are seeking to enhance the services delivered in our catchment area with outreach expeditions being provided every 6- 8 weeks. At times service provision to remote communities is interrupted by factors beyond our control such as Lore time and Sorry business but we aim to provide consistent service to all our clients. Our program and service aims to deliver a well-rounded service by providing advices either one-off or follow up written advices, information and referral service for matters we are unable to assist with and more complex case work.

We are a service that is unique and focused on clients from within the Pilbara. We are the only home grown community legal service in the Pilbara and we advocate and work with the people located in this remote part of Western Australia. Given the vastness of the area, PCLS and our legal service are fortunate enough to have four offices across the larger 'hubs' of the remote Pilbara region. Our service is crucial to providing legal services to a diverse client base, Clients suitability for our service is assessed in terms of their financial, emotional and cultural vulnerability. This is distinct from other organisations who have a strict criteria when it comes to assessing a client's suitability for their respective services. For example, the Aboriginal Family Legal Service require their clients to be victims of domestic violence and aboriginal, Legal Aid implement a means test, and the Aboriginal legal Service operate their service on aboriginality.

We are the only organisation that travels across the region to deliver family law services and advice on many other areas of law that the larger organisations aren't able to assist with such as Wills, deceased estates including assisting widowed family members apply for probate, Estate Planning, for the pensioning elderly, advice and representation on civil matters (not including family or domestic violence).

As we deliver a flexible and wide-ranging service we are engaged in many areas of practice. There has been an emerging trend for clients experiencing hardship through decisions from government departments, namely child support. This is an area where we as a community legal service are able to provide advice with the possibility of preparing documents for review. However our funding restrictions would limit our ability to conduct these complex matters from start to finish.

While much of the focus in areas like the Pilbara is on domestic and family violence one interesting and emerging area I have experienced of late, is elder law. Namely the need for members living in smaller towns and communities within the region, who require assistance in dealing with financial institutions and government agencies like Centrelink. Vulnerable and isolated members of the community are unable to deal effectively with these bodies for reasons such as age, illness, capacity, language barriers and disability. These situations then require a legal representative to be appointed to assist the disadvantage client.

Documents such as Powers of Attorney and Enduring Guardianship Appointments in this instance are incredibly effective. The preparation of these documents on behalf of clients would also allow for the person being nominated to assist with the disadvantaged person's finances (Attorney) to work with our financial counselling team. This would be beneficial in continue to operate as a wrap around and holistic service.

PCLS now have a strong working relationship with the Aboriginal Family Legal Service in South Hedland-. PCLS were invited to work with the Family Court of Western Australia along with other state and national legal organisations in delivering a Family Law Project endorsed and conducted by the Family Court of WA in Newman of August this year. We are continuing to develop our community outreach service to remote areas of the Pilbara. This specific service is now bolstered by a new member of staff with ties to community across the Pilbara and has raised our profile and networking in these areas. We are now welcome on community to deliver our service and we look forward to continuing to build a relationship of trust to support these communities.

In April PCLS were invited to attend the 'PKKP Peoples Trust' in Onslow this year. Perpetual Trustee, the Trustee for the PKKP members trust, rolled out an initiative for members looking for assistance in purchasing their own homes. A requirement of the trustee was that those looking to utilise the initiative and obtain a grant from the trust, must obtain advice from speak with a lawyer to draw up a Will. With the idea being that the property would be adequately protected when being passed through succession.

To continue to strengthen our networks in the more remote communities and further promote community outreach. With elder law

as an emerging area of practice impacting the ageing aboriginal and non-aboriginal people of the region, I have opened up the dialogue between HACC and Yaandina Aged Care in order to provide CLE with the possibility of running an intake clinic depending on how many members of the relevant facilities were interested.

Case Study

Harry suffers from long and short term memory loss which followed from viral infection years back. Harry, while he is quick to fade in and out of legal capacity instructed our organisation to prepare an Enduring Power of Attorney and Enduring Guardianship Appointment. Given his issues with mental capacity, Sally has struggled having to constantly explain to him why he should be making certain decisions and why he needs to be going to the bank or why he is to be consulting certain medical professionals. Now that Sally has been appointed her husband's guardian as well as attorney she can effectively and comfortably care for her husband Harry.

Michael Harding
Solicitor

Family and Domestic Violence Solicitor

Federal Department of Attorney General

Community Legal Service Program (CLSP)



Pilbara Community Legal Service (PCLS) was 1 out of 14 Community Legal Services to receive funding for a Family and Domestic Violence Lawyer.

The role provides for a wrap-around legal and non-legal services and support, to assist women and children experiencing domestic violence, and to support women to access other services, including crisis accommodation, counselling and other support.

My first goal was to establish strong networks and communication channels between organisations that assists victims. Procedures are designed to ensure that I and other organisations are given the necessary information required to provide a timely, efficient and sensitive services to clients. My aim in this role is to minimise trauma experienced by clients from having to constantly retell their story.

The past year the referral process has been successful in that I receive daily referrals from the following organisations: Karratha and Roebourne Women's Refuge; Hospitals; Police - Constables and Family Violence Officers; Family Victim Support & Child Witness Counsellors; Yaandina Community Services; Centrelink; Karratha Court; Anglicare; to name a few.

Whilst other services may provide assistance to victims of domestic violence, PCLS is unique in that our assistance extends beyond the period of crisis. Too often we see women and children enter our service who have fled family violence. They are struggling with the change in

their circumstances with little to no access to their belongings or money. Our domestic violence team assists them by providing them with DV support throughout this time in a multitude of ways.

My job as a lawyer is to provide vulnerable clients with their legal entitlements. My goal is to empower them from the first meeting by providing them with the understanding that they are not alone and that they have acted protectively and in the best interests for themselves and for their children. The role also assists in referring within PCLS to arrange for priority housing, financial counselling and where appropriate, Domestic Violence brokerage to purchase items such as mobiles, food, clothes etc... which promotes the independence and empowerment that they can follow through with the change.

The legal service that has been provided ranges from Family Violence Restraining Orders, parenting applications in the Family Court of Western Australia, and Criminal Injuries Compensation applications.

Dealing with victims can be particularly difficult, as clients who have experienced DV have fragmented memories of their relationship. That is, it is harder for clients to be able to recall events, facts and timeframes, which are required when drafting documents for the court. What could be achieved in one or two appointments with a lawyer often takes multiple appointments when family violence is involved. Developing a rapport with the client can also take a few appointments. They have

been let down and building trust can be hard for some. These two factors may not be considered when trying to set targets for the role.

On 25 November 2017 PCLS Karratha participated in the City of Karratha's first White Ribbon march followed by festivities that were family friendly. The reason for making the event for all ages was to highlight that 1 in 4 children are affected by family violence, and with a city full of little ones we wanted to start the conversation early. When the sun had set we had a very moving candlelight vigil for the women who had lost their lives to domestic violence.

