



PILBARA COMMUNITY LEGAL SERVICE INC.
www.pcls.net.au

ANNUAL REPORT

2013-2014

Tenancy Support



Financial Counselling



Legal Services



Domestic Violence Support



Contents

| | |
|--|----|
| Office Locations and Hours of Operation | 6 |
| Board of Management | 7 |
| Vision | 7 |
| Purpose | 7 |
| Board of Management Chairperson’s Report | 8 |
| Chief Executive Officer’s Report | 10 |
| Organisational Review | 13 |
| Activity profile 2013/14 | 13 |
| Community Legal Education | 13 |
| Law Reform and Legal Policy | 13 |
| Research | 14 |
| Access and Equity | 14 |
| Community Development Work..... | 14 |
| Students, Volunteers and Pro Bono Work..... | 15 |
| Services..... | 16 |
| Legal..... | 17 |
| Financial Counselling Services | 18 |
| Tenancy Advocacy And Support | 19 |
| Domestic Violence Support | 21 |
| Activities | 22 |
| Service Reports..... | 24 |
| Legal..... | 24 |
| Rural Women’s Outreach Program | 24 |
| Rural Women’s Outreach Program – Karratha..... | 26 |
| Indigenous Women’s Outreach Program | 28 |
| Solicitor/s- Pilbara | 29 |
| Locum Solicitor – Newman..... | 30 |
| Financial Counselling Services | 31 |
| Financial Counsellor Roebourne..... | 31 |
| Financial Counsellor Karratha..... | 33 |
| Financial Counsellor South Hedland..... | 35 |
| Financial Counsellor Newman | 37 |
| Tenancy Advocacy and Support..... | 40 |
| Tenancy Advocate and Education Support..... | 40 |
| West Pilbara | 40 |
| East Pilbara | 42 |

| | |
|--|----|
| Indigenous Tenancy Advocate Service | 44 |
| Supported Tenancy and Education Program (STEP) | 45 |
| STEP Service Provider - Karratha | 45 |
| STEP Service Provider – Roebourne | 46 |
| STEP Service Provider - South Hedland | 48 |
| STEP Service Provider - Newman..... | 50 |
| National Partnership Agreement on Homelessness (NPAH) | 51 |
| Homelessness Accommodation Support Service | 51 |
| Homelessness Accommodation Support Service - Drug and Alcohol Strategy | 53 |
| Public Tenancy Support Service – Roebourne..... | 54 |
| Public Tenancy Support Service Newman | 56 |
| Domestic Violence Support | 58 |
| Pilbara Domestic Violence Outreach Service | 58 |
| Domestic Violence Advocacy and Victim Support Service..... | 60 |
| Financial Report 2013/14 | 62 |

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

PUBLICATION DETAILS:

Pilbara Community Legal Service Inc.

PO Box 132

Karratha WA 6714

Tel: 08 9185 5899

Fax: 08 9185 6633

Web: www.pcls.net.au



The Pilbara Community Legal Service Inc. (PCLS) is a not-for-profit, government-funded community organization that provides a range of free services which include legal, financial counselling, tenancy advocacy and support, and domestic violence advocacy and victim support. 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. All services try to target emerging needs and be flexible and responsive, making PCLS a vital community organization that contributes to the growth and fast-growing pace of the Pilbara region.

Over the last 21 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.

For many individuals PCLS is the first point of contact about a legal issue. PCLS strives to provide assistance to virtually anyone who

walks in the door and then targets more intensive services such as casework, advocacy, court representation, and community education to those experiencing or most at risk of social exclusion.

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

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

The demands for the services are expected to continue to increase significantly as the population of the Pilbara increases, particularly in the City of Karratha. The continuing shortage of affordable housing has increased the level of legal confrontation and friction in the community, instances of domestic violence, violence restraining orders, marriage/relationship breakdown, separations and child custody cases continue

to rise at an alarming rate. Legal problems often have considerable adverse impacts on a broad range of life circumstances, including health, financial and social circumstances. However PCLS is readily equipped with its multi-disciplined service delivery, it seeks to resolve clients' problems in a 'one stop shop' approach.

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.

Attracting Government funding is a highly competitive area so like many other not-for-profit organisations, PCLS faces a challenge to remaining financially sustainable in order to meet demand and minimise the further erosion of access to justice for the Pilbara's

most disadvantaged and vulnerable people. The recent Federal budget saw funding cuts to many community legal services. The Federal Government also restricted the use of funding to direct service delivery, which has excluded important preventative policy and law reform work. Regardless of funding cuts the staff at PCLS continually strives to provide assistance to anyone who walks in the door. Because we work so closely with the community, we are in a position to recognize need and then we do our utmost to find a way to meet that need.

The PCLS plays an important role with Community Law Australia to raise the profile of community legal centers (CLCs) nationally, highlighting the extent of unmet legal need, and advocating for increased resourcing for CLCs at a Federal and State level.

The most rewarding aspect for our staff is helping people through difficult and complex situations and dilemmas. The PCLS is unique because it provides all the support needed within the one organization 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.

Office Locations and Hours of Operation

Hours of operation 8.00am – 4.00pm

Karratha Office (Regional Office)

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



Roebourne Office

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



South Hedland Office

Unit 2, 9 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



Board of Management

The Board of Management is a hard-working group of community based volunteers that work tirelessly and give freely of their time.

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.

The Constitution provides for the powers and responsibilities of the Board of Management as per the requirements of the *Associations Incorporation Act 1987*.



| | |
|-------------------------|--------------------|
| Steve Gwynne | Chairperson |
| Daphne Trevurza | Deputy Chairperson |
| Roz Brabazon | Secretary |
| Dale Purdy | Treasurer |
| Sr Jane Ablett | Member |
| Simonetta Knott | Member |
| Joanne Pritchard | Member |
| Dee Van Beek | Member |
| Shirley Simpson | Member |

The Pilbara Community Legal Service Inc. maintains a strong commitment to ensuring quality management.

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.

Board of Management Chairperson's Report

Being the Chairperson of The Pilbara



Community Legal Service for the last 2 years has been a rewarding experience due entirely to the commitment by my fellow Board members and the staff, all of whom work diligently to give

of their skills and experience to provide a service to the people of the Pilbara that, without question, enhances the wellbeing of our community.

The Pilbara Community Legal Service (Pilbara Community Legal Service) provides legal advice and representation to the people of the Pilbara in the areas of family law, criminal injuries compensation, wills and deceased estates as well as a range of services such as tenancy support, education and Advocacy, financial counselling and domestic violence outreach, advocacy and support. Over the last 21 Years the organisation has grown from strength to strength fulfilling its objectives to assist and advocate for people presenting with a multitude of issues.

I take this opportunity to thank and congratulate the CEO and her administrative staff for their active and positive engagement in undertaking the assessment process of the National Accreditation Scheme for Community Legal Centres and being awarded Accreditation and Certification at Tier 2 for three years. Pilbara Community Legal Service is now granted a non-exclusive Licence to use the National Association of Community Legal Centre's (NACLC) Trade Mark.

Completing the Pilbara Community Legal Service Organisational Work Plan for the next 3 years was also an amazing amount of work. To complete that phase of the accreditation called for diligence in the total review of all policies and procedures and the introduction of new service standards involving the

development of a myriad of internal procedures. This has ensured that there is total compliance with the NACLC's accreditation standards and the requirements of our professional indemnity insurance which is crucial for the protection of the organisation and our staff.

The Board of Management are confident that the Work plan will greatly enhance Pilbara Community Legal Service from a policy and procedure infrastructure perspective and will translate into benefits in terms of client services, documenting Pilbara Community Legal Service's planning and progress and other operational day to day matters.

I thank all the Pilbara Community Legal Service staff for their teamwork and their commitment to ensuring that the Pilbara Community Legal Service provides a safe and supportive working environment throughout our four offices. Our investment also in continuous staff development and wellbeing, support and training to create a mentally healthy workplace will enhance a sense of purpose and confidence and promote social inclusion within the workplace.

I believe the Pilbara Community Legal Service has developed a particular expertise in working with Aboriginal people and people from culturally and linguistically diverse backgrounds reflecting the diversity of the Pilbara. The Pilbara Community Legal Service particularly encourages all staff to remain aware of the different cultural values within the community.

During the year, staff have undertaken a large volume of work, providing a service to 3,272 individual clients and organising 137 community legal education events including promotional activities such as White Ribbon Day and NAIDOC week celebrations in order to strengthen the community response to these matters.

Programs and services provided by Pilbara Community Legal Service have been developed specifically to educate individuals and empower communities. These services are designed to address problems at the early stages and to do this; partnerships have been built with the wider community sector in the areas of cultural development and mental health. During the course of the year, 1619 referrals from other agencies were received.

As a Board of Management of a Community Legal Service, we are constantly challenged when political environments change and for this reason we need to be constant in our beliefs and optimism and be smart in our practices to thrive despite these challenges.

It is vital that the people of the Pilbara do not miss out on the legal help they need.

Unresolved legal problems can escalate leading to added strain on the justice system and further legal, financial, social and health problems for the individual which is why we must promote what we do to a wider audience.

Our lawyers, paralegals and support staff bring great skill; energy and compassion to their individual roles as they support our clients and strengthen our organisation's ability to service our local communities. I thank them all. I also thank my fellow Board Members for their commitment to guiding the organisation towards excellence in community service.

Stephen Gwynne
Chairperson Board of Management

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



I am told that when you commit to something, it takes ten years “just to get good at it” and, “just getting good at it”, can be a decade-long investment with plenty of failure along the way!

In December this year, I will have been with the Pilbara Community Legal Service for 12 years and I am not sure if I am yet “good at it”. What I am sure about is that when I do commit to something, I have to be passionate about it and it is that passion that enables me to rise to the challenge.

“Rising to the Challenge” was the theme of this year’s National Community Legal Centre’s conference. A theme that resonated with me because it reflects the values and commitment of the people I have worked with at the Pilbara Community Legal Service over the last 12 years. It also acknowledges the difficulties of a community legal centre’s work, but celebrates the determination to strive against unfairness and injustice, which is something I see being done by our staff every day. I also see how their determination extends to help disadvantaged people to rise to meet their challenges. As our clients are empowered the community legal sector is enriched and our community is made stronger.

The biggest challenge that we have faced during the financial year is no different to that faced by the organization over the last 21 years. It is one of being constant and vigilant in monitoring and accessing available funding to ensure that we can continue to provide vital services to the people of the Pilbara.

Some of the other Challenges are:

- Ensuring that we continue to provide responsive and holistic services by

ascertaining and meeting the true extent of need in our community. This calls for time and resources beyond that needed to meet the demand at the door.

- Responding to the demand more strategically by ensuring that our organizational service models are the best for our clients, while at the same time working to reduce the demand by playing a role in protecting the rights of the disadvantaged and vulnerable aside from direct service delivery, and
- Attracting and retaining skilled trained staff and Board members who work in partnership towards our organization’s vision, values and objectives.

During the financial year there has been a concentration on achieving accreditation and developing a set of service standards that will carry us through for many years into the future.

There was also a focus on ensuring that our staff were well remunerated, resourced, trained and well looked after from a working environment and health perspective. Negotiation with the Government Regional Officer’s Housing (GROH) Manager also enabled us to secure some affordable staff housing which may have contributed to staff attraction and retention.

To ascertain and meet the needs of our community, a number of funding submissions were prepared. If these are successful, the Pilbara Community Legal Service will be in a position to diversify services to further protect the rights of the disadvantaged and vulnerable and ensure enhanced sustainability of the organization.

During the year we bid farewell to our Principal Solicitor who had been with us for 6 years and we welcomed on Board a new Principal Solicitor who is a man of some 20

years' experience as a Solicitor and Barrister. We were also fortunate to attract a new staff member for our Roebourne Office who provided us with a full-time unrestricted Solicitor presence in that office which is something we have not been able to do before. Thanks to an Enforceable Undertaking applied by ASIC that specifically benefited Pilbara Community Legal Service, due to our Newman staff playing a significant part in bringing about the undertaking, we have been able to employ a locum Solicitor to attend regularly at our Newman Office. For the first time in 21 years, we had a legal presence in all four of our offices.

With the assistance of the Chamber of Commerce and Industry (CCI) and the Karratha TAFE, a Traineeship Contract was established which will provide our appointed trainee with a Diploma in Community Services.

A new auto attendant telephone system was implemented and a new electronic archiving system installed. New Information Technology and video conferencing contracts were also undertaken. These resources have improved records storage, inter office communication and staff training and streamlined our Board meetings.

Board members were given the opportunity to attend a Better Boards Seminar in Perth. The Seminar was the first of a series of seminars to explore the emerging and crucially important role non-profits play in regional, community and economic development. Three of our Board members are registered to attend the Better Boards Conference in Adelaide in the new financial year. The conference will explore the strategic insights and new strategies that Boards should consider as part of organizational strategic direction.

Pilbara Community Legal Service worked collaboratively on a number of issues that included:

- Providing a formal response to the Productivity Commission's Report on access to Justice. The report is looking for answers or alternative mechanisms to

improve equity and access to justice and achieve lower cost civil dispute resolution in both metropolitan areas and regional and remote communities.

- Preparing a submission on the Review of organizations under the Equal Opportunity Act 1984 to the Equal Opportunity Commission Review supporting the concerns raised by WACOSS in relation to the Review's process and the terms of reference.
- Preparing a submission for the Human Rights Report Card (HRRC) which is an annual report that highlights changes in the law and policies that have either promoted or regressed the human rights of people living in W.A. Pilbara Community Legal Service provided brief case studies on matters encountered by Pilbara Community Legal Service staff that illustrated how our clients are affected by a particular law or government policy. The Human Rights Report Card is intended to be used as a tool for raising awareness in the community about human rights issues in W.A. and the international human rights treaty system in relation to policy and its application in a local context.

Pilbara Community Legal Service worked in partnership with the James Cook University on a Research Project focused on Aboriginal and Torres Strait Islander People and Consumer Law. The research was in regard to consumer law and its aspect of protection for people when they buy goods and services e.g. food, mobile phones, getting a car fixed and getting a loan from a bank including getting credit.

Effective collaboration with Tenancy W.A. saw the submission of a report to the State Government on the "Three Strikes and You're Out" policy implemented by the Minister for Housing.

Pilbara Community Legal Service featured in all forms of media and profile raising activities throughout the year including on air ABC radio interviews on homelessness and poverty. The monthly distribution of our celebrated Pilbara Community Legal Service Newsletter

continues and memberships have been renewed with reputable associations to ensure opportunities for staff professional development, supervision, support and inter-agency networks are maximized.

The CEO's professional development training has been focused on the fundamentals of employment law, Safe Working Environments, Mental Health in the Workplace, Critical Response Training, Transforming Conflict and Enhancing Skills in Interpersonal Communication, Client Outcomes and the Funding of Services and Service Integration.

Attending the National Association of Community Legal Centres' (NACLC) conference provided an opportunity to access a variety of stimulating workshops and to network with Community Legal Centre workers and supporters and to experience the diversity and richness of CLC's, their work and their people.

Attending both the State and National Financial Counselling Association Conferences and the CEO/Managers meeting enabled good discussion on a National Accreditation Scheme for Financial Counsellors and on National Register/Agency Practice Standards and how the network should work in the future.

During the financial year Pilbara Community Legal Service was nominated for several awards including the Shire of Roebourne Award, the W.A. Consumer Protection Award and the Community Services Excellence Award.

In the forthcoming financial year, Pilbara Community Legal Service anticipates working with the Department for Corrective Services, to provide a range of workshops for the Roebourne Prison's Reintegration Service Program for Women Prisoners.

Negotiations have also commenced with the U.W.A's Rural Clinic School to conduct a review and evaluation of our client services as part of their 2016 Student's Scholarly Activity Placement Program. Governance Plus, an organization that specializes in reviewing and evaluating services has also offered to assist in the event that it is determined to proceed in the next financial year.

I take this opportunity to thank the Shire of Roebourne for their financial assistance with our accreditation research work. I also thank BHP Billiton and the Ngarluma Yindjibarndi Foundation for their ongoing support with physical resources that enable us to maintain services in South Hedland and Roebourne.

Thank you to our hardworking Board of Management members and to a dedicated team of staff.