Next 12 months

In the next 12 months I hope to continue to educate the community by bringing a wider understanding of issues surrounding Domestic Violence. This will include the Karratha and Roebourne Refuge to conduct CLE for their staff. These people who work on the front lines are requiring more information about the law so that they can better assist mutual clients as the first point of contact.

Case Study –Recovery

Client young aboriginal women who was referred from a Safe House. Client was a victim of family violence and Department of Communities Child Protection and Family Support was involved in the matter as they alleged that the client had been exposing her 2 young children to family violence. After several appointments with the client, she was able to open up about her past history. Once the full story was disclosed, I met with the client's case manager and the client about the steps forward. I assisted her with a housing application so that the client and her children could exit the refuge into housing on a priority basis.

Whilst I was assisting the client, she in good

faith allowed for the children to visit with their father for 2 week period in the Pilbara. Upon completion of the visit the children were not returned into the Mother's care. I assisted the client in a Recovery Order application to the Family Court of Western Australia as there were protective concerns. We received an urgent ex parte hearing in the Family Court and the Magistrate made orders for the immediate recovery of the children. I liaised with the WAPOL for the children's removal. As the client was required to collect the children from elsewhere in the Pilbara, I further organised for car seats through brokerage.

The client and her small children are doing well in their new home. Our financial counsellor has assisted her with receiving a Hugs grant to assist with the purchase of a fridge and washing machine. The client has been able to secure a full time job and continues to attend counselling for domestic violence.

Jessica Fox
Solicitor

Domestic Violence Advocacy and Victim Support Service

Department of Communities



Domestic Violence Advocacy and Support Service provides services to female victims and children in circumstances where family and domestic violence has occurred or is likely to occur. The service is located in Karratha with outreach once a week to Roebourne office. DVASS covers Pilbara West (Karratha, Roebourne, Wickham, Point Samson). Clients can be referred by other services or clients can access service by self-referral.

This role provides direct assistance to clients with regard to safety planning and implementation, such as obtaining Violence Retraining Orders and implementing strategies to provide the safest possible living environment. Where appropriate, referrals are made to other services such as counselling, emergency accommodation providers, financial counselling, legal representation and family support services. PCLS offers many of those services so often the referrals are internal referrals.

DVASS service provides a range of support for victims, including: providing information- is a power for survivors about their rights, options, and the community resources available for them. Safety plan, various strategies are discussed so a victim can decide for themselves what strategies to use to reduce their future risk of abuse.

We offer encouragement, empathy and respect with a non-judgmental approach and culturally sensitive support. Informal counselling can be through crisis intervention or casual conversation. Empowerment-based advocacy involves working actively with DV

victims to help them obtain limited or difficult-to-access resources and opportunities.

Psychological distress following traumatic or highly stressful life events such as domestic violence is strongly influenced by “resource loss,” in that trauma often results in individuals losing economic, social, and self-esteem affecting their well-being. For DV survivors, this can include consequences such as having to relocate and leave family and friends, in addition to experiencing physical injuries, depression, and/or a reduced sense of self. DVAVSS is providing not only emotional support or safety plan for DV victims but also support clients with cost of relocation, covering cost of basic needs such as: food voucher, household goods (cutlery and crockery), emergency accommodation cost. Funding is critical for DVAVSS to continue support clients who experience domestic violence.

It has been observed that there are increasing patterns of domestic violence. There is not enough emergency accommodation for DV victims and there is a lack of refuges to accommodate women victims with boys older than 13 years. Other obstacles for DV victims are low income or lack of income (perpetrator breadwinning). As a result of these issues victims often stay in domestic violence cycle. There are numerous reasons why a victim might be reluctant to formally report an incident. Reasons may include fear of the perpetrator, shame and embarrassment, some cases family discourage a victim to report abuse.

DVAVSS is closely working with WAPOL, CPFS, FDVRT, Women's Refuge, Safe House and the DV Lawyer. By building a good relationship with other services, DVAVSS is able to provide a client centred service and address client needs by referring them for appropriate support. DVAVSS will continue work to build a good relationship with other services and provide ongoing support for victims of domestic violence.

Case study 1

Client background:

Culturally and Linguistically Diverse background.

Son from previous relationship

Not holding Australian citizenship or PR

Not aware if she is a victim of DV

Feels fear of her partner

Geographically isolated

Client self-referred

Action and outcomes

Client has been supported and educated of cycle and impact of DV. Liaison with police, and migrant worker. Advice and information have been given to a client as well as follow up on victim and her son wellbeing. Client made statement to police and police had conversation with perpetrator. Client has been empowered, made aware of her rights, and informed DVAVSS that she feels stronger and not powerless anymore.

Kasia Milczarek

Domestic Violence Advocacy and Victim Support Service

Keeping Women Safe in their Homes

Department of Communities



The Keeping Women Safe (KWS) Program is funded by the Department of Communities, Child Protection and Family Support, in response to the key outcomes identified in the Australian Government's Plan to Reduce Violence against Women and their Children 2010-2022 (the National Plan). In the September 2015 media release, Malcolm Turnbull estimated that a staggering "1 in 6 Australian women experienced violence from a current or former partner" and indigenous women "are 34 times more likely to be hospitalised as a result of family violence". This number has not changed three years on and experts are now identifying domestic violence as a national epidemic.

Pilbara Community Legal Services is the sole service provider in the East Pilbara for targeted case management support to women and children experiencing family and domestic violence. The programme provides wrap-around support and practical risk management strategies to keep women (including transgender) and children safe in their homes (or at another home they identify as safe) through a combination of safety planning, technological upgrades and home security upgrades.

A significant percentage of referrals are received through the Coordinated Family Violence Response Team (FVRT): a collaborative risk assessment and triage initiative between Western Australian Police (WAPOL), Department of Communities and other Community Service Providers, as appropriate. The FVRT meet on a daily basis

which ensures consistent information sharing, and safe and effective case management. Individuals can self-refer and PCLS accepts referrals from other community service providers and agencies.

Clients referred through FVRT can be difficult (or dangerous) to locate and often don't have a contact number. In cases where contact is successful, there is a severe normalisation of the violence and victims often don't believe anything is really wrong in their relationship. Indigenous clients are statistically more likely to blame 'grog' and 'jealousy' and less likely to provide accurate reports to WAPOL or engage with the service. Engagement is often difficult to maintain due to phone sharing, fear of cultural reprisal, and support networks allowing the perpetrator to maintain contact and residence, even at the designated safe house.