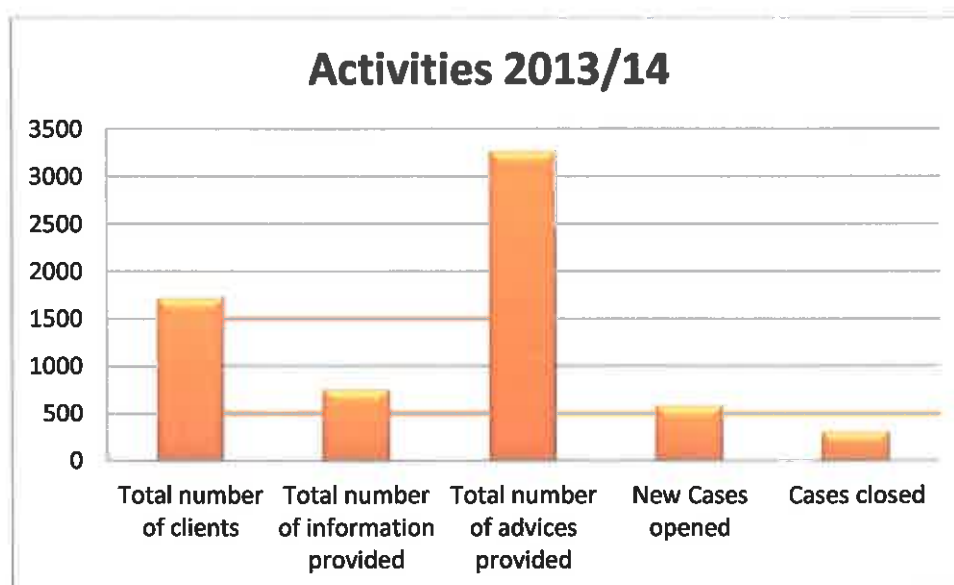
In conclusion we are all aware that the political environment is very different now than it was 12 months ago, but, if we use our beliefs, optimism, pragmatism and smarts we will "rise to the challenge" and thrive.

Nanette Williams
Chief Executive Officer

Organisational Review

Activity profile 2013/14

| | |
|---------------------------------------|------|
| Total number of clients: | 1720 |
| Total number of information provided: | 757 |
| Total number of advices provided: | 3275 |
| New Cases opened: | 581 |
| Cases closed: | 309 |



Community Legal Education

Pilbara Community Legal Service provides Community Legal Education (CLE) as one of its core services and as part of its overall social justice strategy.

The term 'CLE' refers to the provision of legal information and legal education activities designed to increase awareness, understanding and critical examination of the law and the legal system that in turn enables members of the community to avoid legal disputes arising, resolve legal problems when they do arise and pursue justice. This also relates to employees, students and volunteers who participate with any external agency with the following, but not limited to, information displays at community events, small group sessions, radio programs, video materials, written materials, and online information.

Pilbara Community Legal Service is committed to maintaining a high quality, accessible and targeted CLE program within its areas of expertise. Wherever appropriate, CLE activities are undertaken collaboratively, in partnership with other organisations or groups and drawing upon the expertise of specialist agencies.

Pilbara Community Legal Service conducted 25 community legal education sessions during the 2013/14 financial year.

Law Reform and Legal Policy

Pilbara Community Legal Service conducts research, advocacy and law reform activities as one of its core functions. The organisation is committed to law reform activities that achieve equality and social justice within the legal system for disadvantaged members of the community.

Pilbara Community Legal Service is committed to conducting well researched and effective law reform within its areas of expertise. Wherever appropriate, law reform activities are undertaken collaboratively, in partnership with other relevant organisations or groups.

Pilbara Community Legal Service must ensure that its law reform activities are responsive to emerging and changing needs of the community.

Research

The Pilbara Community Legal Service provided:

- a formal response to the Productivity Commission's Report on access to Justice. The report is looking for answers or alternative mechanisms to improve equity and access to justice and achieve lower cost civil dispute resolution in both metropolitan areas and regional and remote communities.
- Prepared a submission on the review of organisations under the Equal Opportunity Act 1984 to the Equal Opportunity Commission Review supporting concerns raised by WACOSS in relation to the Review's process and the terms of reference.
- Prepared a submission for the Human Rights Report Card (HRRC) which is an annual report that highlights changes in the law and policies that have either promoted or regressed the human rights of people living in W.A.

The Pilbara Community Legal Service worked in partnership with the James Cook University on a Research Project focused on Aboriginal and Torres Strait Islander People and Consumer Law. The research was in regard to consumer law and its aspect of protection for people when they buy goods and services e.g. food, mobile phones, getting a car fixed and getting a loan from a bank including getting credit.

Effective collaboration with Tenancy W.A. saw the submission of a report to the State Government on the "Three Strikes and Your Out" policy implemented by the Minister for Housing.

Access and Equity

As one of only a few legal services in the Pilbara conflicts of interests do arise. To combat this, Pilbara Community Legal Service has established referral protocols with other service providers such as Legal Aid and Aboriginal Legal Service. It is through this protocol that Pilbara Community Legal Service strives to uphold its mandate of assisting the most disadvantaged whilst attempting to ensure that all community members have access to appropriate legal services.

Aboriginal and Torres Strait Islander peoples have experienced, and continue, to experience, marginalisation from mainstream services, and often prefer to and feel culturally secure in attending Aboriginal and Torres Strait Islander specific services. Pilbara Community Legal Service ensures staff undertake cultural awareness training specific to the Aboriginal language group client base of their area of work.

Community Development Work

Pilbara Community Legal Service carries out legal education programs with a community development approach. This enables empowerment of the target group in regard to their legal rights. Several Financial Counselling budgeting and money management workshops were conducted. Pilbara Community Legal Service staff were also active in their involvement with the Hedland networking



Showcase and Fund Raising Awareness Breakfast and the Newman staff conducted their inaugural Newman Forum which will henceforth be an annual event on the Newman calendar.

Students, Volunteers and Pro Bono Work



The Pilbara Community Legal Service supports the placement and recruitment of students and volunteers to develop their skills and experience.

Students and volunteers are able to build on their strengths, contribute positively to the organisation and enjoy their experience. During school holidays, High School student Mack Trehern assisted with the new electronic archiving system and the ensuing shredding of obsolete files.

Phillip Trestrail, Director Corporate Services – City of Karratha attended as a work experience placement with Pilbara Community Legal Service during the course of the financial year. Phillip enrolled in the Professional Responsibility Unit at Charles Darwin University and as part of the course was required to attend work a work experienced placement. Pilbara Community Legal Service was happy to assist. While with us, Phillip was able to assist with overseeing the preparation of some of our Policies and Procedures and provide input in order that recommendations could be made to Rio Tinto on their new Hardship policy.

Pilbara Community Legal Service also has a responsibility to clients and others involved with the organisation to ensure that their interactions with students and volunteers are of value to them and non-intrusive. Clients are asked to consent to the involvement of volunteers and students in client interviews and their wishes are respected.

We accepted two work experience students from UWA Perth who worked with our South Hedland Solicitors. The students assisted in the delivery of legal services, from basic drafting of letters to preparation for Court appearances and in return gained valuable experience and insight into practicing in a regional legal service.

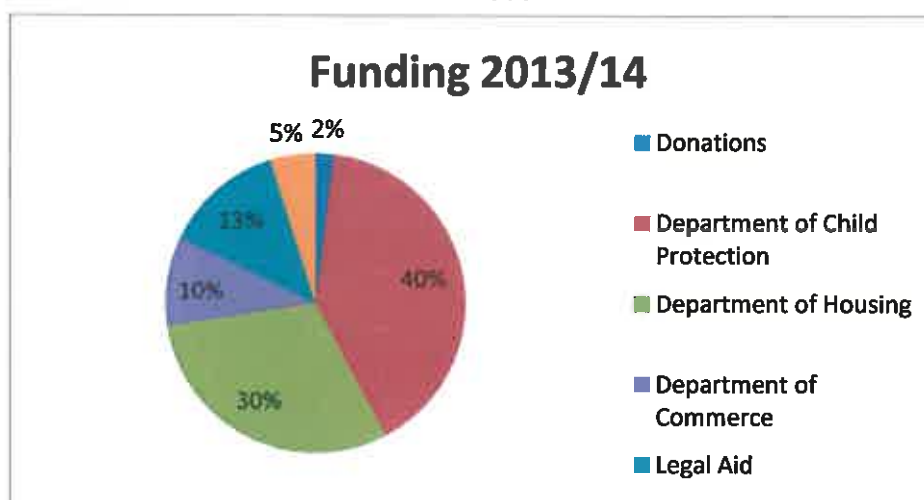
The Pilbara Community Legal Service has a probono relationship with Ashurst. Ashurst is one of Australia's leading law firms. Probono lawyers and legal aid advocates are a resource for CLC's to assist low income and disadvantaged clients.

Other

Christine caused an enormous amount of damage around the towns of Karratha, Wickham and Roebourne, with Wickham and Roebourne being the worst hit. Our newly refurbished Pilbara Community Legal Service Roebourne office lost part of its back roof and trees at the front of the office.



Services



Administration/General

GENERALIST (CHIEF EXECUTIVE OFFICER)

Karratha

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

Name of Staff Member:

Karratha: Nanette Williams (March 2008- current)

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

Approximate Funding \$97,517

EXECUTIVE ASSISTANT/FINANCIAL ADMINISTRATOR

Karratha

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

Name of Staff Member:

Karratha: Christy Reed (August 2013- current)

ACCOUNTANT

Perth

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

Name of Staff Member:

Karratha: Ruwan Silva, Fellow of the Institute of Public Accountants.

ADMINISTRATIVE ASSISTANTS

Karratha, South Hedland

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

Name of Staff Member:

Karratha: Rachel Reed (Jan 2013- current)

South Hedland: Margaret Bowman (July 2013- current)

Legal



RURAL WOMEN'S OUTREACH SERVICE - PRINCIPAL SOLICITOR - PILBARA

Karratha

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

Name of Staff Member:

Karratha: Ellie Gan (11 October 2008- October 2013); Jo Wynaden *Acting Principal Solicitor* (May 2014- July 2014); Colin Baker (July 2014- current)

South Hedland: Leah Billeam *Acting Principal Solicitor* (October 2013- March 2014)

Funding Body: Federal Department of Attorney – Community Legal Service Program

Approximate amount of funding: \$97,825

Family violence victims Rights: \$52,542

INDIGENOUS WOMEN'S OUTREACH SERVICE – SOLICITOR – EAST PILBARA

South Hedland

The Indigenous Women's Outreach Service is responsible for providing community legal education and legal casework in the West Pilbara to ensure that people are aware of their rights and able to access relevant information and services. The position is based at the South Hedland Office.

Name of Staff Member:

South Hedland: Leah Billeam (July 2013-October 2013); Kelly Cassidy (October 2013-March 2014); Leah Billeam (March 2014-current)

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

Approximate amount of funding: \$95,652

SOLICITOR – (LEGAL AID OFFICER)

This service is responsible for providing community legal education and legal casework in the West Pilbara to ensure that people are aware of their rights and able to access relevant information and services. The position was based at the Karratha Office for the period August 2013-March 2014. The position has been based in the South Hedland Office since March 2014.

Name of Staff Member:

Karratha: Katy Woods (August 2013-November 2013); Julia Anderson (November 2013-March 2014); Kelly Cassidy (March 2014 current)

Funding Body: Department of Attorney General and WA Law Society Public Purposes Trust
Approximate amount of funding: Department of Attorney General \$90,000
W.A. Law Society Public Purposes trust \$52,500

LOCUM SOLICITOR

Pilbara

The position is based at the Newman office of Pilbara Community Legal Service and is responsible for the delivery of community legal education and legal casework to residents of township Newman and the surrounding isolated communities of Tom Price, Paraburdoo, Parpainjina and Jigalong to ensure that people are aware of and able to access their legal rights. A focus of the position is providing legal representation to low-income and disadvantaged people predominantly of Aboriginal background.

Name of Staff Member:

Pilbara: Leonie Bailey (Jan 2014- current)

Funding Body: ASIC and WA Law Society Public Purposes Trust

Approximate amount of funding: ASIC \$50,000
W.A. Law Society Public Purposes trust \$52,500

Financial Counselling 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.

Names of Staff Members:

Karratha: Robert Williams (22 January 2009- current)

Roebourne: Carmen Scott (18 August 2011- current)

South Hedland: Jan Donaldson (23 April 2012 current)

Newman: Francesca Manuela (20 April 2009 current)

Funding Body: Department of Child Protection

Approximate amount of funding: \$695,992

Tenancy Advocacy And Support



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. The service assists clients to pursue their rights with government departments and appeals tribunals with an emphasis on self-help whenever appropriate.

Names of Staff Members:

Karratha: Tania Aldridge (July 2013- current)

South Hedland: Selina Bilton (April 2009- December 2013); Sue Baker (January 2014- current)

Funding Body: Department of Commerce

Approximate amount of Funding: \$321,300

INDIGENOUS TENANCY ADVOCACY SERVICE

Roebourne

The service is responsible for providing tenancy education and advocacy to people in the Pilbara to ensure that they are aware of their rights and responsibilities as tenants and able to access housing and relevant information and services.

Names of Staff Members: Samara Lee (Jan 2014-July 2014) Jana Francis (July 14 current)

Funding Body: Department of Housing, Aboriginal Services

Approximate amount of Funding: \$92,225

SUPPORTED TENANCY EDUCATION PROGRAM (STEP)

Karratha, Roebourne, South Hedland and Newman

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

Name of Staff Members:

Karratha: Karla Kelly (July 2013-current)

Roebourne: Lorraine Jones (01 July 2011-current)

South Hedland: Tanita Murray (Jan 2012-October 2013); Micah Buenvenida (November 2013-current)

Newman: Frost Allen (June 2012-December 2013); Ettie Te Miha (.5 FTE) (Jan 2014-current)

Funding Body: Department of Housing

Approximate amount of Funding: \$524,982

**NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS (NPAH):
HOMELESS ACCOMMODATION SUPPORT SERVICE**

Karratha

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. The service works in collaboration with existing accommodation service providers to support clients in the transition to their own accommodation. Support is targeted to meet the needs of the individual or the family as a whole.

Name of Staff member:

Karratha: Sharon Patterson (November 2012-April 2014); Michelle Richardson (April 2014- current)

Funding Body: Department of Family and Children's Services

Approximate amount of Funding: \$135,139

HOMELESS HOUSING SUPPORT SERVICE – DRUG AND ALCOHOL STRATEGY

South Hedland

The position is based at the South Hedland Office and provides intensive support to people where drug and alcohol issues impact on their homelessness and assists them to obtain and maintain long-term stable housing. Integration and collaboration with specialist drug and alcohol services including community drug service teams, residential services and out-patient services is a critical element to ensure coordinated treatment and service delivery.

Name of Staff member:

South Hedland: Sue Baker (Jan 2012-Jan 2014); Janette Tallon (Jan 2014-current)

Funding Body: Department of Family and Children's Services

Approximate amount of Funding: \$149,278

PUBLIC TENANCY SUPPORT SERVICE

Roebourne, Newman

A full-time service is provided from the Newman office and a part-time service from the Roebourne office. The service is targeted at Department of Housing tenants facing difficulties maintaining a tenancy, and aims to prevent them reaching the point of eviction and possible homelessness. There is a strong focus on building the capacity of tenants to resolve their tenancy challenges and to enable them to sustain a long term tenancy.

Name of Staff Members:

Roebourne: Lorraine Jones (July 2011-May 2014); Angela Mitchell (May 2014-current)

Newman: Frost Allen (June 2012- December 2013); Rachel Lynch (Jan 2014-May 2014); Ettie TeMiha (.5 FTE) (May 2014 current)

Funding Body: Department of Family & children's Services

Approximate amount of Funding; Roebourne: \$134,269; Newman: \$68,189.

Domestic Violence Support



DOMESTIC VIOLENCE OUTREACH

South Hedland

This full-time service is based in the South Hedland office and provides a service to 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. The service is flexible in its approach and collaborates with all other service providers to maximise support for the client.

Name of Staff Member:

South Hedland: Vikki Hammon (July 2011-November 2013); Ellysha Melville (January 2014- current)

Funding Body: Department of Family and Children's services

Approximate amount of Funding: \$134,269

DOMESTIC VIOLENCE ADVOCACY AND VICTIM SUPPORT SERVICE

Karratha

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

Name of Staff Member:

Karratha: Monique Ulani: (17 May 2012-current)

Funding Body: Department of Child Protection

Approximate amount of Funding: \$129,278

Activities

Centralisation of all Administrative Activities

Pilbara Community Legal Service has centralised its administrative and human resource functions to the Karratha Office, which is now the Regional Office where both the CEO and Principal Solicitor are based.