This was particularly evident with one client, Helen (*not her real name), a 22 -year old woman who had experienced family violence in her former and current relationship. In 12 months, Helen had experienced 17 FVR incidents ranging in severity from black eyes, beatings, and stalking. Still, when I initially reached out to her, Helen was adamant she would not leave her partner. Since that initial phone call two months ago, Helen successfully left her perpetrator and moved in with family. With the support and help from WAPOL, we provided Helen with a mobile phone and installed a duress alarm so Helen would have quick access to emergency services. There is now an FVRO in place, and we assist Helen with

her police statements when her perpetrator breaches the Order so he can be held to account. Whilst Helen's fear of cultural reprisal was initially significant, she now freely tells her perpetrator to leave her alone, and at our last meeting she advised me that her family and friends now growl at him to 'go away'. This is a huge step in shifting the cultural acceptance of violence in her immediate circle; and it is one we are encouraging in other family and social networks through regular outreach to remote communities and monthly co-facilitated workshops with Helping Minds.

Encouragingly, these attitude and behavioural shifts are not isolated to Helen. Jane (*also not her real name) is a 27-year old heavily pregnant woman who I first met at the Hedland Women's Refuge. Jane had experienced family violence from her current partner who was the father of her 18-month old daughter and expectant child. The violence had escalated and become more frequent with Jane forced to reside at the refuge. Jane accepted our assistance from the beginning and the first step was obtaining an FVRO. We attended the Mention with Jane and provided her with support throughout the process. Jane was able to leave the Refuge and start rebuilding her life. We linked Jane in with Bloodwood Tree Association for counselling, advocated for her at Centrelink to obtain a crisis payment, and provided internal referrals and support for financial counselling and priority housing transfers. Jane is now living free from violence and was a glowing, enthusiastic attendee at our last KWS workshop who now wants to help other women live a life free from violence and fear.

Notably, the KWS programme was due to end in October 2018; however, funding has now been extended to June 2019. Without this much needed funding, women and children experiencing violence will have limited options for support. Domestic violence is an insidious

cancer in our community which is destroying families and killing innocent women and children. In the last week alone, 6 women have been killed in Australia due to violence. Still, on average, it takes a woman seven times to leave an abusive partner. Often their support networks become disillusioned with the abuse and feel they cannot support the victim anymore 'because they just won't take their advice'. This is the essential core of the programme: non-judgemental and effective support for women during and after an abusive relationship; because all women have a right to be kept safe, even when they cannot leave.

Jessica Rankin

Keeping Women Safe in their Homes– DV Worker

Domestic Violence Outreach Initiative– Pilbara Region (NPAH)

Department of Communities



The Domestic Violence Outreach (DVO) program based at the South Hedland Lotteries House aims to support women with or without children experience family and domestic violence (FDV). It is an early intervention and prevention strategy aimed at breaking the cycle of FDV and preventing women and children becoming homeless following domestic violence.

In accordance with the multi-agency FDV approach, the DVO worker and Keeping Women Safe (KWS) worker meet daily with Child Protection and Family Services (CPFS) and WA Police (WAPOL) to discuss FDV incidents that occurred within the last 24 hours. Prior to these meetings, the DVO and KWS worker identify any category 2 offences and whether or not they are existing clients (or known to the service). Relevant information is brought to the meeting for further discussion with WAPOL and CPFS. In addition to these meetings, consistent communication is maintained with WAPOL in relation to granting and serving of Family Violence Restraining Orders (FVRO), assisting clients in attaining a duress number on their phone, the status and location of perpetrators, and any significant events (such as funerals and sorry business) that may incite a significant change to FDV related incidents in the community. Concerns are also followed up directly with WAPOL where they have capacity to assist, has had a direct positive impact on our service provision. The local conversations and information sharing have resulted in greater collaboration, reduce double handling of scarce resources and promote better case management planning and outcomes. Women are also available to refer themselves to the

service by contacting PCLS directly or through a friend or other service.

The DVO and KWS worker are the only two individuals that act as an immediate response to victims of FDV in the East Pilbara. The service is free to access and appropriate referrals are made in cases where assistance exceeds our capacity.

As the DVO worker, it is my goal for the next year to provide more education and awareness to the community around FDV, early intervention and prevention strategies and to open the dialogue surrounding violence against women and children in our more rural communities. The White Ribbon event is coming up on November 23rd and in aim to attract families and members of the local communities the event this year will be held in the late afternoon/night as oppose to during the day. This is being organised alongside the new Hedland Family Violence Working Group.

Excess alcohol consumption remains the significant contributing factor in FDV in the East Pilbara. This is particularly evident during activities of cultural significance, including lore, sorry business and funerals. Due to the number of Aboriginal groups who have native titles or other land ownership earning royalties, incomes can peak sporadically leading to bulk alcohol purchases and binge drinking. In some cases, the likelihood of a victim reporting violence to appropriate authorities or agencies is reduced according to cultural behaviours and influences, previous negative interactions with WA Police (WAPOL), a reluctance to “get them in trouble”, fear of the alleged perpetrator or

their families finding out, fear of children being removed from their care and fear of cultural reprisal. There is a need for further understanding and consistent awareness and community education around court process and legal orders within Aboriginal groups which also deters victims from accessing services in which they can attain support and legal advice. Intervention with Aboriginal clients' needs to take into account and not diminish or threaten their cultural rights, expectations or practices.

Initial contact with an FDV victim is often impossible due to the transient nature of certain cultural groups, lack of personal information or incorrect address or telephone details provided on police reports. Victims also often move from house to house, are staying with relatives or are travelling between town and communities. In cases where initial contact is made and the victim engages the service provides a working mobile phone to facilitate ongoing support and advocacy. However this is not always a reliable guarantee of continued and consistent engagement despite best efforts to maintain communication.

Due to the complex nature of our work, FDV intervention is increasingly undertaken within a multidisciplinary and an interagency framework because no agency acting in isolation can expect to provide the required diversity of support services a victim of FDV may require.

Case Study

Melissa and Trevor 34 have been in a relationship for approximately 12 months. Trevor had seriously assaulted Melissa. Information was given regarding the services the DVO worker and PCLS could provide or could give referrals to, including safety plans, assistance with FVRO applications, legal and court support, counselling and housing assistance. Melissa declined the service and expressed she "just wanted to go to Perth". The DVO worker left some information and a

business card with Melissa if she did feel she required the service when she got back from Perth.

Melissa showed up to the office and requested assistance in applying for an FVRO. She stated that Trevor had continued abusing her family and making threats about her while she was in Perth that when she got back to Hedland she was too scared to stay. Melissa was worried and feared she would suffer repercussions if she went to the Police Station in the new location from Trevor's family and friends.

Melissa did not go ahead with lodging the FVRO but remained in the new location where she was safe from Trevor and his family and friends. The DVO Worker referred Melissa to the Women's Shelter for support.

The immediate outcome of Melissa's safety was achieved, although she did not go ahead with the FVRO.

Sonia Dopierala

Domestic Violence Outreach Worker

Housing Support Worker– Pilbara (NPAH)

Department of Communities



The Housing Support Worker program is located in Karratha, South Hedland and Newman. The Housing support Service focuses on 3 key strategies:

- Breaking the cycle of homelessness to help people get back on their feet, find stable accommodation and obtain employment.
- A better connected service system that will build more connected, integrated and responsive services that strive to achieve
- Sustainable housing, and improve economic and social participation of those at risk of homelessness.

Tenants on the program receive home visits from the service worker on a regular basis providing support and advocacy, practical assistance and links to other agencies and mainstream services. i.e. Centrelink, financial counselling [where they are assisted with managing budgets], hospitals, disability services, health, training and employment.

Karratha has 19 opened files seeking assistance with the housing support program. Referrals from Government and non-government agencies and self-referrals.

The Housing Support Worker program in South Hedland has two full time workers who currently has 62 open files. Each support worker is responsible for their own caseloads. Referrals mainly come from Housing Authority other clients often drop in to the office seeking advice or ongoing support with their housing issues.

The Housing Support worker program in Newman has one worker.

Housing Support Workers conduct outreach to build relationships around the Pilbara. One example was an information day in Roebourne at the Cultural Centre NGURIN building, bridging a rapport with the local indigenous community, also with Government and other community Organisations. Another focus is with Diabetes WA on how to manage diabetes and support HSW clients with diabetes on the program.

Successful Liquor Restriction Premises approval by Local Government, Liquor and Gambling Division has helped clients from facing eviction by Housing Authority for ongoing disruptive behaviour.

Issues that have emerged in the past twelve months are:

- Clients living transient lifestyles prolonging waiting for clients to hand documentation.
- Housing Authority having no readily available houses for priority clients.
- Long wait list for housing is primarily an issue for public housing applicants as they are placed on long waiting lists for housing. Housing Authority has informed us that 1 bedroom homes are limited, there for single people or couples on the wait turn list can wait up to 2 years for housing.

Clients valued and found most helpful a relationship with a single worker or on in a multidisciplinary working environment who could provide all the assistance without a

referral round about.

There has been four successful homeless clients housed in the past four months. Breaking the cycle of homelessness by boosting models of supported accommodation with supportive agencies to keep people housed in long term stable accommodation.

Approaching each case with a holistic approach always taking into consideration the individuality of that person's needs. However, housing in most cases are a common need with clients. If housing is a priority whether it be for the homeless that have fled from a DV situation our first priority is to help arrange their long term housing with Housing Priority by assisting them to fill in their applications. Working alongside our DV Support workers to help maintain a safe place of emergencies accommodation in the short term. Referring woman that have been involved in domestic Violence that may need some assistance with legal advice on Family Law.

For families and individuals that are faced with eviction to take preventative measures and learn to take action before property standards have reached Breach Notices from Housing Authority. Supporting clients with a wide variety of services to help sustain long term tenancies.

Client was unhappy with a decision that was made by Housing Authority, we appealed against the decision. As a result Housing Authority overturned the original decision and the client was reinstated.

A referral was sent to Housing Authority or a unwell client and her partner. A property became available for the client, HSW went and contacted client with a home visit and client was very happy to receive the good news. The program then supports housed clients over a

12 month period to help them maintain and sustain long term tenancies through assistance with:

- establishing the home - furniture/household effects, followed by tenancy specific support to help maintain their tenancy- maintenance, independent living skills etc.
- Resolving any financial issues that may develop
- Referral to Centrelink, assisting with access, to education, employment and training where possible, and
- linking clients to local health services and providers as required.

An application made for a homeless pregnant single lady for priority housing was made by the HSW to Housing Authority to house this mother and her 3 children to have them safely housed before the new baby was born. The client was allocated a home by Housing Authority and she moved in. Since she has been in her new housing authority home her 3 children came to her fulltime care and she has since given birth to her a baby boy. Ongoing support has been given to this client on education with good housekeeping to help maintain a good standard level of property standards that helps her be prepared and have everything in order for her property inspections.

A family of five were homeless and living in a tent in Newman and PCLS were able to provide sleeping bags and assist and were successful in the obtaining of housing.

Sophia Davis, Angela Whelan, Machel Cartner, Jodie Jenssen
Housing Support Worker– Pilbara

Financial Counselling

Department of Communities



People often refer themselves to a Financial Counsellor or they are referred from other government or non-government services. The South Hedland and Karratha service has appointments and some drop in clientele. The Financial Counselling services in Roebourne and Newman operate mainly as drop in services between Monday and Friday.

The majority of financial counselling clients live in public housing provided by the WA Government. The balance of clients live in private rental or are buying their own homes.

Our client base includes high income individuals involved in the mining industry as well as those heavily reliant on Centrelink payments.

Those on high wages have investment properties and personal debt and are trapped by the fall in housing values as the mining boom subsides. These clients are looking at bankruptcy as an option to relieve themselves of excessive debt levels. The end of Interest Only loan payments to Principal and Interest payments will see more people seeking help with Financial Counselling in the Pilbara.

Most of our clients in all 4 centres are Aboriginal. The Financial Counselling service is vital to residents who often have limited literacy and require assistance to interact with telephone services or to respond to requests for information. Many clients don't use internet and online services for dealing with government departments. A large percentage of our clients speak a language other than English at home.

Many people in the Pilbara are impacted by

family and domestic violence. Rates of alcoholism and drug use are high as is unemployment and lack of training opportunities to gain employment. Day time temperatures in summer in most of the Pilbara are often over 40 degrees and high usage of electricity is a common reason for people to seek assistance from the service.

Unfortunately changes to the Hardship Utilities Grant Scheme have meant a higher number of clients are ineligible for assistance and are at risk of disconnection during the hottest months of the year. People in the Newman area get no state government assistance for high electricity usage as the power is supplied by Rio Tinto. In Roebourne and Karratha some clients have unpaid fines and the Financial Counsellor is able to put the fines into payment arrangements through the Perth Fines Enforcement Registry.

Achievements and activity during the year include

- Increasing use of Centrepay payment plans to enable families and individuals to pay electricity bills and rent
- Assisting families to improve money skills, budgeting and household spending to enable them to keep their debt stress low
- Presenting educative sessions to community members needing to budget and improve financial literacy
- Assisting people with Hardship payments with banks, utilities, Department of Communities (Housing) and the ATO
- Presenting options for clients considering bankruptcy or selling off properties they can no longer afford
- Early release of Super for Hardship

- reasons or assisting clients to apply for NILS loans for household goods
- Negotiating debt waivers or payment plans with financial institutions and debt collection agencies
- Assisting clients referred due to domestic or family violence
- Negotiating when a partner has walked away and left a client liable for debt
- Negotiating when necessary for reduction in home loan mortgage Principal to make a home loan more affordable
- Assisting with negotiating for clients when there is job loss and changes to income

Case study 1

Client living on \$68 after expenses with \$502 of Newstart income going to public housing each fortnight. Assessment of his situation suggested the correct amount to be paid was \$143. Client was very distressed about a medical event happening with a relative and wasn't able to deal directly with the housing provider.