Community Awards

Pilbara Community Legal Service was nominated for Shire of Roebourne Award Australia Day Award and the Western Australia Consumer Protection Award.

Increased Marketing Strategies

Pilbara Community Legal Service used various communication channels such as:

- Annual report
- Brochures
- Communications e.g. e-newsletter
- Networking e.g. Pilbara Business Luncheon, Roebourne Strong Women's Gathering and local networking with other agencies such as Anglicare, Department of Housing and Yaandina
- Organisational website
- Paid placements e.g. advertisements in the local community directory
- Promotional materials e.g. pens, fridge magnets, enviro bags
- Regular appearances in the media such as local newspapers, radio, local talk show programs
- Social media e.g. Facebook, Twitter via the Community Law Australia campaign
- Special events e.g. NAIDOC Week, Homeless Persons Week, White Ribbon Day
- Unpaid placements e.g. pull up banners
- Word of mouth



PILBARA COMMUNITY LEGAL SERVICE INC.

Empowering the people of the Pilbara to manage their lives effectively

A team of 25 staff operate from offices in Karratha, Roebourne, South Hedland and Newman offering the following services:

FINANCIAL COUNSELLING

- Provide financial services information, budgeting, advocacy and support services for the purposes of assisting individuals who are in financial difficulty due to circumstances such as debt, over commitment, unemployment, sickness or family breakdown

TENANCY

- Provide tenancy advocacy, education and support services to tenants facing difficulties maintaining their tenancy.
- Assist and support people who are experiencing homelessness and ensure they are linked with mainstream services.

LEGAL

- Provide free legal advice primarily in the areas of Family Law, Criminal Injuries compensation, Wills and Deceased Estates (we do not provide criminal law advice).
- Provide free legal education to the community.

DOMESTIC VIOLENCE

- Promote safety planning to help ensure client wellbeing.
- Provide support and advocacy for victims of domestic violence
- Assist with access to other related services such as legal advice, accommodation, Health, income support and financial counselling.
- Assist at risk families and individuals to resolve crisis.

No fees or charges are payable for any aspect of our Services. Pilbara Community Legal service is a not-for-profit Government funded Agency managed by a Board of Management and located in South Hedland, Karratha, Roebourne and Newman, supported by a CEO and administrative staff.

All services are delivered in accordance with human rights principles with client issues described in human rights terms.

KARRATHA OFFICE
411 Main Street
Karratha WA 6714
Phone: 08 9180 5888
Fax: 08 9180 9682

SOUTH HEDLAND OFFICE
PO Box 7046
South Hedland WA 6722
Phone: 08 9144 0110
Fax: 08 9172 0390

ROEBOURNE OFFICE
PO Box 288
Roebourne WA 6758
Phone: 08 9122 1188
Fax: 08 9180 1786

NEWMAN OFFICE
PO Box 1
Newman WA 6753
Phone: 08 915 8148
Fax: 08 9175 5288

www.pcls.net.au

Review of Organisational Policies and Procedures/Accreditation

Pilbara Community Legal Service was recognised through official accreditation by the National Association of Community Legal Centres. This certification supports and gives recognition to good practice in the delivery of services. The accreditation was supported through a sponsorship grant from the Shire of Roebourne (currently City of Karratha).

Training/Conferences

During the 2013/14 financial year the staff attended the following conferences:

- Community Legal Centres Western Australia (CLCWA) Conference- Perth
- National Association of Community Legal Centres (NACLC) Conference- Cairns
- Pilbara Leaders Symposium- Karratha
- Better Boards Conference- Adelaide
- Financial Counsellors Association National Conference- Melbourne
- Financial Counsellors Association of WA State Conference- Perth
- National Partnership Homelessness Conference - Perth

During the 2013/14 financial year the following Organisations provided training to the staff:

- Anglicare WA
- Australian Housing and Urban Research Institute
- Australian Institute of Health and Welfare
- Australian Securities and Investments Commission (ASIC)
- Citizens Advice Bureau
- Department of Child Protection and Family Support WA
- Department of Finance
- Department of Housing
- Employment Law Centre WA
- Financial Counsellors Association
- Financial Counsellors Association WA
- Government of Western Australia Drug and Alcohol Office
- Konnect Learning
- Legal Aid WA
- Legal Aid WA
- MYOB
- Ngarluma Yindjibarndi Foundation
- Northern Suburbs Community Legal Centre
- Northwest Accountancy
- Optum
- Ozhelp
- PANGO
- Peter Dhu
- Pilbara Health Network
- Regional Development Australia
- Richmond Fellowship of WA
- St John Ambulance
- Standby Response Service
- Tenancy WA
- Western Australia Council of Social Service Inc. (WACOSS)
- World Vision
- Yaandina Family centre

Successful Tenders/Grants

- Department of Commerce- Tenancy Advocacy and Education Services- Pilbara.
- Attorney General- One off funding (four years)
- Supported Tenancy Education Program- Pilbara.
- Domestic Violence Advocacy and Victim Support Service- Preferred Service Provider.
- Shire of Roebourne- Grant to assist with Accreditation Process
- LotteryWest- IT equipment and training



Service Reports

Legal

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



For the first quarter of the year, Mrs Ellie Gan was employed via the Federal Government Department of Attorney General's Community Legal Services Program funding as principal solicitor based at the Karratha office. After

seven years of very hard work and dedication to her clients and to PCLS, Mrs Gan resigned and moved into private practice to broaden her skill base. Her support for the Service had been invaluable and we wished her well. I agreed to take up the position until 31 June 2014 when the role was delivered from the South Hedland Office.

Our primary client base is people in receipt of Centrelink benefits, or those of low incomes as assessed by the standard guidelines for legal aid in Western Australia. The Service was provided by face to face appointments, telephone, emails, and outreach. We were able, on occasions to travel on the Magistrate's plane for circuit to Newman and to Jigalong Community, on an "as needs" basis. From 2015 we hope to service the circuit as per its monthly schedule. The fact of the court sitting brings in people who would not otherwise be in town and there has been a flow-on effect for work for the service.

The bulk of our work is in the areas of family law, domestic violence, child protection and criminal injuries compensation claims. We have had some encouraging results with the compensation claims, including an award for the maximum payout.

Public housing tenancy matters also have provided a regular client base and we have worked with the Department of Housing to try to resolve issues both informally and through the Court.

Limited resources to support families at risk in child protection matters have been an ongoing cause for concern and frustration for our clients. The law in relation to Indigenous intestate estates changed in August 2013 and it is now no longer mandatory to have them dealt with by the Public Trustee. Our resources however have been limited and this is an area of the practice where we have not been able to adequately service it. Further, the Public Trustee has now moved to a different system for costing its service and for many of the indigenous estates it is not cost effective to refer them to the Public Trustee.

We have worked well with complementary services in the Pilbara and our relations with Legal Aid WA, and The Aboriginal Legal Service (who pick up any criminal matters our clients may have) and the Aboriginal Family Violence Prevention Legal Service (who operate a concurrent service to ours) have been excellent .

Co-operation with the other service providers in the Pilbara and the private legal profession is essential and has been positive. The Magistrate has convened regular user meetings at the Court and that has given us an excellent opportunity to link in with other service providers and private practitioners. New private practices have opened up in Karratha and they have been able to pick up the clients whom we can't assist. We have

also attended the Friday afternoon Legal Aid W.A resource meetings in South Hedland. These have been an excellent opportunity to link in with other lawyers and to review current legal issues.

Funding for us to be able to meet our Continuing Professional Development requirements has been much appreciated and the Legal Aid W.A. Summer intensive in Perth has been invaluable.

Volunteer lawyers completing their compulsory hours have helped the service immensely, and we were fortunate to be able to offer employment to one volunteer, Kelly Cassidy, initially in tenancy advocacy and now as a restricted practitioner. As at the end of

the financial year we had four full time legal positions and one part time locum position. Funding for them has come from various sources. We have now established a solicitors' drive on our intranet so that, whilst our offices are separated by immense distances, we are able to operate well as a team with common access to files and resources.

Our advice and caseloads surpassed their targets for 2013-14 and it is expected we will continue to provide a much needed service in the Pilbara

M. Leah Billeam
A/ Principal Solicitor – South Hedland

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



The end of the 2013/2014 financial year marks almost seven years for the Service having a principal lawyer funded under the Community Legal Services Program's (CLSP) Rural; Women's Outreach

Program. Since the departure of Ellie Gan for private practice we have had a number of locum lawyers fulfilling the role of principal lawyer.

Having only started in this position this year, it has been a new experience in working in a predominantly female organisation, looking after the legal representation of mainly female clients.

It has been my experience that PCLS focus on disadvantaged people residing in the Pilbara. The Pilbara covers a vast area and access to legal information and representation presents issues of their own. Although we have four locations in the Pilbara we also have clients that are still isolated and far from legal assistance that one may take for granted in urban localities.

Our client base is predominantly in the low income and disadvantaged groups however, with the high costs of living in remote areas such as the Pilbara, families that may have both people working also experience financial hardship and their needs for proper legal representation and advice must also be addressed.

The service we provide in Karratha is mainly centred on Family and De Facto Law, Criminal Injuries Compensation, Wills and Probate. However, each client usually has other matters in addition to their primary issue that

also needs assistance and as a result the services that we provide need to expand depending on each individual client's needs. It is a rather delicate balancing exercise to assist people in the areas of funding yet also be able to assist clients where there are no other alternative options for referral.

Since May of this year we have had the assistance of Tara-Jane Torrisi. Tara-Jane is a restricted lawyer who brings with her years of experience in associated areas of non legal practice throughout Australia and the World. As well as assisting in the Family Law, Wills and Criminal Injuries areas of practice, she is also involved in representation of women in domestic violence proceedings.

It has been a rewarding experience since commencing in July as principal and reviewing the ongoing casework and maintaining the structured team approach to providing quality representation to our many clients.

One of the principal objectives in establishing a community based legal centre is the importance of presenting a professional and efficient perception of our practice. Through my career in both Government bodies and private practice there has often been a mistaken attitude that if one is represented by a Government funded body that the representation is not up to the standard of representation in the private sector. Having experienced both sides of practice I know that this is far from the truth. In the majority of matters, clients feel more at ease with an organisation that is not profit based and provided the service and representation is of a professional level, their opinion does not change. It has always been my view that no matter what area of practice a lawyer chooses to engage, a professional outlook and manner is always required.

With a principal lawyer and a restricted lawyer once again based in Karratha it is now generating an increased client base. The legal section endeavour to make appointments for new clients within two days of an enquiry and also service the needs of walk in clients. It is our policy that all walk in clients are seen and an appointment made promptly unless the situation is able to be resolved at that time.

With the Pilbara being a highly industrialised mining region, with workers travelling from interstate and Perth, there is also a great strain placed upon the family relationship. An area of practice that is growing is the representation of partners who are unable to cope with the new lifestyle and its demands and the isolation. This frequents itself in families that experience these issues and wish to return to more familiar areas with the

working partner remaining in the Pilbara. The issues regarding parenting orders and property entitlements together with the anticipated resistance to former partner and children relocating requires legal representation. A family once regarded as high income earners now becomes a high income earner with a low income former partner and children without means to engage private representation.

With the ever growing demand for legal services we anticipate our client base will continue to grow and place further demands on our legal resources.

Colin Baker
Principal Lawyer - Karratha

**Indigenous Women's Outreach Program
Department of Attorney General**



The Indigenous Women's Program experienced another busy and challenging year operating from the South Hedland office. Serviced by Ms Leah Billeam from the

start of the financial year until late October, and by myself from late October until the end of the financial year, the program assists primarily indigenous women with a wide range of legal issues.

The main service areas for the program included family law, criminal injuries compensation and wills and deceased estates. However, due to the extensive housing issues in the Pilbara and the shortage of assistance on offer, another major area for the program was assisting our South Hedland tenant advocate and financial counsellor in representing tenants in the local Magistrates Court who were facing termination proceedings. Working as a team, PCLS were able to secure several successful outcomes for tenants, particularly where matters had already been through Court undefended and had to be appealed.



The program assisted many family law clients by providing advice in areas such as property settlement, parenting and divorce. Following the initial advice, the majority of family law

clients were then referred to mediation services to follow through with their family law issue if necessary. Some family law clients required assistance with urgent Court applications. In those instances, a case was opened and the Program assisted the client with the initial Court work, for example recovery orders to have children returned to the mother's care.

Relative to family law, the program also provided assistance in areas such as protection and care and violence restraining orders. For these matters, the program provided a service ranging from initial basic advice through to Court representation where appropriate. Like many of our clients, the program was able to assist these clients in conjunction with other PCLS service areas such as the Domestic Violence Outreach program and Drug and Alcohol Housing Support.

The program was also assisted this year by two work experience students from Perth. The students assisted in the delivery of legal services, from basic drafting of letters to preparation for Court appearances and in return gained valuable experience and insight into practicing in a regional legal service.

Community legal education and policy reform submissions also comprised a small but important part of the Program's service and as always, the program has worked co-operatively with other organisations and services in the Pilbara, such as the Aboriginal Family Law Service and Legal Aid WA.

Kelly Cassidy
Restricted Solicitor

Solicitor/s- Pilbara

Attorney General's Department and Legal Aid WA /WA Law Society Public Purpose Trust



During the course of the 2013/14 financial year, additional Solicitors were funded for the provision of community legal services facilitated by a special grant from

the Attorney General's Department and Legal Aid WA; and a grant from the WA Law Society Public Purposes Trust. The service was undertaken by a number of Solicitors namely Ms Leonie Bailey and Ms Katy Woods (August 2013-November 2013); Julia Anderson (November 2013-March 2014); and Kelly Cassidy (March 2014 current). The grants augment the existing legal services by providing two Solicitors to work from the four offices on a rotational and as needs basis.

The grant enables PCLS to provide an effective outreach service to the predominantly indigenous townships of Roebourne and Newman and the respective surrounding communities. The service seeks to educate these communities about the law and empower community members to avoid legal problems in the future. Where laws or policies clearly disadvantage particular groups the service describes particular problems to governments and corporations to offer a fair solution which provides clear outcomes directly to the people of the Pilbara.

The service provides legal advice and casework primarily in the areas of family law, criminal injuries compensation, wills and deceased estates. Legal Aid WA, who service the Pilbara region from South Hedland, are faced primarily with criminal law issues and provide duty lawyers to the Magistrates Courts in the various Pilbara towns as well as some of the outlying Aboriginal

communities. There is no permanent Legal Aid presence in the West Pilbara. Similarly the Aboriginal Legal Service has only a single office staffed with full-time solicitors in South Hedland and very little presence in the West Pilbara. The Aboriginal Legal Service have an office in Roebourne and Newman, however they do not have a permanent presence in either township. Pilbara Community Legal Service is the only free legal service with a permanent presence in the West Pilbara (Karratha and Roebourne) and in the interior of the East Pilbara (Newman).

The Service has observed a substantial increase in the number of enquiries pertaining to employment issues over the past few years. This may partly be because of the tyranny of distance, as employees in the Pilbara are unable to readily access the Fair Work Commission or the Employment Law Centre in Perth; and partly because of the precarious employment situations that have accompanied the mining sector.

Consumer law matters, administrative law matters, migration, discrimination and welfare rights are also areas of growing need that this



service hopes to provide in the future rather than continuing to refer such enquiries to distant centres and telephone information lines.

The grants also assisted PCLS to expand current services around domestic violence and family law.

Solicitors

Locum Solicitor – Newman ASIC – Enforceable Undertaking



The Newman Locum Solicitor position was made possible due to the allocation of funds from an Enforceable Undertaking ASIC made with four businesses that were found to have engaged in unlicensed credit. The position is dependent on these payments being maintained.

The Newman Locum Solicitor provides a service that reduces legal disadvantage and increases the capacity of individuals to manage their lives effectively and enables them to generally understand their rights and obligations with the following objectives:

- Advice and assistance with legal issues including Family Law, Wills and Power of Attorney, family violence, criminal charges, tenancy and financial matters. The service is aimed at meeting the needs of clients with often complex and/or multiple problems.
- Community legal education and advice of a culturally sensitive manner appropriate to the individual or group.
- Develop a forum for mediation to not only support individuals, but assist in achieving a greater level of harmony within the community as a whole.
- Assisting clients with non-legal issues by referring them to appropriate service providers, e.g. Department of Housing, Centrelink, and Mental Health.

The Newman Locum Solicitor also works constructively with the Newman Financial Counsellor to educate and advise Indigenous consumers on financial products and dealings with financial service providers and in particular offer continuous education efforts on the topics of:

- Consumer leases
- Funeral insurances
- Superannuation
- Book-up and
- General information about credit debt and budgeting.

Research was undertaken in regard to consumer law and its aspect of protection for people when they buy goods and services e.g. food, mobile phones, getting a car fixed and getting a loan from a bank including getting credit. This was taken on as part of a partnership with the James Cook University's research project focused on Aboriginal and Torres Strait Islander People and Consumer Law.

The inaugural Newman forum was organised by the Newman Staff – entitled "Where NGO do's fit into the future plans for Pilbara Cities". The forum was facilitated by the Newman Locum Solicitor – Leonie Bailey and attended by range of local people and service providers. The forum was hailed a tremendous success and the general consensus was that it should be an annual event.

Leonie Bailey
Solicitor

Financial Counselling Services
Department of Child Protection

Financial Counsellor Roebourne



Services to Alleviate Financial Crisis work with clients to resolve financial crisis such as the risk to legal action, loss of essential services or repossession/eviction. Services offer information,

conduct assessments and provide options and supports to assist clients address identified problems and manage their financial situation more effectively."

During this financial year we have assisted 273 clients with variety of Financial Hardship issues. There has been a noted increase in the number of clients coming into our service with Tenancy related issues; these vary from client having received a Breach Notice for arrears, failing to lodge a Rental Assessment Form within the specified time, failure to notify Department of Housing of changes in Income or number of householders.

What is causing extreme Financial Hardship and mental stress to these clients is that when a Rental Subsidy is removed they face rental charges of as high as \$580 per week which is unattainable for someone on Newstart or Disability Support Pension. It's important to note that we are reporting on Roebourne and Wickham. Department of Housing Market rental charges in Karratha can be as high as \$1800 per week.

This begs one to ask the question of why if private rents in Karratha, Roebourne and Wickham have dropped by more of 40% has the Department not adjusted their Market Rent to reflect this. Of interest is that in some instances market rents for Housing properties have actually increased.

We have found that if clients presents to our office in a timely manner; that is as soon as Breach or other notices from DOH are received we can usually rectify the crisis we have been able to put them on repayment agreements which have been sustainable and therefore saving their tenancy, but it's those clients that do not adhere to the Department's time lines that become the challenge.

And while we are not making excuses for clients not complying with their tenancy agreements the Department and their officers need to recognise that we are dealing with a small minority of their tenants who because of many diverse issues e.g. literacy problems, English being their second language, cultural diversity, mental health issues, and domestic violence these clients have become the most marginalised members of our community and some compassion and common sense needs to come into play.

The media has not helped, it has a tenancy to portray Public Housing Tenants as "wreckers of taxpayers' assets" and this is not true, the majority of tenants pay their rent, look after their properties and get on with their neighbours. It's only a small percentage of Public Housing Tenants that because of a multitude of issues in their lives find it difficult to cope. This has been recognised by both Government and Government Departments hence why our Services exist. If we are to make a difference we need to work together to find a solution.

These are the clients that discretionary policies should be applied to.

Evicting these clients and adding to the vicious cycle of homelessness is not the solution. There are no winners, only more social problems. Support Services and the

Department of Housing should be working together to find a win-win solution.

We have noticed a decrease in the number of HUGS applied for in this reporting period and this could be due to continuing education and encouraging clients to pay their accounts fortnightly via Centrepay and updating their Pension/Health Care Card details with Horizon Power so that concessions can be applied.

We are pleased to be able to report that RIO Tinto has a Hardship Policy in place for their Electricity consumers in Wickham which is great.

We have also encouraged our eligible over 60's to apply for the WA Seniors Card and again this has made a big difference to their Horizon Power concessions.

We continue to encourage our clients on the importance of attending to correspondence especially from Creditors and Department of Housing.

Our relationship with local agencies and Aboriginal Corporations and Foundations continues to be enhanced and it is thanks to these Foundations and Corporations that many of our clients have avoided evictions.

CASE STUDY

Client is a 72 year old Yindjibarndi Elder who approached her Aboriginal Corporation with a Breach Notice she had received from Department of Housing 3 months prior. The Breach was for Rental Arrears of over \$7394.

A Senior Member of the Corporation rang the Regional Recovery Officer to try and find out why those arrears had come about and was told that it was because tenant had not lodged a Rent Assessment which was sent to her and consequently Rebate was removed and rent charges went from \$99.90 per week to market rent of \$472 per week. These charges were backdated for 5 months. When he enquired what could be done to rectify the Breach he was told that an Application for Court Order had been issued and that unless

client paid the arrears in full she would be evicted.

Client came to our office with her Corporation advocate and we requested a Statement of Accounts from the Department, we noted that client had resided in the property for 15 years and prior to this Breach she had always been 2 weeks in advance with her rent.

Client told us the reason she had not filled out any forms was because she had problems with her eyes and found it very hard to read, she also said that whenever she received any letters she had no one to explain to her what the letters were about and that English was her second language.

We assisted client to complete a Rent Assessment and we forwarded this with a support letter requesting her Rental Assessment be backdated under compassionate, medical and cultural reasons to the time Market rent was charged to the Department of Housing. We also wanted it noted that this lady was on a Pension of \$859 per fortnight and she was expected to pay rent \$944 per fortnight!!!

We were successful with this request and client's rental subsidy was backdated and consequently \$8652 was credited to her account which left her \$1441 in Credit.

Client's Aboriginal Corporation were going to monitor and assist her with any correspondence she receives in the future.

Department of Housing Rental Policy Manual under "Tenancy Management Policy" states "When an Aboriginal or Torres Strait Islander tenancy is in jeopardy, the Regional Recovery Officer must consult and/or refer tenants to the Aboriginal Customer Support Officer employed in the relevant office, wherever possible."

We don't believe this is happening and is an issue that the Department of Housing needs to address as a matter of urgency.

Mari Carmen Scott
Financial Counsellor- Roebourne

Financial Counsellor Karratha



They say that you if you find a job that you love you will never work a day in your life! I certainly feel that I have followed that mantra for the last six years as a member of a team of staff who work tirelessly to bring meaning to people's lives.

I am one of a team of four financial counsellors employed by the Pilbara Community Legal Service. All of us are members of the Financial Counselling Association (FCA) and the Financial Counselling Association of WA (FCAWA) who ensure that we maintain our skills in all areas of with financial counselling in accordance with the requirements of the Australian Investment Security Commission (ASIC). Throughout the year we are supported by the FCAWA Solicitor and are provided with a range of training programs by telephone and video conferencing facilities specifically designed for those of us working in regional areas.

PCLS also ensures that we are provided with an annual professional development allowance which enables us to attend both the State and National Financial Counselling conferences, both of which provide a great opportunity to network and learn. As a Community Legal Centre Financial Counsellor, I specialise in helping consumers, especially those who are low income and otherwise marginalised or vulnerable to understand and enforce their financial rights. Many of the people who seek assistance from the service come from Aboriginal and non-English speaking backgrounds, who are in severe financial hardship, suffer mental illness or disability, or have experienced other difficulties in their lives. We are fortunate to have other resources within our organisation and/or affiliate with our organisation to whom

we can refer people who need additional assistance over and above what the financial counsellor can do for them. Moreover, we find that with most clients, many of their other issues are aligned in some way to their financial distress.

It is very apparent that the numbers of people who present with multiple debt issues are also struggling with associated mental health issues and some speak of suicide. Training in Mental Health in the Workplace specifically designed for Financial Counsellors was undertaken during the reporting period which has assisted. An MOU has also been developed between PCLS and AusHelp which has enabled clients presenting with concerning mental health issues to be referred to AusHelp for counselling. This has seen good collaboration between our two Agencies which has resulted in a marked improvement for several clients from a mental health perspective. This has enabled and improved their capacity to work with the Financial Counsellor to better manage and resolve their financial issues.

Clients continue to present daily for the Hardship Utility Grant Scheme (HUGS) with 234 grants being attended to in the reporting period. The January to June period is always high due to the Pilbara hot weather during this time of the year. The number of HUGS being attended to is of concern since the time being allocated to this aspect of the Financial Counsellors' day can deter from the in depth attention that is needed for other more complex financial counselling cases that present. As a result the CEO has prepared a funding submission to try to access additional funding to employ a second Financial Counsellor to attend to HUGS and emergency relief (ER). Requests for ER have also increased and the funding available in the area is not keeping up with demand. The CEO has submitted an application to LotteryWest to have ER funding specifically allocated to our organisation in an attempt to try to better

meet the demand. To date our organisation has not directly provided this service. Being successful in obtaining funding for a second Financial Counsellor and ER funding could see the HUGS and ER service being provided as an additional stand-alone service allowing the required time for the more complex cases to be attended to separately.

A lack of early client referral by the Department of Housing is also an ongoing issue of concern for the service. Many tenants are being evicted into homelessness due to debt without first being given the opportunity to work with the Financial Counsellor. For e.g. one tenant was evicted due to a debt of \$600. Referring clients to the Financial Counselling service nearest to their home would see a win-win situation for the Department of Housing. Eviction does not see the Department of Housing recover the debt. There has been a suggestion made to the Department of Housing that their Tenancy Agreement include a clause that in the event that the tenant develop a debt due to non-payment of rent that the Department reserve the right to refer them to a Financial Counsellor. Much time and expense is being incurred due to the number of tenants having to go through the court system - expense for the Department, expense for our court/justice system and expense for the time incurred by our service for court advocacy. All this could be avoided with better collaboration between the Regional Recovery Officer of the Department of Housing and the Financial Counsellor. The CEO is meeting regularly with the Department of Housing's Regional Manager to discuss and try to bring about this collaborative association.

The more complex and diverse cases include personal and business bankruptcy, deceased estates, intestate estates, superannuation consolidation and Trustee release determination. During the course of the year I assisted a total of 473 clients to address a range of issues, including debt consolidation, credit repair, budgeting, debt agreements, bankruptcy, superannuation consolidation

and release and deceased estates. The immediate impact on the client after our first conversation is relief from anxiety and in some instances anxiety to the level of suicidal thoughts. The long term impact is one of resolution, understanding and education which enable them to move on with their lives.

During the course of the financial year the slight downturn in the resource industries in the Pilbara impacted on many middle income earners who presented wanting advice on mortgage relief, bank loans and credit card debt that they were finding unmanageable. However, it has had a positive impact on people who are renting properties in the area because rental properties are now being advertised again and people whose leases are close to renewal are able to negotiate better terms including shorter lease periods.

The Department of Housing adopted a hard line approach to tenants who had a rental debt. Negotiations are being pursued with the Regional Office of the Department to work with local Financial Counsellors to establish a process that will enable them to refer tenants with a debt directly to our service in order that we can have the opportunity to work with the tenant to help them budget to ensure that rent payments are maintained and any rental debt is addressed. We are conscious of the fact that some of the Department of Housing's tenants are amongst the most marginalised people in our community and as such every effort needs to be made to avoid the eviction process for them. Unfortunately, some tenants' debts are allowed to escalate upward of \$5,000 making it a difficult task for the tenant to catch up. If we can be informed of a problem when it is in its infancy, we can usually work with the tenant to make arrangements quickly which will then reduce the debt without causing financial stress to the tenant.

Robert Williams
Financial Counsellor Karrath

Financial Counsellor South Hedland



Another twelve months has gone, I can hardly believe it!

During the course of the year I have attended two conferences, - the

Financial Counsellors Association National conference in Melbourne and the Financial Counsellors Association W.A. State Conference in Perth.

During the course of the financial year, increased electricity costs have seen an increase in the number of people requesting assistance via the Hardship Utility Grant Scheme (HUGS). There has also been an increase in the number of people in public housing being breached, receiving termination notices or facing eviction. With the assistance of the tenancy advocate, these clients have been assisted with advocacy and representation in an effort to keep the roof over their heads. Such pressures also affect their capacity to provide basic necessities such as food.

Many clients are receiving power disconnection warnings, and it is estimated that more than thirty clients presented because they had already had their power disconnected. In order to have their power reconnected they are required to pay an up-front payment and for direct debit deduction arrangements to be put in place for them via their Centrelink income. Horizon Power's preference is for a payment plan to be put in place, but what the utility provider requires clients to pay is beyond their means. These clients have hardly enough money remaining after they meet all their financial commitment to purchase food, which is considered a daily essential when there are young children.

Clients are encouraged to ensure that all people sharing their tenancy contribute to the rent and household costs.

Our negotiations with the Department of Housing on behalf of clients have seen some clients successfully retain their tenancy and in some instances where the Department of Housing has pursued eviction, we have been able to successfully negotiate dismissal via the court process. This is always a huge relief for the clients.

Several case files remain open for clients with multiple debts or have over extended their financial commitments beyond their financial capacity. Contact is being maintained on behalf of these clients with their creditors and we are hopeful that our on-going negotiations will enable a good outcome for them. Unfortunately, several Clients have chosen the option of early release under hardship of some of their superannuation in order to be able to keep their home.

I had an opportunity to attend the Financial Counsellors Australia Conference held in Melbourne. The conference was held over a 5 day period, and as always it was very informative.

Throughout the last twelve months I have had many other training opportunities including some on-line training via the Financial Counselling Association of W.A., this has enabled me, as the provider of financial counselling service in South Hedland to remain motivated and to maintain a highly professional service to all our clients.

If clients get a increase in their pension, their rent goes up accordingly so it's almost a vicious cycle, one which they feel they cannot win because it keeps them on the poverty line.

The work of a financial counsellor is very rewarding and I enjoy the one to one counselling aspect of the role. However, there has been equal enjoyment to preparing and delivering community legal education to the general community via two workshops conducted with local apprentices based on budgeting and money management. A further workshop is planned for November 2014. The workshops have been very well received and there are always lots of questions, laughter which extend the

workshops sometimes by more than three hours.. I is hopeful that the workshops will provide the participants with the knowledge they need to go on to obtaining worthwhile employment which will take them away from the awful cycle of poverty which so many find themselves in.

Jan Casserly
Financial Counsellor - South Hedland

Financial Counsellor Newman



During the 2013/2014 financial year, we saw a year of very diverse case work coming through the door of our Newman Office.

During the last few years our client base has been predominantly people of Aboriginal background, but during this financial year this has not been the case. The changing face of Newman has seen the progress of a town that will one day be a "City in the Desert ". Along with its growth our service will move to embrace all diverse groups that seek financial counselling mostly brought on by the Global Financial Crisis (GFC).

PCLS Forum Annual Event

As PCLS is one of the leading Stakeholders of the town. We see our position well aligned and firmly entrenched in the forward movement of the town plans. PCLS is seen as one of the unwavering leaders of the Community because we conduct community legal education activities that have now been extended to take the lead in promoting an annual Forum where other stakeholders can come and freely discuss and share their work in the promotion of working together for the good of the Community. The first 2013 Forum saw 14 Speakers present. It proved to be such a success that it was decided to present it again in October 2014.

Kidney Australia Walk

PCLS Financial Counsellor is hosting the Kidney Australia Walk nationally on the 13 September 2014 and I am being privileged with the role of starting the "national walk" with the rest of the Nation during the following week-end in Sydney on the Sunday 21 September 2014. PCLS is on the Kidney Australia Walk website and we could continue this on an annual basis. The event will raise donations that will assist with Dialysis machines and Research into Kidney diseases.

To this end PCLS as a Community focused service will reach out to assist where it can for the good of the people.

Pilbara City Newman

2014 has seen our town move into what the Community calls a "natural cycle" of events. Unfortunately 170 fulltime workers from the Mt Whaleback Mine were made redundant. Apparently it similarly occurred in 1999. Those that have survived the 1999 "natural cycle" are not worried by what has recently happened. The "oldies" of the town are seeing positive transitions and transformations of the town into becoming a city where people will not be relying on the mine as the only source of income.

Collaboration by BHP, the State Government, and the Local Government Authority who are all working together in a positive way to make the town of Newman a place of choice for families to live and play is gaining momentum. This is evidence with the proposed development of a new shopping precinct. Work has already started by digging up the old land marks around the town to make room for specialty shops. The Newman Airport is expanding, by having more tarmacs and other infra- structures. Every time I go out to the airport the expansion seems enormous!