Client also had an overdue electricity bill of \$600. After his housing expenses were recalculated he had \$890 credit which was used with an energy concession to cover the electricity bill to avoid disconnection of household electricity.

Case study 2

A couple with two children who own 3 properties sought help. All properties have negative equity due to the real estate down turn in the Pilbara. Their mortgages totalled \$1.8MIL and other personal loans and credit cards totalled \$141,000.

The family were struggling to make their monthly payments due to job loss and even though the father had found work it was at a reduced income. The rental income was also reduced considerably due to the current rental market. They had tried to negotiate with the banks themselves but were unsuccessful. They

could see no other option but to declare bankruptcy which they did not wish to do.

The Financial Counsellor was able to negotiate that their 2 investment property loan terms were extended for 12 years reducing their monthly repayment amount.

Their home loan Principal was reduced by \$100,000 reducing the monthly payment amount.

Their car loan arrears were capitalised into the loan and extended by an extra 2 years to reduce their payments to a manageable amount.

Two of their credit card debts were waived and another credit card and personal loan were put on life arrangements with no interest to enable them to pay them off.

This process was quite lengthy and took 5 months to negotiate between the different financial institutions. It reduced the families monthly financial commitments from \$13,925 to \$9,777 a total of \$4148 per month reduction in their financial commitment which they were then able to afford.

Kelly Preece, Jayne Jarito, Lynn Hart, Merlin Gepte
Financial Counsellors

Tenancy Advocate and Education Service– West Pilbara

Department of Mines, Industry Regulation and Safety



Tenancy Advocate and Education service is delivered in a Local Resource Unit in the West and East Pilbara. The 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, the Shire of Ashburton, town of Port Hedland and Warralong Community / Marble Barr.

The program is to help low socio economic people within the Pilbara to have better understanding about renting in the private and non private sector. It aims to help resolve issues when the tenant is unsure what they can do or need assistance negotiating on their behalf or assisting them filling in forms, applying for court and or representing them in court.

The service we provide in the Pilbara is unique as there are no other organisations that assist clients with residential issues, .Clients could see a private solicitor however it's not common practice to have solicitors involved in residential issues and all parties do have to agree to have a solicitor involved when attending court which the majority of our clients would not be able to afford.

We found this financial year we've had clients coming in with bond disputes with some real estate agents in town and Housing Authority tenants appealing decisions that such as tenant liability charges or a transfer application

being declined. Some other issues that we 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 weather that be in the same region or out of town
- Maintenance Issues not being addressed in a timely matter
- Property standard Issues
- Tenants wanting to end their tenancy
- Disruptive behaviour disputes
- Property access
- Break Lease

One of the achievements we believe we have been successful in this financial year 2017/2018 was being able to assist clients and negotiate on their behalf without having to proceed with court actions. We have been successful in being able to work with the Housing Authority and the real estate agents so the tenants can sustain their tenancy .

What we plan to achieve during this financial year 2018/2019 is more Community Legal Educations. This could be by information about our services via news paper adds and /or radio talk to get the word out their of our organisation and the Tenancy Advocate role specifically.

One of our successful outcomes we have had this financial year was with a client based in the city of Karratha. The client had applied for public housing and was unfortunately declined as she was in a private rental. The client applied for public housing house with the Housing Authority as she was struggling to keep up with her weekly rental payments and was breached on many occasions. Unfortunately the client Housing application was declined. The client then received a 30 days notice to vacate out of her property as the bank was taking back possession of the property. We contacted the real estate agents to find out more details, in which the client received a Termination notice to vacate without any grounds as the client was on a periodical lease agreement. We assisted the client with her appeal form against the Housing Authority decision for housing and had WAPOL contacted us to further assist the client in being approved for priority waitlist with the housing Authority and provided the client with a letter of support. The client was successful on her appeal and was approved for priority housing under the priority housing waitlist

Another Successful outcome we've had this financial year was assisting a client with a Housing Authority appeal. This client had completed her annual rent review form then received a letter a few weeks later advising how she is over income and has 6 months to vacate her rental property. The client wasn't happy when she received this letter as her income has been the same for a few years. The client didn't agree to having only 6 months to vacate as she does recall there is somewhere on the Housing Authority Rental policy that over income earners in the north west remote area have 12 months to vacate. We assisted the client with her appeal form, found the clause on over income earners on the Housing Authority rental policy under eligibility in which it does state of over

income earners have 12 months to vacate their current property if renting within the North West remote area. The client appeal was successful, she then received a letter stating of her new vacate date which was longer than the 12 months provided.

Flordeliza Larrazabal, Kelly Cook
Tenancy Advocacy and Education Service



Support and Tenant Education Program

Department of Communities



Support Tenant Education Program (STEP) is funded by the Department of Communities (Housing Authority) and is delivered across four locations across the Pilbara- Karratha, Roebourne, South Hedland and Newman.

STEP is a free program that provides support, education and early intervention to Public Housing tenants.

Participation in STEP is voluntary; tenants who have been identified as having issues with their tenancy are referred to STEP by their Housing Services Officer (HSO), the STEP worker or tenant can self-refer.

Issues that continue to impact on a tenant's ability to sustain and maintain their tenancy are:

- Property Standards
- Maintenance/Property damage
- Overcrowding
- Tenancy Account Arrears
- Disruptive behaviour complaints
- Family violence/ Elder Abuse
- Depression/ Trauma and substance abuse
- Cultural Sensitivity
- Low level of numeracy and literacy
- Maintaining Centrelink Reporting requirements

STEP aims to improve and increase the tenant's capacity by improving living skills to manage their tenancy independently and successfully. This is achieved by actively engaging with the tenant to build rapport and to work collaboratively with the tenants, other

Government Departments and Community Service agencies to achieve positive outcomes. By providing early intervention and support through education and case management it reduces the likelihood of tenants becoming homeless.

Majority of tenants referred to STEP are Aboriginal/ Torres Strait Islander, some tenants can go on to successfully meet their tenancy obligations and manage their tenancy without further assistance and support. However, there are some tenants that need to be referred back to STEP as although they are empowered whilst on STEP once the support has ceased their tenancy can be at risk from further family violence, substance abuse, Elder abuse and Centrelink payments ceasing due to no n compliance of Centrelink reporting requirements.