Mapping & Gapping

2009/2010 PCLS Financial Counsellor was involved in a group called "Mapping & Gapping of the East Pilbara, Shire Newman". This Forum brain stormed many ideas that we have seen slowly but surely evolving and transform the town. Again PCLS have been a Community focused Organization establishing and firming its position as a stakeholder into the future. One of the gaps that we proposed was to have a Town Civic Centre, direct flights in and out of Newman and professions such as Accountants and Private Lawyers and other professions etc... be part of the infrastructure. We watch the development with eagerness and enthusiasm.

Aboriginal & Torres Strait Islander People & Consumer Law

As the Newman Financial Counsellor I have been invited to assist Ms Heron Loban Principal Investigator funded by ASIC to establish how consumer law affects Aboriginal people and to investigate ways of better protection for the people as consumers. For example managing and regulating "book up/book down". PCLS was able to send information regarding a matter that happened in "book up" in Nullagine in the Community of Irringadjii. PCLS played a leading role in this matter by providing information that hosted the visit of 4 Lawyers to Newman and took them out to Nullagine to get statements from those that were directly affected by this practice. As a result, the Store Keeper was fined and he is no longer trading in Nullagine.

The Shop still operating in Nullagine but is now being operated more appropriately within the boundaries clearly defined by the law. The wrong is in those that are trading rather than the shop or the "book up" practice itself. The "book up system" for aboriginal people has been around for a long time and it is practiced by stores nationally, however it has to be regulated and this was the point of the ASIC Investigation.

Recently this year I travelled to Nullagine with the World Vision group to see the new Store Keeper and he has a sign up that visibly says "\$20 - \$50 book up only "

The Department of Housing:

The partnership developed with the Department of Housing and the Pilbara Community Legal Service's Newman office has seen many productive outcomes. We believe the introduction of Housing Officers visiting Newman on a weekly basis will assist tremendously in assisting clients to understand their responsibility to look after their tenancy, pay their rent and get on with their neighbours. We understand that each Housing Support Officer (HSO) is being assigned their own streets to look after and keep up to date. We have regular meetings

with the HSO when they come to Newman. The Department of Housing has thanked the Newman PCLS office for their readiness to assist where possible and the STEP worker Ms Ettie Te Miha has developed a very good working relationship with them.

The Newman Women's Shelter:

PCLS has had a long and fruitful working relationship with the Newman Women's Shelter. The Manager of the Shelter has always had a good referral system to our office. This and our ongoing networking with the Women's Shelter is proving successful. This partnership works quietly behind the scenes keeping an eye on the vulnerability of our Martu people to ensure that they are not further marginalized and help them to but to find a balance that will keep their culture strong.

EPIS

The CEO of the East Pilbara Independent Service and her staff has created a strong robust referral system with PCLS over the past years. Under the wise guidance of the CEO and the Project Manager, we have been able to forge a strong network system that has assisted some of our clients gain employment. Without this help we would not have been able to negotiate with the Department of Housing and the Magistrate to resolve some of the most complicated issues our clients have had to face.

I thank you EPIS for their help during the financial year and I hope we will continue to network with all our partners into the future.

Community Consultative Group (CCG)

PCLS has been part of this group since its Inception in 2011. The group was instigated by BHP and the East Pilbara Shire. It is a forum used to keep the community informed as to what is happening in the Newman Township and how the Mapping & Gapping and infrastructure is progressing. BHP has dedicated \$75 million in the form of grants for programs that are supporting the town. For example.....rubbish volunteers...entertainment, out-door movies

and so on. The Shire has the same commitment to the town providing small community grants. This has been a good forum for keeping up to date with the activities of Newman.

Acknowledgements:

To the Financial Counselling Association (FCA) Executive Director Fiona Guthrie for her determined efforts to steer the FCA through a turbulent time.

To Financial counselling Association W.A. (CAWA/CDP) thank you to the team who without fail during the year have provided

some robust case studies to keep us on our toes.

To Australian Security Investment Commission (ASIC) for their support with some of the most complex case studies I have had to work with, I could not have done it without your support. The hard work that went into collecting all the information that saw the prosecution of the companies that were exploiting the Aboriginal Communities in WA - thank you.

***Francesca (Fran) Manuela
Financial Counsellor - Newman***

Tenancy Advocacy and Support

Tenancy Advocate and Education Support Department of Commerce

West Pilbara



My name is Tania Aldridge and I started in the position on 6th August 2014. During the first 5 months in the role I was extremely busy assisting clients in Karratha, Roebourne and surrounding

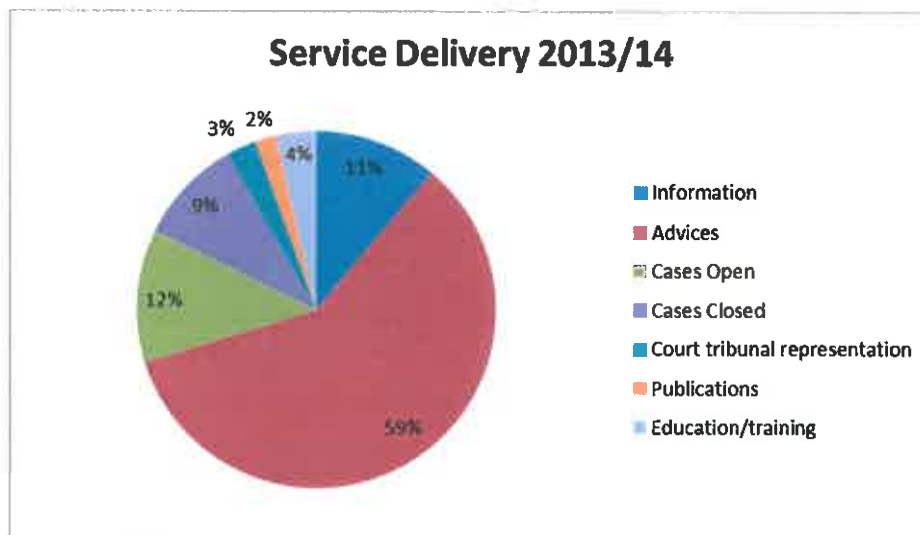
districts. During this period I assisted with court representation for rent arrears, water arrears, tenant liability and property standards. During this time I was successful with some of the court representations however some of the outstanding debt was too high for our low income clients to sustain a realistic payment plan that would repay the debt in a practical time.

My main concern during this financial year has been the limited referrals from the Department of Housing to address the debt and property standards during the early stage. We have found that clients are only coming to our service when they

have received a court hearing date where the Department of Housing is requesting vacant possession of the property.

During the year we have come across clients that have had maintenance issues that are not being addressed in a timely manner. Therefore when they report the issue again to Housing Direct sometimes the problem has escalated which in turn causes other issues. However, if these issues were rectified at the onset the maintenance and ensuing debt may have been minimised.

The majority of my clients have been of Aboriginal/Torres Strait Islander descent however over the last 6 months of the financial year we have had a variety of nationalities through my office requesting assistance with their private tenancies. I have been able to advise them accordingly about their rights and responsibilities in reference to the Residential Tenancies Act WA 2013. My assistance has allowed a small margin of my clients to self-represent in court.



The graph above shows Service delivery statistics for the Tenancy Advocacy and Education Service over the last twelve months. As shown, the majority of assistance has been with advising clients of their rights and responsibilities as tenants, also advice has been provided to assist clients with applications for public housing.

Over the last twelve months the private rental market has been fortunate in being more affordable for medium income earners in the area. However the market is still out of reach for government assisted income tenants. Therefore the waiting times for public housing are still very high.

Working together with Department of Housing is paramount to ensure that tenants are well represented and assisted to sustain their tenancies. I have been privileged to attend various continuous professional development workshops to improve my skills in tenancy advocacy and education both personally and via video conference. I have been able to attend the community forums hosted by the Department of Housing. This

has given me the opportunity to have a better understanding of the Policies and Procedures in regards to Public Housing. Education and Continuous Professional Development is extremely important for my role as this keeps me up to date with changes so I am more equipped to advise the clients accordingly.

The Central Resource Unit, Tenancy WA was formed in February/March 2014 and I have found them to be an invaluable resource along with the bi-monthly tenant advocate meetings. I believe these meetings have given me a broader understanding of issues that may arise. They have also been an outstanding external resource to bounce off scenarios and debrief with.

I have enjoyed the past year as it has been both challenging and rewarding. I am looking forward to the coming year hoping for further positive outcomes for my clients.

Tania Aldridge
Tenancy Advocate and Education Service -
Karratha covering the West Pilbara

East Pilbara

I commenced in the Role as Tenancy Advocate and Education Service in February 2014. I have hit the ground running as we have been inundated with requests from clients who have been breached or terminated from their Homes West homes. This



was extremely daunting to begin with as I had not attended Court on behalf of a client before, however I have had the wonderful support of Leah Billeam Solicitor and Kelly Cassidy restricted Solicitor with the Court matters.

The Financial Counsellor and I set up a meeting with the Regional Recovery Officer from Department of Housing to see if we could be pro-active in reducing court appearances for the clients by intervening before the situation gets out of control and results in eviction. This meeting was extremely helpful and gave both agencies a chance to nut out the details of how we can try to prevent the clients from facing eviction. We have discussed the importance of the client keeping the department informed of any changes in their circumstances. This is an area that PCLS can assist with and an area that I focus on in the education side of the program. I discuss the importance of this regularly with our clients i.e. changes in financial circumstances, update subsidy forms, advising the department if they are going away or leaving the property unattended and to report any maintenance issues as soon as they happen.

PCLS has set up a phone in the reception of the South Hedland office so clients can call maintenance with the assistance of our receptionist if required. This enables us to keep a record of the job number so we can follow up at a later date if the maintenance issue is not carried out in a timely fashion. A number of our clients are traditional people who do not have the skills to keep on top of

recording the times and dates of repairs reported. This is another area I focus on at information sessions, as maintenance issues not reported could result in the client facing costly water or T/L charges leading to arrears and subsequent eviction.

Another area we cover is to assist clients with making applications for priority housing, support letters, appeals for tenant liability charges and representation in court or tribunals, succession applications, transfer applications, bond assistance and maintenance issues. We also assist clients with private tenancy matters. However the majority of our work is related to clients in Homes West homes and the majority of our clients are Aboriginal people.

The increase of evictions in recent months has created overcrowding, as the clients tend to move in with other family members creating even more social problems in the community. Mass eviction is not the answer for our community, extra funding for more staff to provide a more extensive education side of the program would be more beneficial. I would like to spend more time on the outreach and education side of the program and (time permitting) plan to expand on the information workshops in the upcoming months.

I have been fortunate to attend numerous workshops and training throughout the year to assist with my role as Tenancy Advocate. I am registered to attend a conference with extended court training in October with Tenancy WA. I have found Tenancy WA to be extremely helpful and supportive when I have requested information from them with the various matters I have come across. With the support of PCLS and my colleagues I have overcome my initial fear of court appearances and learned to get on with the job of representing the local people in The Hedland Area with their tenancy issues. I believe this is

a very worthwhile and necessary service in our community. Our programs are really important to the regional and remote areas as clients do not have the resources or extra services made available in the metropolitan areas. I am privileged to be part of the PCLS team and look forward to another year of

challenges and successful outcomes for our clients.

Sue Baker
Tenancy Advocate and Education Service -
South Hedland covering the East Pilbara

**Indigenous Tenancy Advocate Service
Department of Housing Aboriginal Services**

The Indigenous Tenant Advocate Support Service (ITAS) provider is responsible for providing tenancy education and works to



Lee and then Jana Francis.

Despite the recent decline in rental prices in the Pilbara, prices are still unattainable for low income earners. As such we haven't seen any decline in the demand for Social Housing. The result of this is that there is still long wait times of up to 4 years. This in turn, causes obvious homelessness, overcrowding and puts other family member's tenancies at risk.

The most regular enquiry for the last financial year has been in relation to maintenance issues. Whilst PCLS Roebourne has a phone set up in the foyer with a direct line to Housing Direct (the Department's maintenance service) to report maintenance issues, many clients still require assistance with reporting. Such assistance is due to limited communication skills of many clients and lack of understanding of the process of maintenance work orders once reported. The ITAS provider tries to educate clients on the maintenance reporting process and its importance to encourage clients to report for themselves in the future.

Maintenance reporting is important as issues left unattended such as leaking taps, broken doors etc. can result in huge water bills and tenant liability charges that low income clients cannot afford. This in turn, can often

lead to the DOH breaching tenant's for overdue accounts. If a breach is not dealt with in the specified time frame which is typically fourteen days, DOH will proceed with court action. The ITAS provider will assist clients with same. A main goal of the ITAS provider is to negotiate with DOH to try and resolve the matter outside of court. Negotiations often include payment plans and referrals to other relevant services within PCLS or to outside organisations.



From the recent community TripleWrap Dadirri Workshop held in Roebourne, PCLS was commended for their contributions to the community and the assistance many community members have received with their tenancies. Tenancy issues continue to present in the Roebourne office and the ITAS worker plays an important role in giving clients an effective and friendly means of communicating with DOH.

***Jana Francis
Indigenous Tenancy Advocate Support
Roebourne***

**Supported Tenancy and Education Program (STEP)
Department of Housing**

STEP Service Provider - Karratha



I have worked for Pilbara Community Legal Services for the past 12 months in the position of Support and Tenant Education Program (STEP); this

position came into effect on the 1st July 2013 and replaced the Supported Housing Assistance Program (SHAP). We currently have 15 clients on the Programme eleven here in the Karratha area and four in the Onslow area.

We receive referrals from The Department of Housing for clients who are unable to maintain or are at risk of losing their tenancies.

Step is there to educate the clients on how best to maintain and sustain their tenancies by way of engaging with the clients on a weekly basis. Together we set goals for them to complete their tenancy issues within a certain timeframe. The issues that could place a tenancy at risk are as follows:-

- property standards
- Water arrears
- Tenant liability arrears
- Disruptive Behaviour complaints

Step also assists clients to apply for a Liquor Restricted Premises Notice if the tenant has received one or more strikes for Disruptive Behaviour or the tenant requests for their property to be alcohol free. We educate the clients so that the client is well aware of their obligations under the very strict Liquor Act

before we proceed with the application. We currently have two clients with a Liquor Restriction license for their premises in place.

Since July 2013-June 2014 we have received 10 referrals to the Step program. When Step commenced there were already 16 Shap clients who transferred over to Step, 9 of these participants have now been exited. Total exits from the step program for this financial year is 11 and reasons for exits are as follows:-

- 3 as Non-engagement
- 5 as Vacated
- 2 as successful
- 1 was withdrawn

I have attended training and information forums which has increased my professional development and enabled me to better assist our clients. The courses are listed below:-

- Matrix Training-Department of Housing Perth 2013
- STEPIMS Training-Department of Housing Perth 2013
- Ngarluma Specific Cultural Awareness Training- Karratha 2013
- Residential Tenancy Training-Perth 2013
- Distributive Behaviour Management Forum- Karratha 2014

I thoroughly enjoy working in my position at PCLS and look forward to continuing with our step clients in the year ahead.

Karla Kelly
Supported Tenancy Education Program -
Karratha

STEP Service Provider – Roebourne



My name is Lorraine Jones. I have been providing the Department of Housing's Supported Tenancy Education Program (STEP) in the township of Roebourne for the last twelve months. I was also

engaged in the previous program delivered in conjunction with the Department of Housing known as the Supported Housing Assistance Program (SHAP). Both programs are specifically to assist tenants of public housing to maintain and sustain their housing and avoid possible eviction.

During the course of the year, I attended two forums conducted by the Department of Housing in relation to the operation of the new STEP program. CEO's, Managers, Coordinators and staff from many areas of Western Australia who are directly involved with service delivery of the STEP program attended the forums to work together to establish best practice for its delivery in order to ensure that the very best possible program to assist tenants of public housing was being implemented.

Participants at the forums were unanimous in their recommendations that the main focus was for referrals of clients to the program to be made as early as possible after identifying that there are problems with the tenancy. It was considered that early identification of tenant's issues would negate tenancy breaches and evictions. Service providers agreed that early identification of tenancy issues enabled them to assess the problems and provide remedies before they escalated to a point where it was impossible to mend. This and ongoing support of the tenant would prevent further issues and the Department of Housing would achieve good outcomes from the program.