We continue to develop local relationships with other service providers and communities across the Pilbara, over the last 12 mths we have worked with West Australian Police (WAPOL), City of Karratha, Department of Child Protection and Family services, Yaandina HAAC Services, Real Employment for Aboriginal People (REFAP) Mawarnkarra Environmental Services, Aboriginal Health Services, Local Aboriginal Corporations and Groups, Aboriginal Elders, Housing Authority, Mission Australia and call hedland- waiting to hear back as to what organisations they engage with as Karla is not here to ask.

Working collaboratively with WAPOL and tenants referred to STEP we have had 27

tenants successfully apply for Liquor Restriction Prohibited (LRP) approved by Department of racing, Gaming and Liquor, Western Australia for the Roebourne Wickham and Karratha area in the last 12 mths.

Our STEP workers also provide Outreach to Onslow and Tom Price.

The last 12 months we have an increase of referrals, across all four offices with 104 referrals and 76 successful outcomes at the end of the financial year.

The Roebourne STEP Worker is involved in the Balagarni 6718 Group meetings which are a bi monthly meeting as to improve outcomes for the Roebourne Community in Housing and Planning, Children and Parenting, Safety and Education and Learning. We also attend bi monthly Elders Yarns.

The Karratha STEP workers meet quarterly with the City of Karratha, Housing Authority, REFAP, Mawarnkarra Environmental Services to discuss to discuss how they can work together to achieve positive outcomes for client's tenancy.

STEP is a vital program to public housing tenants across all four locations in the Pilbara. We continue to educate, support and encourage confidence and empowerment to tenants to effectively maintain their tenancy obligations and link in with other services for support, such as Home and Community Care (HACC) . If future funding was to cease for such an essential support the impact will have a profound effect on the Community.

Case Study:

Tenant was referred for property standards and disruptive behaviour issues; tenant was living in a housing complex in a Pilbara town. Client was having issues with family taking advantage of her, rubbish was piling up at the property and family were drinking and causing a disturbance. This resulted in Police

attendances, and neighbours making complaints to the Housing Authority's Disruptive Behaviour Complaints line, this became a common occurrence and put her tenancy at risk. The Police attendances and disrespect from family was having an emotional and physical impact on the tenant. The Tenant did have an active transfer in place to another area in the Pilbara. With the assistance of STEP, Housing Authority and WAPOL the tenant was able to vacate her current property and still remain on the waitlist.

The tenant was allocated a property only after a couple of months after vacating the previous property. Client was referred back to STEP once allocated the new property with agreed conditions as agreed with the Area Manager at Housing Authority.

Tenant is managing the tenancy well and realises that she is fortunate that she didn't have to wait too long for another property (client has a child and another relative live with her). Client has made some positive changes in her life and with assistance from STEP she applied for a Liquor Restriction Prohibited (LRP) and so far is managing her new tenancy. The tenant has put strategies in place to avoid a repeat of behaviours that affected her previous tenancy.

***Karla Kelly, Jo Drummond, Angela Mitchell,
Jodie Jenssen***

Support and Tenant Education Program

Settlement Services

Department of Social Services



Australia is one of the most diverse populations in the world. In order for migration to be successful in both policy and practice, the Settlement Program helps migrants not only with adjusting to Australian life but to become vital and active members in the community. The Program aims to promote economic and personal wellbeing, self-determination, independence, and community connectedness.

The service which is located in Karratha and South Hedland also facilitates pathways to learning English, education and employment readiness. Service coordination and delivery include but are not limited to group information sessions teaching life skills and providing information on different issues such as the health system, employment, police and the law and banking practices. Clients are usually referred by agencies such as TAFE, Anglicare, Relationships WA, Refuge, Well Women's Centre, migrant community representatives and sometimes self-referred.

The service reduces social isolation for migrants, provides information and assistance. This is achieved by firstly establishing an initial assessment on client's needs, developing a case plan, providing advice on tenancy rights and responsibilities, education and training options, assistance with completing complex forms, referring or linking to other services such as housing services, migration lawyers, ATO, Centrelink, relationships counselling, employment agencies, education institutions, driving schools, health providers, etc.

Community advocacy is an integral part for



Migrant Support Worker' role. That is, attending relevant meetings to keep up-to-date on information to support clients, networking with other service providers and the general community. For example, new and emerging community groups may need leadership mentoring and advocacy to link with other communities and services.

This is the only settlement service for migrants in the region that only Pilbara Community Legal Service provides. It is also unique in that it is a free service which in most cases, many of these CaLD(Culturally and Linguistically Diverse) clients struggle financially i.e, have no employment or money of their own.

The issues migrants face as they begin their new lives in Australia are complex. They include lack of English classes after business hours or on a weekend. There is a need of face-to-face individual tutoring which is available in the metropolitan area. It is worthwhile noting that compared to the previous year, there were more cases of migrant applying for protection visa in the region. Because a number of new arrivals and even long term residents are not aware of the free migrant support available for them, promotion of PCLS services and programs for migrants on the radio and other media and cooperation with community groups is important within the next 12 months

In recent months, we have organised group activities, such as multicultural lunches, cooking classes that demonstrated modern Australian, Indian, Indonesian, Filipino, Tongan and Malaysian cuisines in Hedland; as well as swimming lessons in Karratha. Swimming

lessons for Port Hedland residents are planned to commence in the middle of October in partnership with Royal Life Saving WA which will subsidised their cost. Review of drowning statistics over the past few years shows 50 drowning deaths in Western Australia involving members of the migrant community, which represents more than a quarter of all drowning deaths. Very low participation levels in water safety and swimming programs combined with limited water safety awareness are influencing factors to this over-representation of CaLD community members in the reports. That is why learning water safety skills is so important.

Clients were able to get professional advice from the accredited dietitian and nutritionists who raised the awareness and the importance of achieving and maintaining a healthy lifestyle. Community Migrant Service organises a regular session together with the Pilbara Population Health Unit and Well Women's Centre's Dietician to promotion of positive health and nutrition messages to the wider CaLD community.

Many of our clients are women who lack the advantages of social interaction in the workplace. They can be particularly exposed to social isolation notably those settling in country towns like Port Hedland and Karratha. Cooking classes and multicultural lunches allow migrant women to share and take pride in their food and culture and to make friends. The availability of culturally appropriate community programs for migrant groups is important to facilitate their social participation.

One of the achievements was the successful Harmony Day celebration. Held every year on 21 March, Harmony Day coincides with the United Nations International Day for the Elimination of Racial Discrimination. The message of the Day was 'everyone belongs' and has a goal to engage people to participate

in their community and respect cultural and religious diversity. Australian cities and towns are melting pots of nationalities, and Port Hedland and Karratha are no exception. With 38% of Hedland residents born overseas and 33 % for Karratha, our towns are homes to 70 nationalities. According to the 2016 Census Data, the most common countries of birth for the towns were New Zealand, Philippines, England, South Africa and India. Aboriginal and Torres Strait Islander people made up 16.7% of the population. We hope this celebration has broadened our minds, uncovered common interests which can help us become more tolerant and understanding in daily life.

We look forward to delivering a good service to our clients by organising multicultural lunches, information sessions on the Australian legal system, driver licensing, mental health, employment, tenancy and consumer rights, DV support, helping with swimming and driving skills and events to coincide Remembrance and Australia Day. We are looking forward to keeping and establishing close cooperation with other agencies in the Pilbara.

Debra Johnson, Victoria Malyk

Community Migrant Support Workers



2017/18 Financial Reports

Board of Management

Treasurers Report

I have the 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 2018 to provide an overview of the financial position of The Pilbara Community Legal Service Inc.

Cash at Bank

PCLS began the financial year 2018 with \$891,697 in the main operating accounts and \$815,320 in term deposits accounts. At the end of the financial year 2018 there was \$551,567 in the main operating accounts and \$828,791 in term deposits accounts. An overall decrease in cash position by \$367,796.

Operating Surplus

The surplus for the current financial year was \$71,843 this is a decrease of 64.37% compared to the surplus of \$201,636 we had for the 2017 financial year.

Total Operating Revenue

Total revenue received during the 2018 financial year including surplus carried forward from previous year was \$3,607,009 – This is a slight decrease of 5.14% compared to the previous financial year.

Total Operating Expenses

Total expenses incurred during the financial year was \$3,533,684 this represents a 6.79% overall increase of expenses compared to the previous financial year.

Members Funds

The members' funds at the 30th June 2018 stood at \$3,035,046 up from \$2,963,203 as at 30th June 2017.

Janette Parsons-Smith

Treasurer

**Pilbara Community Legal
Service Inc.**

ABN43 336 581 511

**Financial Statements
For the year ended 30 June 2018**

Guidera Consulting

Level 29, 221 St Georges Terrace

Perth WA 6000

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Pilbara Community Legal Service Inc.
ABN 43 336 581 511

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Compilation Report

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 2018

Your Board of Management submits the financial accounts of the Pilbara Community Legal Service Inc. for the financial year ended 30 June 2018.

Board of Management Members

Sharyn Morrow - Chairperson
Stephen Gwynne - Deputy Chairperson
Ren Mullane - Secretary
Janette Parsons-Smith - Treasurer
Geraldine Burgess
David Thomas
Kate Lyons
Romain Pignataro
Lesley Misarz

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

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 2018

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 2018 has been received and forms part of this financial report.

Operating Result

The surplus from ordinary activities amounted to:

	Year ended 30 June 2018	Year ended 30 June 2017
	\$	\$
Surplus from ordinary activities	73,325	493,870
Less net transfer to Grants Refundable Liability	(1,482)	(292,234)
Surplus attributable to the Association	71,843	201,636

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



Chairperson: Sharyn Morrow



Treasurer: Janette Parsons-Smith

The accompanying notes form part of these financial statements

Pilbara Community Legal Service Inc.

ABN 43 336 581 511

Statement of Comprehensive Income

For the year ended 30 June 2018

	Note	2018 \$	2017 \$
Revenue:			
Grants Received		3,404,179	3,389,702
Prior Year Grant Surplus brought Forward		170,339	306,935
Brokerage Income		2,726	48,579
Interest Received		15,560	18,040
Other income		14,205	39,448
Total Revenue		3,607,009	3,802,704
Expenditure:			
Employment and Training Expenses		2,591,788	2,433,367
Administration expenses		893,093	781,184
Brokerage expended and refundable		48,803	94,283
Total Expenditure		3,533,684	3,308,834
Net Profit attributable to the association		73,325	493,870
Other comprehensive income:			
Other Comprehensive Income		0	0
Total other comprehensive income for the year, net of tax		0	0
Total comprehensive income for the year		73,325	493,870
Retained Profit Movement:			
Opening retained profits		2,519,613	2,317,976
Net Profit attributable to the association		73,325	493,870
Adjustments:			
Transfers to Grants Refundable		(1,482)	(204,934)
Transfers to Grants Refundable from prior year:		0	(87,299)
Retained profits at the end of the financial year		2,591,456	2,519,613

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 2018

	2018 \$	2017 \$
Current Assets		
Cash Assets		
Cash at bank	551,567	891,697
Term Deposit CBA 1	828,791	0
Term Deposit CBA 2	0	409,682
CBA Debit Card	14,178	29,118
Term Deposit CBA 3	0	405,638
Electronic Clearing Account	(26,197)	0
	<u>1,368,339</u>	<u>1,736,135</u>
Receivables		
Accrued Income	3,808	3,036
Trade debtors	2,473	11,159
	<u>6,281</u>	<u>14,195</u>
Other		
Tenants' bond	4,580	4,153
TFN Withholding Credits	9,298	9,298
Prepayments	36,175	43,560
	<u>50,053</u>	<u>57,011</u>
Total Current Assets	<u>1,424,673</u>	<u>1,807,341</u>

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 2018

	2018 \$	2017 \$
Non-Current Assets		
Property, Plant and Equipment		
Leasehold improvements	207,757	221,037
Less: Accumulated depreciation	(114,783)	(126,898)
Furniture & Fittings at cost	325,404	303,920
Less: Accumulated depreciation	(247,428)	(213,856)
Motor vehicles - at cost	285,826	264,790
Less: Accumulated depreciation	(123,564)	(132,612)
	333,212	316,381
Other		
Land & Buildings - 4 Green Court	433,435	433,435
Less: Accumulated depreciation	(4,671)	(2,845)
28 Balmoral Rd - Land and Buildings	1,258,632	1,258,632
28 Balmoral Road - Costs re Rebuilding	144,189	173,954
	1,831,585	1,863,176
Total Non-Current Assets	2,164,797	2,179,557
Total Assets	3,589,470	3,986,898

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 2018

	2018 \$	2017 \$
Current Liabilities		
Payables		
Unsecured:		
Trade creditors	32,412	31,450
Other Creditors	1,300	9,864
Accrued Expenses	26,399	0
Grants Rec'd In Advance	45,434	358,274
Accrued Wages & Superannuation	25,992	29,560
Superannuation Payable	18,318	19,656
Grants Refundable Liability	76,350	204,934
Tenant Bonds	900	1,270
Brokerage - Unspent 30th June	2,632	40,273
	<u>229,738</u>	<u>695,281</u>
Current Tax Liabilities		
GST payable control account	46,626	38,188
Input tax credit control account	(25,289)	(38,510)
Amounts withheld from salary and wages	30,968	33,742
	<u>52,305</u>	<u>33,420</u>
Provisions		
Provision for annual leave	140,012	124,590
Provision for long service leave	40,794	101,855
	<u>180,806</u>	<u>226,445</u>
Total Current Liabilities	<u>462,849</u>	<u>955,147</u>
Non-Current Liabilities		
Provisions		
Provision for Long Service Leave	91,576	68,549
	<u>91,576</u>	<u>68,549</u>
Total Non-Current Liabilities	<u>91,576</u>	<u>68,549</u>
Total Liabilities	<u>554,425</u>	<u>1,023,695</u>