The new Supported Tenancy Education Program (STEP) has introduced several improvements to the previous Supported Housing Assistance Program (SHAP). The addition of brokerage to the funding has also assisted with providing a new element to resolve some of the presenting problems. Some of the brokerage funding is used to purchase cleaning equipment and products that are put together as a Home Care Kit. The Home Care Kit is basically made up of (safe) cleaning products, a broom, bucket and mop. The kit is provided to those tenants who are referred to the program due to issues with their home standards. A demonstration in the correct use of the products along with a set of step by step strategic goals to be achieved on a contracted time frame is then agreed with the tenant. This strategy has been proved to not only assist tenants with their knowledge of what products to use and identify on the shelves of the local store, but also the step by step work plan empowers them to continue by the results they see in the standard and hygiene of their home environment.

STEP covers three levels of assistance needed by tenants referred to the program. The first being to assist with early intervention, namely clients that only need some information and education to better maintain their home standards or need referral to another community resource. This type of referral is usually completed in a short space of time and has the immediate affect of enabling the STEP service provider to engage with the tenant to educate them in what resources are available to them in regard to their tenancy.

The second level of the program is a little more complex and requires more direct support to be provided. This is usually when the tenant has several matters of concern to the Department of Housing that need to be addressed if the tenant is to sustain their tenancy. These issues include some or all matters such as rental/water/tenant liability debt, problems with visitors, disruptive

behaviour, not maintaining the property in a good condition or in some instances the tenant has already received a breach or termination notice from the Department of Housing.

The third level of referral to STEP is for tenants who have major issues such as Court Notices, debts, strikes, poor/bad standards, mental health and/or drug and alcohol issues and domestic violence issues. This can be one or a combination or all of these matters occurring with the one tenancy and means that the tenant is at a very high risk of eviction. If eviction is going to be avoided, tenants with some or all of these issues occurring require a lengthier and more concentrated support period. This type of referral calls for concentrated support from the STEP service provider and many other allied services to work together to assist the tenant to understand and learn to comply with their Tenancy Agreement. In some cases, even with a dedicated and collaborative support program, eviction is unfortunately, ultimately still the outcome.

The Supported Tenancy Education program has been well thought out and when strategically applied with both the service provider and the Housing Authority working together brings good outcomes for all parties concerned. An essential component of the program is the training of the Department of Housing's staff in the region because early and ongoing referrals of tenants that need the help and support of the program is the only way to enable tenants who are struggling to learn what is expected of them as a tenant of public housing.

Discussions held with the Department of Housing's Regional and Area Managers during a recent forum facilitated in Roebourne by the Department of Housing was directed at encouraging more referrals to be made to the program. This and the employment of a Housing Service Officer dedicated to the township of Roebourne would see an overall improvement for the Department in regard to public housing in Roebourne. With this in

place and the regular six weekly meetings held with the Department's local team to specifically discuss progress being made by our mutual clients will and can prevent evictions. The education and ongoing support provided by the STEP service provider effectively empowers the client and can prevent breaches and evictions.

The regular six weekly meetings with the Department of Housing's local Housing Service Officer and the local team to track tenant progress is working very well.

During the course of the year I have attended the following professional development training:-

- Supported Tenancy Education Consultative Forum – Perth
- Supported Tenancy Education Program Information Management System Training
- Case Management for Workers Training with Anglicare
- Supported Tenancy Education Program 2nd Consultative Forum Perth.
- Department of Housing Community Forum – Roebourne.

It is proposed in the new financial year for The Supported Tenancy Education Program in Roebourne to be increased from a .5 FTE to a full-time position. This will see the program's capacity for client support increase to 20 clients per annum. I am pleased that this recommendation has been implemented based on the volume of clients in the township of Roebourne who need the program's support. I am pleased to be able to take on the full-time role and to welcome my colleague Mrs Angela Mitchell who will provide the Public Tenancy Support Service. These two programs working together will make a marked difference to the development of tenant education and improved tenancy standards in the townships of Roebourne and Wickham.

Lorraine Jones

**Supported Tenancy Education Program -
Roebourne**

STEP Service Provider - South Hedland



I took over the position of the STEP provider in November 2013. I was very new in the industry as I have never had any experience in working within the not for profit sector nor working alongside government agencies.

Within the first few months undertaking the program, I realised how important the role is and how everything we do plays a big part in the lives of the clients. I remember saying during my interview for the position that the reason why I wanted to take the role is that I may be in used to help improve their lives and to make a change.

STEP is there to help clients manage their lives better. To educate them and to empower them that no matter what the situation is with their housing, whether good or bad, it is never too late to make a change. Change is inevitable with STEP. It may not be easy and quick, but it is bound to happen. Hope and perseverance is the key.

For the past 11 months I have had clients with success stories, some of them are still in the process of improving their housing situation, some of them improve and then they go back to their old ways of living. With STEP it may not always be successful stories, but for me the important thing to do is to never give up on my clients. STEP is not about having a

Band-Aid solution for clients where they will improve while in the program and go back when exited. I believe STEP should have a slowly but surely effect of change in client's lives. Not about a temporary solution but about having a permanent impact of change in their lives. Below are some before and after photos of my client's properties.

Since I have started working with the STEP Program I have attended some training that has improved my skills to do the job. Training such as; STEPIMS which has given me knowledge to use the web based system; Conflict Management which improved my way of dealing with clients; and Workers Safety for Home Visits which has enhanced my knowledge to ensure my safety during home visits.

I would like to thank Pilbara Community Legal Services for giving me an opportunity to have a good impact on other people's lives and at the same time through this program I am sure my clients have contributed a lot for me to see things differently in this world.

The following photos on the next page were taken some time within a month, some after several months and some after almost 2 years. However, even if it took that long to see a change it was all worth the wait as it resulted to a better environment for the client.



Education



After



Before STEP



After



Before STEP



After



Before STEP



After

Micah Buenvenida
Supported Tenancy Education Program - South Hedland

STEP Service Provider - Newman



My role as Support and Tenant Education Program [STEP] worker is very stimulating and thought-provoking. It can be demanding and is definitely a 'hands on' 'get going' role. At times opposition raises its

head. I am talking about clients who deliberately do not engage.

Some clients misinterpret the point of the assistance and encouragement being offered and on occasions accuse the service provider of being "bossy and interfering" which makes one then wonder why they accepted to be on the program! It is very unfortunate when they cannot see that they are simply being encouraged to resolve issues that are placing their tenancies at risk with the goal of helping them to maintain and manage their tenancies and ultimately enjoy a successful outcome, which is what the program is all about.

On the other hand, we have clients who do appreciate the education and assistance in regard to their tenancies. They detect the positive and genuine interest we have in their well-being and future living conditions. They focus on helping us to help them.

Some clients are capable of self-advocating and acquiring jobs and also taking a Tafe course. Really great to see they have those abilities and are worthy of commendation. We have taught others to be very mindful of their obligations to pay their rent, water and power. Those who have moved into their new

homes are well aware that the rent and utilities must be paid every fortnight.

My position is .5 FTE Supported Tenancy education Program (STEP) funded by the Department of Housing and .5 FTE Public Tenancy Support Service (PTSS), funded by the Department for Child Support and Family Services under the National Partnership Agreement on Homelessness (NAPH). The caseload under both programs is 20 per annum, i.e. a 10 under STEP and 10 under PTSS.

There have been some changes in regard to the STEP referral process within the Department of Housing where all referrals are now processed through STEP Perth to the respective STEP service provider.

Every six weeks a meeting with any of the HSOs who travel to Newman is arranged. Also, joint visits are made to the referred clients and thereafter information regarding the clients' progress and/or further requirements is shared and discussed with the HSO.

The biggest need for Newman is having a Department of Housing office here. The last "census taken in 2011 showed 9088 people living in Newman, 1029 of whom are Indigenous'. According to a 'Media release in April 2013 updated 24 July 2013 the average annual increase for Newman is 7.3%. Rapid growth recorded in East Pilbara is 226% of which Newman is 57%." (Australian Bureau of Statistics (ABS)).

Ettie Te Miha
Supported Tenancy Education Program - Newman

National Partnership Agreement on Homelessness (NPAH)

Department of Child Protection Homelessness Accommodation Support Service



During this financial year, there has been an increase in the number of males who are homeless and require support. This is becoming a big problem in

the Pilbara. We have no access to a Men's Shelter/Refuge; therefore these men are left to sleep on the streets or in their car

Housing issues in the West Pilbara remain challenging due to unaffordable housing in the private rental and buyers markets, despite the marked reduction in fallen prices. For anyone in receipt of Centrelink benefits, social housing is still the only rental option available. Lack of emergency and transitional accommodation in the area have impacted on the well-being of homeless families with severe overcrowding leading to anti-social behaviour and child safety issues.

There were a significant number of closed case clients who requested assistance from the service in relation to their tenancy matters, predominately unresolved maintenance issues and tenant liability resulting from uncompleted maintenance works and were subsequently assisted or referred to a Tenant Advocate.

Service delivery during this reporting period involved intensive client support for an applicant with complex needs who secured long term accommodation through Department of Housing. The client had two generations of children living with her, including a former partner with whom she had a history of domestic violence. Alcohol misuse with associated anti-social behaviour at the property presented tenancy sustainability challenges.

The client's eldest dependant was under case management from Youth Justice, her middle child had chronic kidney disease and her other child was receiving support from DCPFS in regard to child safety matters. The client repeatedly advised that she required parent support to assist her with her parenting skills and to help her manage her children's behaviour. Unfortunately, our service learned later that she was predominately seeking child care relief.

At the commencement of the client's tenancy, her resolved homelessness matter seemed to provide a solution of sorts to her troubles and she appeared to be settled and committed to maintaining her tenancy. However, within 3 weeks, a complaint was made against her to the Department of Housing Disruptive Behaviour Unit which would be one of many to follow.

The client was referred to Strong Families Program and DCPFS Parent Support Program however she declined a referral for drug and alcohol counselling.

The client was provided with intensive support from our service however she consistently demonstrated her reluctance to take responsibility for her tenancy even when her tenancy was at risk as a result of her actions and inactions.

During this reporting period, our service was successful in achieving great outcomes for the three clients we assisted with Department of Housing Appeals, in relation to tenant liability and application re-instatement matters.

We advocated on behalf of one client with a substantial vacated debt which resulted in her aboriginal foundation paying the debt on her behalf so that she would be eligible to receive a property offer from Department of Housing.

We assisted a client in regards to her Centrelink Family Tax Benefit in that she had

not received payment for her eldest child for six years. We assisted her to complete an online Child Support Agency Assessment application which provided her with a lump sum back payment and which improved her financial status considerably.

We vigorously advocated for a client who was offered a property in poor condition and who had accepted the property whilst the HASW was on leave. Our service negotiated with Department of Housing in the hope that the client would be offered another property, however the outcome was that the property offer would remain though sign-up would be delayed for two weeks whilst urgent maintenance was conducted. We again advocated when some of the associated property damage involved exposed asbestos. This resulted in the property offer being withdrawn by Department of Housing. The client was offered a brand new property four weeks later which was an excellent outcome for the client

DOH had a client sign up early so maintenance can be done as a priority.

Due to a lot of staff movement at DOH a water bill was sent to my client; who was then told she had to pay. After reviewing the dates I realised that the dates coincided with the dates maintenance was being done on the property whilst vacant.

After numerous phone calls/emails with the acting Area Manager I was able to have the water bill taken off my clients account

5 clients exited program.

Of the 5 clients who exited only one did not successfully complete the program. Within two week of being housed there were has numerous Disruptive Behaviour reports against her. The client refused to follow PCLS and DOH's procedures; hence the end result was eviction.

The other 4 clients have been successful in the program and are maintaining their property.

Michelle Richardson
Homelessness Accommodation Support
Service - Karratha

Homelessness Accommodation Support Service - Drug and Alcohol Strategy



I commenced in the position as HSWDA in January 2014. To date we have 14 active clients, 6 of which are housed through the NPAH programme. The clients have successfully

maintained their tenancy through the help and support of the NPAH programme. The outline of the programme is to case manage an average of 10 clients at a time for a 12 month period.

The HSWDA service is allocated 10 houses a year through Department of Housing NPAH D&A program. We have yet to receive houses from the 2013/2014 financial year; this is the result of the slow turnover of houses and maintenance issues. I meet with Department of Housing fortnightly to discuss client's applications and receive or deliver updates on client's tenancy status.

The clients can be engaging in the programme for a number of months before they are housed. This leaves little time if we are to adhere to the programme guidelines. In some cases we have extended our case management on the realisation that some clients are not ready to be signed off. The programme allows us \$500.00 brokerage for each client. In the Pilbara the cost of living is much higher than in metropolitan areas. The local community and companies are very generous in their donations of furniture, white goods and general household necessities. The only problem we have is the transport of such goods and then too must rely on the generosity of a limited number of volunteers.

I work in conjunction with other local agencies and together we strive to reach the best result for the client. Bloodwood Tree D&A services, mental health drug services, Wirrika Maya Aboriginal Services, women's refuge this is to only mention a few. Without the open communication and dedication of everyone involved the final result would be less reachable.

Most of our clients are Aboriginal women and children, so not only are they dealing with the responsibility of maintaining their abstinence of drugs or alcohol while maintaining a tenancy, there is the culture barrier to overcome. This often creates a complex of issues Domestic violence, legal and anti-social behaviours. School attendance in young children is a big concern. This programme is a stepping stone into housing; we help the client overcome social and emotional issues. Some clients adjust quicker than others, the main key is to educate them with life skills, concentrate on their mental and emotional well-being which ultimately will empower them to succeed.

In conclusion I find that the more realistic our expectations are to work with empathy. As an advocate for them I can help on a day to day basis. I do regular home visits and liaise with their housing officer to discuss any problems they may have. It takes time and patience to build this rapport but benefits everyone in the end.

Janette Tallon
Homelessness Accommodation Support
Service Drug and Alcohol Strategy- South
Hedland

Public Tenancy Support Service – Roebourne



My name is Lorraine Jones and I have held the 0.5 FTE position of Public Tenancy Support Service provider based in Roebourne during the last twelve months. Following the first six months, the service was required to cut back on

the number of clients engaged with the service as it was unknown if the program would be refunded for a further twelve months. This made it difficult for the people of Roebourne as there were numerous issues that needed to be taken on as casework.

The main issue with public housing in the Roebourne township is the lack of completion of maintenance items. Drain blockages in Roebourne and Wickham is a big problem along with the length of time it has taken to have the damage from Cyclone Christine rectified. There are still some maintenance reports as a result of the Cyclone that have not been attended to by Housing Direct. We have had to resort to the issue of breach notices to the Department of Housing in order to obtain results for clients in tenancies affected by the Cyclone.

The standard of work completed by some contractors is poor, such as that reported by one client who had water dripping in to the light globe in her bedroom after a rain storm which she reported to Housing Direct. The contractor attended and disconnected the power which meant that the client had no light in the bedroom. The Contractor then left! It took a number of phone calls to have him return to rectify the situation in order that the client could have a light in her bedroom.

The Roebourne Office is equipped with a 1800 free call telephone to Housing Direct. The phone is set up in the foyer of the office and is continually used by Department of Housing tenants to report their maintenance matters.

We encourage clients to keep a record of the date, matter and the job number issued for all maintenance matters reported. This is retained and we are then able to refer to the records to provide previous maintenance report dates and job numbers to prove the length of time since the first report was made and how long it has taken to have the work attended to.

The standards of the houses being offered to new tenants in Roebourne is essentially unacceptable. The properties have kitchens that have broken cupboard doors or no doors at all. Our Indigenous Tenancy Advocate is addressing this as a matter of priority.

Tenancy debt is another constant issue in Roebourne. The Department of Housing issues breach notices for rental, water and/or tenant liability debts. If these are not addressed quickly, they proceed to issued the tenant with a court date and moreover this leads to them being evicted.

The education of tenants for improvement in their home standards continues along with information in regard to health issues that can result from poor standards. The importance of them improving their standards in the home in order for them to live a healthier life is an ongoing challenge. Brokerage provided as part of the funding is used when needed to assist clients to sustain their Tenancy, i.e. purchase of cleaning materials, hire of skip bin etc.

There are so many issues that the people of Roebourne face on a daily basis that require our assistance and I am pleased to say that the funding for the position is to continue for a further 12 months and will be on a full-time basis which will enable us to assist more clients because the need is very much there.

During the course of the year I have attended training for the following :

- Case Management tools for Community Workers

- NPAH Service Provider Forum
- Specialist Homelessness Information Platform SHIP Introductory Training.
- Specialist Homelessness Information Platform SHIP Advanced Course

I also assisted a new employee at our Hedland Office with training in the SHIP to SHOR program.