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 2018

	2018 \$	2017 \$
Net Assets	<u><u>3,035,046</u></u>	<u><u>2,963,203</u></u>

Members' Funds

Reserves

General Reserve	109,094	109,094
Asset Reserve	334,496	334,496
Accumulated surplus (deficit)	<u>2,591,456</u>	<u>2,519,613</u>
Total Members' Funds	<u><u>3,035,046</u></u>	<u><u>2,963,203</u></u>

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 2018

	2018	2017
	\$	\$
<hr/>		
Cash Flow From Operating Activities		
Receipts from customers	3,606,321	3,804,927
Payments to Suppliers and employees	(3,990,200)	(3,113,122)
Interest received	15,559	18,040
Net cash provided by (used in) operating activities (note 2)	<u>(368,320)</u>	<u>709,845</u>
 Cash Flow From Investing Activities		
Payments for Property, Plant and Equipment	<u>524</u>	<u>(104,304)</u>
Net cash provided by (used in) investing activities	<u>524</u>	<u>(104,304)</u>
Net increase (decrease) in cash held	<u>(367,796)</u>	<u>605,541</u>
 Cash at the beginning of the year	 <u>1,736,135</u>	 <u>1,130,594</u>
Cash at the end of the year (note 1)	<u><u>1,368,339</u></u>	<u><u>1,736,135</u></u>

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 2018

2018

2017

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	551,567	891,697
Term Deposits	828,791	815,320
CBA Debit Card	14,178	29,118
Electronic Clearing Account	(26,197)	0
	1,368,339	1,736,135

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

Operating profit (loss) after tax	73,325	493,870
Unexpended Grants	(1,482)	(204,934)
Prior Year adjustment re Grants Refundable	0	(87,299)
Depreciation	14,235	43,186
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	14,872	20,263
Increase (decrease) in trade creditors and accruals	(443,884)	429,887
Increase (decrease) in other creditors	(2,774)	(2,910)
Increase (decrease) in employee entitlements	(22,612)	17,782
Net cash provided by (used in) operating activities	(368,320)	709,845

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 2018

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 2018

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 2018

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 2018

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 2018.

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 2018

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 2018.

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:	2018	2017
	\$	\$
Auditing or reviewing the financial report	5,494	5,104
	=====	=====

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

At 30th June 2018, the following Brokerage monies received from The Housing Authority of WA - (STEP) during the 2017/2018 financial year remained unspent and have been carried forward to the 2018/2019 year. These amounts are included in Brokerage – Unspent 30th June in the Balance Sheet

	2018	2017
	\$	\$
Homeless Accommodation Support Workers (DCSFA)	0	4,953
Housing Support D&A	0	2,794
PHSW Newman	0	2,834
PHSW Hedland	0	2,577
DVO Pilbara	0	20,283
STEP (Housing Authority WA)	2,632	6,832
	-----	-----
Total	2,632	40,273
	=====	=====

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 2018**

	2018	2017
	\$	\$
Income		
Interest received	15,560	18,040
Prior year surplus brought forward	170,339	306,935
Other income	14,205	39,448
Grants Received	3,404,179	3,389,702
Brokerage Income	2,726	48,579
Total income	<u>3,607,009</u>	<u>3,802,705</u>
Expenses		
Salaries	2,183,393	2,102,042
Occupational Superannuation	185,677	174,782
Staff Training	101,942	60,752
Other Staffing Costs	33,358	22,464
Accounting and Audit fees	34,127	16,730
IT Support	71,265	61,106
HR Outsource	66,704	52,774
Insurance - Public Liability and Other	38,431	20,971
Advertising and Recruitment Costs	20,014	61,366
Travel, Accommodation, Motor Vehicle	153,262	102,240
Material, resources and equipment	12,908	2,058
Office Rent	96,036	104,418
Staff Housing	83,917	43,478
Office Running Costs	271,231	269,460
Client Disbursements - Brokerage	48,803	54,010
Unspent Brokerage - Refundable	0	40,273
Administration	0	4,483
Sub Contract GCLS	87,418	73,327
Depreciation	45,197	42,099
Total expenses	<u>3,533,684</u>	<u>3,308,834</u>
Profit from ordinary activities before income tax	73,325	493,870
Income tax revenue relating to ordinary activities	0	0
Increase (decrease) in retained profits due to:		
Transfer to Grants Refundable	<u>(1,482)</u>	<u>(292,234)</u>
Net profit attributable to the association	<u>71,843</u>	<u>201,636</u>

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 2018

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 2018 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 2018 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 2018 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Communities.
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 2018 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Communities (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 2018 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Mines, Industry Regulation and Safety.
7. The information reported in the Statement of Income and Expenditure for the Generalist Program, the Rural Women's Outreach Program, the Victim's Rights Support Service and the Family and Domestic Violence Lawyer funding has been prepared from proper accounts to present fairly the financial Transactions for the financial year ending 30 June 2018 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 2018 and the payments in the statement are in accordance with the terms and conditions of the service Agreement and with Department of Communities.
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 2018 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Communities.
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

The accompanying notes form part of these financial statements.

transactions for the financial year ending 30 June 2018 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 2018 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 2018 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 2018 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Communities.

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



Chairperson: Sharyn Morrow



Treasurer: Janette Parsons-Smith

**PILBARA COMMUNITY LEGAL SERVICES INC.
INDEPENDENT AUDIT REPORT
FOR THE YEAR ENDED JUNE 30th 2018**

Scope

I have audited the accompanying financial report for the Pilbara Community Legal Services 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 30th 2018.

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

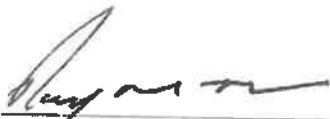
Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling those charged with governance reporting responsibilities under the Constitution. As a result, the financial report 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 Services Inc. as at 30th June 2018 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 15th day of August 2018



Ray M 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 30th June 2018 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



Date: 15th August 2018

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.

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 2018, 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 Committee

The committee of Pilbara Community Legal Service Inc. 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 committee, we have compiled the accompanying general purpose financial statements in accordance with the financial reporting framework 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 committee who is 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

15 August, 2018