It is proposed in the new financial year for The Supported Tenancy Education Program in Roebourne to be increased from a .5 FTE to a full-time position. This will see the program's capacity for client support increase to 20 clients per annum. I am pleased that this recommendation has been implemented based on the volume of clients in the township of Roebourne who need the program's support. I am pleased to be able to take on the full-time role and to welcome my

colleague Mrs Angela Mitchell who will provide the Public Tenancy Support Service. These two programs working together will make a marked difference to the development of tenant education and improved tenancy standards in the townships of Roebourne and Wickham.



I have thoroughly enjoyed working in the position of Public Tenancy Support and believe I have had many successes with the clients I have assisted in this and other positions over the last four years.

Lorraine Jones
Public Tenancy Support Service - Roebourne

Public Tenancy Support Service Newman



The Public Tenancy Support Service (PTSS) in Newman is a .5 FTE position delivered in conjunction with a .5 FTE Supported Tenancy Education Program (STEP).

These two programs complement each other and enable the combined services to be delivered to a caseload of 20 tenants of public housing in the township of Newman.

The major issues with most of the referrals received are tenant's property standards, scattered rubbish being foremost. Problematic visitors and issues emanating from these and extended families staying over creating disruptive behaviour are also on the rise. There have been several reports of disruptive behaviour and nuisance neighbourhood trouble caused by drinking, shouting and fighting late into the night disrupting the peace and quiet of the neighbourhood.

There have been several new property allocations in the last three months and unfortunately there have been disturbances at three of these properties caused by drinking and fighting. Many visitors from other communities converge on the homes of the locals who find it difficult from a cultural perspective to say "No". It has taken only a matter of 3 months since the tenants have moved in for a brand new complex to drop in standards. The visitors, sometimes up to 15-20 of them, drink and shout and then leave rubbish and cans lying around the car park and in the gardens which is very disappointing to see. The Housing Officers who come to Newman and work with me as the Public Tenancy Support service provider are also trying their very best to help keep these situations under control.

Such circumstances make things really difficult for some tenants. One such tenant could not

control the unwanted visitors that frequented her home every week. This drove her from her home and on occasions she went to stay with friends or just left town from time to time to avoid such occurrences. While on home visits one day with the HSO we called to see the tenant and found 22 people at the property inside and outside drinking alcohol and some were quite intoxicated. The Housing Support Officer ordered them off the property and they took themselves and their alcohol to the other side of the fence which was local Authority Council land. This tenant was always buying cleaning supplies to clean her unit up when the perpetrators left her home in such a bad state. Every time we visited, the tenant was not there but other people were. We are informed that the tenant unfortunately, ultimately surrendered the unit.

Unwanted visitors and their bad behaviour is a huge issue in Newman and very difficult for this service to control. The tenants themselves want so much to be left alone to get on with their lives. Most tenants engage well with the service and know their obligations to the Department of Housing, but unfortunately, find it very hard to adhere to the responsibilities of their tenancy agreements due to the unwanted and numerous amounts of uninvited visitors and extended families that descend on them.

There is an influx of people coming into Newman from other communities who are upsetting the "local mob" and invading their homes and the tenants' cannot say 'no'. They themselves say to us 'It's our culture". It also seems that the Elders do not have the power to stop it. In an effort to change this, the Newman office staff are looking to do more positive inter-agency networking to try to develop a stronger "in town" community force in an effort to help these people.

There are many issues that can be addressed, but the client has got to "want to". We know their quality of life needs to be lifted and they know it too. Although it is not our role to physically do it for them we endeavour to

encourage the client and other family members to keep up with the maintenance i.e cobwebs, fans, walls, benches etc. They have been advised and are aware that jobs must be done regularly and on an ongoing basis in order for them to stay in their tenancy. Sometimes just sitting with the client and having a 'Yarn' with them helps to motivate them while also building confidence in our relationship with them. Our clients are of different levels of knowledge, ability and motivation.

The Public Tenancy Support service provider works closely with a network of other service agencies whose goals are similar, i.e. to empower our mutual clients to manage their lives effectively. Information is exchanged with these agencies for the betterment of our clients. For example, working closely with another community service whose role is to help older and disabled people to clean their homes has proved very successful because the service now assists our clients who are unable to physically clean their own homes. The service engages with a number of hand-picked volunteers from the indigenous community who are themselves also being educated in the cleaning of their own homes. It is a wonderful arrangement with excellent results. Other agencies have also put their networking ideas in place. We are confident that this collaborative effort will enable us to strengthen our community.

Under the terms of the Public Tenancy Support Service Agreement, we are reliant on the Department of Housing to refer clients who need support with their tenancy or are in danger, for one reason or another of possible eviction. Unfortunately, the Newman Public Tenancy Support Service has not received any new referrals since I have taken up the role. I am therefore concentrating my efforts on supporting those clients who were already engaged with the program when I commenced in the role.

As we now have this excellent collaborative arrangement with a community agency that assists people who are aged and/or disabled with cleaning their houses, I encourage the Department of Housing to work towards the engagement and referral of those tenants who meet the criteria for the program. Alternatively, other tenants referred to the program may well be candidates for training as part of the "cleaning team" which would engage them into meaningful activities resulting also in the improvement of their abilities to clean their own homes and this then would compound and ultimately also contribute to the strengthening of the Aboriginal community here in Newman.

Ettie Te Miha
Public Housing Support Service - Newman.

Domestic Violence Support

Pilbara Domestic Violence Outreach Service



Domestic Violence remains a private and hidden phenomenon. As a society we need to make some substantive changes to address the shame and stigma we sometimes attach to victims and stand up against unequal power relations and violence perpetrated against women and children in domestic relationships.

As a Domestic Violence Outreach Worker I am fortunate to have a position from which to champion the rights and voices of survivors in this challenging environment. Many people and organisations remain unsympathetic to the complexities of Domestic Violence and as such I still regularly encounter high levels of victim blaming from government institutions. Whilst I see government departments slowly attempting to address this culture – often a procedural standard is not implemented on the front line or fairly across cultural diversification.

As citizens we need to constantly challenge the status quo, challenge our men to be advocates not abusers, expose the hidden nature of this crime, talk to friends and family and continue to challenge lawmakers to address laws and policies and practices that are inflexible, that don't adequately address victim safety, and continue to allow this crime to be hidden and perpetrated by a large number of the community without challenge or prosecution.

Legal Issues

The Pilbara experience accentuates the generally known challenges of the legal system. Gossip, societal, cultural or family expectations about men or marriage, victim blaming, the airing of dirty laundry, retaliation, retribution & fear are but some of

the factors victims are forced to deal with whilst they are being challenged to by the police and legal system to make statements and testify in court – and are sometimes threatened with and /or face charges if they do not. The pressure on the survivor to accuse a man she may love or is the father of her children cannot truly be understood by someone outside of this experience. Through the some 100 domestic violence clients I have encountered during the last 6 months - the only times the perpetrator has been effectively prosecuted is when the victim has not had to go through this experience – i.e. where there has been extensive wounding and independent witnesses. The lax mentality of witnesses to attest to and involve themselves in *private* relationships is another challenge. How can we inspire people to the same level that we have seen in bullying and racism campaigns to not stay silent, that the issue is not a private one but one that we should tackle as a society to ensure all members are equally protected from this crime?

Drugs & Alcohol

Theoretical understandings Domestic Violence suggest that substance use and abuse do not cause domestic violence but can exacerbate the seriousness of its consequences. This is perhaps at odds with I think community understandings and experience. This year's police generated Domestic Violence Incident Reports clearly indicate continuing high levels of alcohol abuse across the Pilbara region. Likewise, is the use of marijuana & synthetics? Of increasing concern is the increase in perpetrator use of methamphetamines. This drug is rampant in many communities but in the Pilbara juxtapositions with a high level of disposal income and the ability due to its capacity to be processed quickly – may be used for a period of time before showing up in a Random drug test.

The abuse of this drug makes life very difficult for victims to safely manoeuvre themselves and their children in the challenges of a domestically violent situation. The issues that we already see in the abusive man, jealousy, controlling, sexually aggressive - are exacerbated and heightened by this drug. Methamphetamine abuse may result in increased libido, violence, paranoia, hallucinations and delusions. For some clients – it is the abuse of this drug and the unknown quantity of their partner when their on it that might provide the strength to leave the relationship. As leaving is one of the most dangerous times – we note almost every time, threats to kill the partner and children. As an outreach worker, careful and cautious needs to be put into relocations and safe disengagements are a major component of the job.



Aboriginality and Domestic Violence

Aboriginal clients to the DVO service face additional challenges. The ability to access services from rural and remote communities remains a major one. Furthermore, even if considering accessing a service they are forced to recon with cultural factors, shaming, the role of women in relation to men, cultural interpretations of what constitutes acceptable levels of violence, the socially acceptable prevalence of jealousy, retribution and retaliation. Further to all these factors, is the lack of trust when it comes to the legal system – and us against them mentality, particularly in a region where racial profiling is prevalent – as is a flawed legal system regarding Aboriginal victims – who, as outlined above, face additional challenges about seeing a complaint of violence against them, through to the completion of the process. For my experience in this role to date, it is a different crime to hit a black woman than a white woman, and that violence perpetrated against Aboriginal women by their partners can be often hidden by its obviousness.

Ellysha Melville
Domestic Violence Outreach Worker- South Hedland covering the Pilbara

Domestic Violence Advocacy and Victim Support Service

During the 2013/14 financial year, the Domestic Violence Advocacy and Victim Support Service supported fifty-five individuals, all women, with domestic violence support and safety planning.



A further seventy-three children were also involved in support through their parent's engagement. Of the fifty-five women assisted through this service, twenty-nine identified themselves as Indigenous Australians and a further six identified as being from linguistically diverse backgrounds.

This service operates on a case and advice basis, whereby clients are able to receive either one-off advice or safety planning assistance or on-going support and case management. Advice cases are most common for victims seeking immediate assistance and support, ranging from assistance with Violence Restraining Order (VRO) applications, referral to emergency accommodation providers, information on support services or just a first point of contact for support.

Case management is most often required when individuals are still engaging with the perpetrator and/or have a multitude of identified issues including children in care of the Department of Child Protection and Family Support, homelessness, family breakdowns, post-traumatic stress and/or substance abuse.

This service operates by assessing client needs, identifying support options and offering assistance and referral based on client wants. All clients are provided with individual safety planning advice and strategies, using a self-empowerment model which enables them to identify risks and empowerment to take action in preventing and/or overcoming abuse.

Domestic violence continues to be a complex issue, most often coexisting with economic restraints, mental health issues, substance abuse and/or unstable accommodation. Each client's situation is unique, as is their ability in working through their issues and identified support needs.

Community partnerships with other local service providers has continued to be an integral part of holistic service provision and delivering the best outcomes for clients and their children.

Training attended within this financial year included: Family and Domestic Violence Common Risk Assessment and Risk Management Framework (CRARMF) Training, Ngarluma Cultural Awareness Training, Family Violence: Understanding the Child and Introduction to Mental Health.

Monique Ulani

Domestic Violence Advocacy and Victim Support Service Worker- Karratha

This year such collaboration was shown through the development of the Roebourne and Wickham White Ribbon Day Committee, which saw individuals from twenty-one local community, not-for-profit and government agencies come together to deliver four events across the towns of Roebourne and Wickham. These events included a Stall Holders Market at Wickham Shops, Colouring-In Competition, Girls Pamper Night at Yaandina Youth Centre, Boys Bootcamp at The Saints Gym and a Community March Against Violence around the Roebourne community. All activities sought to raise awareness of family and domestic violence within the community and to provide education on impacts of domestic violence, prevention and available support services.



**AUDITOR'S CERTIFICATION STATEMENT
(WHOLE ORGANISATION)
For the Year Ending June 30th 2014**

Auditor's Certification

I hereby certify that, in my opinion, the attached financial statements of the **Pilbara Community Legal Service Incorporated** for the period **1 July 2013 to 30 June 2014** comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, the financial position of the Pilbara Community Legal Service Incorporated as at **30 June 2014** and its financial performance and its cash flows for the year then ended.

AUDITOR

Signature:



Full Name:

Raymund Anthony McManus

Name of Organisation

Araluen Accountancy

Membership:

1861367 CPA

Date:

October 17th 2014



PILBARA COMMUNITY LEGAL SERVICE INC.
www.pcls.net.au

FINANCIAL REPORT 2013-2014

**Pilbara Community Legal
Service Inc.**

ABN 43 336 581 511

**Financial Statements
For the year ended 30 June
2014**

Guidera Consulting

121 Regency Drive

Thornlie WA 6108

Phone: 08 9467 7380 Fax: 08 9459 1895

Email: steveng@guideraconsulting.com.au

Pilbara Community Legal Service Inc.
ABN 43 336 581 511

Contents

Board of Management's Report

Statement of Comprehensive Income

Detailed Balance Sheet

Statement of Cash Flows

Notes to the Financial Statements

Income and Expenditure Statement

Statement by Members of the Board of Management

Independent Auditor's Report to the Members

Compilation Report

Pilbara Community Legal Service Inc.

ABN 43 336 581 511

Board of Management's Report

For the year ended 30 June 2014

Your Board of Management submit the financial accounts of the Pilbara Community Legal Service Inc. for the financial year ended 30 June 2014.

Board of Management Members

Steve Gwynne - Chairperson

Daphne Trevurza - Deputy Chairperson

Roz Brabazon - Secretary

Dale Purdy - Treasurer

Jane Ablett

Simonetta Knott

Dereka Van Beck

Shirley Simpson

Joanne Pritchard

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:

- Domestic Violence Advocacy and Victim Support Service;
- Domestic Violence Outreach Service;
- Financial Counselling Services;
- Homelessness Housing Support Service;
- Housing Support Service Drug and Alcohol;
- Indigenous Tenancy Advocacy Service;
- Indigenous Women's Outreach Program;
- Legal Aid Legal Officer;
- Legal assistance to victims of Family Violence;
- Locum Solicitor;
- Public Tenancy Support Service;
- Rural Women's Outreach Program;
- Solicitor - Legal Advice - Family Law;
- Supported Tenancy Education Program:
- Tenants' Education and Advocacy Service;
- WA Law Society – Public Purpose Trust;
- ASIC Home Essentials Enforceable Undertaking

Significant Changes

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

These financial statements are audited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which 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 2014

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 2014 has been received and forms part of this financial report.

Operating Result


The surplus from ordinary activities amounted to:

| | Year ended 30 June 2013 | Year ended 30 June 2013 |
|--|----------------------------|----------------------------|
| | \$ | \$ |
| Surplus from ordinary activities | 618,950 | 310,922 |
| Less net transfer to Grants Refundable Liability | (107,120) | (86,000) |
| Surplus attributable to the Association | 511,830 | 224,922 |

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



Chairperson : Steve Gwynne



Secretary: Roz Brabazon

These financial statements are audited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which 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 2014

| | Note | 2014 \$ | 2013 \$ |
|--|------|--------------------|--------------------|
| Revenue | | <u>3,189,555</u> | <u>2,744,423</u> |
| Gross profit | | 3,189,555 | 2,744,423 |
| Distribution expenses | | (13,912) | (11,255) |
| Marketing | | (106,322) | (127,176) |
| Selling expenses | | (243,339) | (215,559) |
| Administration expenses | | <u>(2,207,032)</u> | <u>(2,079,511)</u> |
| Operating profit before income tax | | 618,950 | 310,922 |
| Income tax (credit) attributable to operating profit (loss) | | <u>0</u> | <u>0</u> |
| Operating profit after income tax | | <u>618,950</u> | <u>310,922</u> |
| Retained profits at the beginning of the financial year | | <u>820,149</u> | <u>595,227</u> |
| Total available for appropriation | | 1,439,099 | 906,149 |
| Other appropriations | | <u>107,120</u> | <u>86,000</u> |
| | | <u>107,120</u> | <u>86,000</u> |
| Retained profits at the end of the financial year | | <u>1,331,979</u> | <u>820,149</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 2014

| | 2014 | 2013 |
|----------------------------------|-------------------------|-------------------------|
| | \$ | \$ |
| Current Assets | | |
| Cash Assets | | |
| Cash at bank | 483,890 | 784,544 |
| Term Deposit CBA 1 | 16,472 | 15,884 |
| Term Deposit CBA 2 | 670,044 | 357,048 |
| Bigsky Term Deposit | 0 | 124,174 |
| Indigenous Tenancy Advocacy | 31,922 | 44,622 |
| CBA Debit Card | 25,043 | 5,692 |
| Term Deposit CBA 3 | 500,000 | 0 |
| | <u>1,727,372</u> | <u>1,331,964</u> |
| Receivables | | |
| Accrued Income | 9,394 | 4,046 |
| Trade debtors | 2,750 | 32,049 |
| | <u>12,144</u> | <u>36,094</u> |
| Current Tax Assets | | |
| GST payable control account | (14,399) | 8,331 |
| Input tax credit control account | 30,427 | 367 |
| | <u>16,028</u> | <u>8,698</u> |
| Other | | |
| Tenants' bond | 13,408 | 2,600 |
| Prepayments | 47,605 | 41,375 |
| | <u>61,013</u> | <u>43,975</u> |
| Total Current Assets | <u>1,816,557</u> | <u>1,420,731</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 2014

| | 2014 | 2013 |
|--|-------------------------|-------------------------|
| | \$ | \$ |
| Non-Current Assets | | |
| Property, Plant and Equipment | | |
| Leasehold improvements | 198,954 | 163,602 |
| Less: Accumulated depreciation | (69,444) | (55,133) |
| Furniture & Fittings at cost | 372,050 | 316,097 |
| Less: Accumulated depreciation | (243,847) | (190,639) |
| Motor vehicles - at cost | 332,610 | 289,590 |
| Less: Accumulated depreciation | (137,110) | (144,563) |
| | <u>453,212</u> | <u>378,953</u> |
| Total Non-Current Assets | <u>453,212</u> | <u>378,953</u> |
| Total Assets | <u>2,269,769</u> | <u>1,799,685</u> |
| Current Liabilities | | |
| Payables | | |
| Unsecured: | | |
| Trade creditors | 22,082 | 94,628 |
| Other Creditors | 1,200 | 1,600 |
| Accrued Expenses | 0 | 4,000 |
| Accrued Wages & Superannuation | 59,211 | 39,448 |
| Superannuation Payable | 3,205 | 9,088 |
| Grants Refundable Liability | 107,120 | 66,707 |
| Tenant Bonds | 3,988 | 0 |
| Brokerage - Unspent 30th June | 47,617 | 79,397 |
| | <u>244,425</u> | <u>294,867</u> |
| Current Tax Liabilities | | |
| Amounts withheld from salary and wages | <u>19,183</u> | <u>1</u> |
| | <u>19,183</u> | <u>1</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 2014

| | 2014 | 2013 |
|--------------------------------------|------------------|------------------|
| | \$ | \$ |
| Provisions | | |
| Provision for annual leave | 140,280 | 139,024 |
| Provision for long service leave | 39,251 | 43,960 |
| | <u>179,531</u> | <u>182,984</u> |
| Total Current Liabilities | <u>443,138</u> | <u>477,852</u> |
| Non-Current Liabilities | | |
| Provisions | | |
| Provision for Long Service Leave | 51,062 | 58,094 |
| | <u>51,062</u> | <u>58,094</u> |
| Total Non-Current Liabilities | <u>51,062</u> | <u>58,094</u> |
| Total Liabilities | <u>494,200</u> | <u>535,946</u> |
| Net Assets | <u>1,775,568</u> | <u>1,263,739</u> |
| Members' Funds | | |
| Reserves | | |
| General Reserve | 109,094 | 109,094 |
| Asset Reserve | 334,496 | 334,496 |
| Accumulated surplus (deficit) | 1,331,979 | 820,149 |
| Total Members' Funds | <u>1,775,568</u> | <u>1,263,739</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 2014

| | 2014 | 2013 |
|--|-------------------------|-------------------------|
| | \$ | \$ |
| Cash Flow From Operating Activities | | |
| Receipts from customers | 3,156,070 | 2,748,536 |
| Payments to Suppliers and employees | (2,650,707) | (2,323,415) |
| Interest received | 24,369 | 15,190 |
| Net cash provided by (used in) operating activities (note 2) | <u>529,732</u> | <u>440,311</u> |
| Cash Flow From Investing Activities | | |
| Payment for: | | |
| Payments for property, plant and equipment | <u>(134,325)</u> | <u>(180,546)</u> |
| Net cash provided by (used in) investing activities | <u>(134,325)</u> | <u>(180,546)</u> |
| Net increase (decrease) in cash held | 395,407 | 259,765 |
| Cash at the beginning of the year | <u>1,331,964</u> | <u>1,072,199</u> |
| Cash at the end of the year (note 1) | <u><u>1,727,371</u></u> | <u><u>1,331,964</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 2014

2014

2013

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 | 483,890 | 784,544 |
| Term Deposit CBA 1 | 16,472 | 15,884 |
| Term Deposit CBA 2 | 670,044 | 357,048 |
| Bigsky Term Deposit | 0 | 124,174 |
| Indigenous Tenancy Advocacy | 31,922 | 44,622 |
| CBA Debit Card | 25,043 | 5,692 |
| Term Deposit CBA 3 | 500,000 | 0 |
| | <u>1,727,371</u> | <u>1,331,964</u> |

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

| | | |
|---|-----------------------|-----------------------|
| Operating profit (loss) after tax | 618,950 | 310,922 |
| Depreciation | 60,066 | 106,513 |
| Changes in assets and liabilities net of effects of purchases and disposals of controlled entities: | | |
| (Increase) decrease in trade and term debtors | (9,116) | 19,304 |
| Increase (decrease) in trade creditors and accruals | (157,565) | (55,710) |
| Increase (decrease) in other creditors | 27,882 | (16,672) |
| Increase (decrease) in employee entitlements | (10,485) | 75,954 |
| Net cash provided by operating activities | <u>529,732</u> | <u>440,311</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

ABN 43 336 581 511

Notes to the Financial Statements

For the year ended 30 June 2014

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 2014.

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 2014.

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: | 2014 | 2013 |
|---|-------|-------|
| | \$ | \$ |
| Auditing or reviewing the financial report | 4,745 | 4,710 |

Note 4: Brokerage from Department for Child Protection Family Support

At 30th June 2014, the following Brokerage monies received from the Department for Child Protection Family Support during the 2013/2014 financial year remained unspent and have been carried forward to the 2014/2015 year. These amounts are included in Brokerage – Unspent 30th June in the Balance Sheet

| | 2014 | 2013 |
|---------------------------------------|--------|--------|
| | \$ | \$ |
| Domestic Violence Outreach Worker | 23,648 | 22,972 |
| Homeless Accommodation Support Worker | 2,345 | 537 |
| Housing Support D&A | 11,214 | 9,710 |
| PHSW Newman | 3,376 | 3,430 |
| PHSW Roebourne | 2,987 | 237 |
| STEP | 3,520 | 34,261 |
| One Off Regional Homelessness | 0 | 4,223 |
| White Ribbon Day | 527 | 3,027 |
| | ----- | ----- |
| Total | 47,617 | 78,397 |

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 2014

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.

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 company'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.

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).

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 2014

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 1987.

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 1987.

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 organisation by the Australian Taxation Office. Hence 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) 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 company 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.

b) 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 % |
|---------------------------|---------------------|
| 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.

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 2014

| | 2014 | 2013 |
|---|------------------|------------------|
| | \$ | \$ |
| Income | | |
| Interest received | 24,369 | 15,190 |
| Prior year surplus brought forward | 112,348 | 149,345 |
| Other income | 27,022 | 7,986 |
| Grants Received | 3,023,456 | 2,549,162 |
| Service Generated Income | 26,506 | 2,514 |
| Brokerage Income | (24,146) | 20,225 |
| Total income | 3,189,555 | 2,744,423 |
| Expenses | | |
| Salaries | 1,643,564 | 1,524,335 |
| Occupational Superannuation | 138,416 | 121,449 |
| Staff Training | 106,322 | 127,176 |
| Accounting and Audit fees | 21,463 | 24,594 |
| IT Support | 62,136 | 51,324 |
| Insurance - Public Liability and Other | 26,155 | 20,882 |
| Advertising and Recruitment Costs | 13,912 | 11,255 |
| Travel, Accommodation, Motor Vehicle | 129,604 | 158,291 |
| Material, resources and equipment | (880) | 107 |
| Rent | 133,366 | 127,905 |
| Office Running Costs | 214,329 | 168,092 |
| Client Disbursements - Brokerage | 29,010 | 47,467 |
| Depreciation | 53,208 | 50,624 |
| Total expenses | 2,570,605 | 2,433,501 |
| Profit from ordinary activities before income tax | 618,950 | 310,922 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 618,950 | 310,922 |
| Items recognised directly in equity: | | |
| Net increase in Asset Revaluation Reserve | 0 | 0 |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | (107,120) | (86,000) |
| Total revenues, expenses and valuation adjustments attributable to the association and recognised directly in equity | (107,120) | (86,000) |
| Total changes in equity of the association | 511,830 | 224,922 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

Generalist

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|---|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Prior year surplus brought forward | 12,032 | 12,865 |
| Other income | 4,292 | 2,600 |
| Grants Received | 97,517 | 103,846 |
| Total income | <u>113,841</u> | <u>119,311</u> |
| Expenses | | |
| Salaries | 71,750 | 78,572 |
| Occupational Superannuation | 5,988 | 5,157 |
| Staff Training | 12,130 | 5,061 |
| IT Support | 2,230 | 0 |
| Insurance - Public Liability and Other | 450 | 0 |
| Advertising and Recruitment Costs | 105 | 0 |
| Travel, Accommodation, Motor Vehicle | 5,977 | 7,427 |
| Material, resources and equipment | 517 | 0 |
| Rent | 2,525 | 0 |
| Office Running Costs | 3,896 | 1,584 |
| Client Disbursements - Brokerage | 35 | 0 |
| Administration | 8,459 | 19,478 |
| Depreciation | 994 | 0 |
| Total expenses | <u>115,056</u> | <u>117,279</u> |
| Profit (loss) from ordinary activities before income tax | <u>(1,216)</u> | <u>2,032</u> |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit (loss) attributable to the association | <u>(1,216)</u> | <u>2,032</u> |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | 1,216 | (2,032) |
| Total changes in equity of the association | <u>0</u> | <u>0</u> |
| Opening retained profits | | |
| Opening retained profits | 2,499 | 2,499 |
| Net profit (loss) attributable to the association | (1,216) | 2,032 |
| Adjustments: | | |
| Transfer to Grants Refundable | 1,216 | (2,032) |
| Closing retained profits | <u>2,499</u> | <u>2,499</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

Rural Women's Outreach

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Prior year surplus brought forward | 30,000 | 56,189 |
| Grants Received | 97,825 | 96,380 |
| Service Generated Income | 0 | 15 |
| Total income | <u>127,825</u> | <u>152,584</u> |
| Expenses | | |
| Salaries | 64,195 | 89,839 |
| Occupational Superannuation | 7,008 | 6,633 |
| Staff Training | 2,525 | 11,445 |
| IT Support | 1,444 | 0 |
| Insurance - Public Liability and Other | 432 | 0 |
| Advertising and Recruitment Costs | (3,899) | 932 |
| Travel, Accommodation, Motor Vehicle | 9,694 | 19,887 |
| Material, resources and equipment | 497 | 0 |
| Rent | 2,424 | 23,521 |
| Office Running Costs | 6,115 | 7,069 |
| Client Disbursements - Brokerage | 24 | 0 |
| Administration | 8,122 | 0 |
| Depreciation | 955 | 0 |
| Total expenses | <u>99,537</u> | <u>159,326</u> |
| Profit from ordinary activities before income tax | 28,288 | (6,742) |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>28,288</u> | <u>(6,742)</u> |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | (28,288) | 0 |
| Total changes in equity of the association | <u>0</u> | <u>(6,742)</u> |
| Opening retained profits | 2,710 | 2,710 |
| Net profit attributable to the association | 28,288 | (6,742) |
| Adjustments: | | |
| Transfer to Grants Refundable | (28,288) | 0 |
| Closing retained profits | <u>2,710</u> | <u>(4,032)</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Indigenous Women's Project
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Prior year surplus brought forward | 16,706 | 6,106 |
| Grants Received | 95,652 | 94,240 |
| Total income | 112,358 | 100,346 |
| Expenses | | |
| Salaries | 63,728 | 60,681 |
| Occupational Superannuation | 5,472 | 5,049 |
| Staff Training | 2,970 | 7,062 |
| IT Support | 2,825 | 2,229 |
| Insurance - Public Liability and Other | 845 | 916 |
| Advertising and Recruitment Costs | 198 | 2,196 |
| Travel, Accommodation, Motor Vehicle | 6,394 | 0 |
| Material, resources and equipment | 0 | 3,415 |
| Rent | 4,741 | 4,257 |
| Office Running Costs | 4,716 | 5,576 |
| Client Disbursements - Brokerage | 24 | 0 |
| Administration | 15,884 | 0 |
| Depreciation | 1,867 | 2,259 |
| Total expenses | 109,663 | 93,640 |
| Profit from ordinary activities before income tax | 2,694 | 6,706 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 2,694 | 6,706 |
| Items recognised directly in equity: | | |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | (2,694) | (6,706) |
| Total changes in equity of the association | 0 | 0 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Family Violence Victims Rights
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|---------------|---------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Prior year surplus brought forward | 2,194 | 6,121 |
| Grants Received | 52,542 | 51,764 |
| Total income | 54,736 | 57,885 |
| | | |
| Expenses | | |
| Client Disbursements - Brokerage | 3,652 | 5,691 |
| Total expenses | 3,652 | 5,691 |
| Profit from ordinary activities before income tax | 51,084 | 52,194 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 51,084 | 52,194 |
| | | |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | (51,084) | (52,194) |
| Total changes in equity of the association | 0 | 0 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Legal Aid Legal Officer
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|---------------|-------------|
| | \$ | \$ |
| Income | | |
| Grants Received | 90,000 | 0 |
| Total income | 90,000 | 0 |
| Expenses | | |
| Salaries | 38,527 | 0 |
| Occupational Superannuation | 2,900 | 0 |
| Staff Training | 1,146 | 0 |
| IT Support | 1,329 | 0 |
| Insurance - Public Liability and Other | 398 | 0 |
| Advertising and Recruitment Costs | 93 | 0 |
| Travel, Accommodation, Motor Vehicle | 6,120 | 0 |
| Material, resources and equipment | 457 | 0 |
| Rent | 2,230 | 0 |
| Office Running Costs | 3,157 | 0 |
| Administration | 7,473 | 0 |
| Depreciation | 878 | 0 |
| Total expenses | 64,708 | 0 |
| Profit from ordinary activities before income tax | 25,292 | 0 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 25,292 | 0 |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | (25,292) | 0 |
| Total changes in equity of the association | 0 | 0 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

Locum Solicitor

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|---------------|----------|
| | \$ | \$ |
| Income | | |
| Grants Received | 50,000 | 0 |
| Total income | <u>50,000</u> | <u>0</u> |
| Expenses | | |
| Salaries | 13,585 | 0 |
| Occupational Superannuation | 1,124 | 0 |
| Travel, Accommodation, Motor Vehicle | 6,853 | 0 |
| Total expenses | <u>21,562</u> | <u>0</u> |
| Profit from ordinary activities before income tax | 28,438 | 0 |
| Income tax revenue relating to ordinary activities | <u>0</u> | <u>0</u> |
| Net profit attributable to the association | <u>28,438</u> | <u>0</u> |

The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.
WA Law Society - Public Purpose Trust
ABN 43 336 581 511**

**Income and Expenditure Statement
For the year ended 30 June 2014**

| | 2014 | 2013 |
|--|----------------|-----------------|
| | \$ | \$ |
| Income | | |
| Other income | 2,190 | 0 |
| Grants Received | 105,000 | 100,000 |
| Total income | 107,190 | 100,000 |
| Expenses | | |
| Salaries | 45,961 | 58,739 |
| Occupational Superannuation | 2,945 | 5,117 |
| Staff Training | 5,309 | 1,539 |
| IT Support | 3,101 | 2,365 |
| Insurance - Public Liability and Other | 928 | 972 |
| Advertising and Recruitment Costs | 217 | 208 |
| Travel, Accommodation, Motor Vehicle | 14,364 | 7,681 |
| Material, resources and equipment | 1,066 | 3,624 |
| Rent | 5,204 | 4,517 |
| Office Running Costs | 6,397 | 3,989 |
| Client Disbursements - Brokerage | 644 | 0 |
| Administration | 17,436 | 20,668 |
| Depreciation | 2,049 | 2,397 |
| Total expenses | 105,620 | 111,817 |
| Profit from ordinary activities before income tax | 1,570 | (11,817) |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 1,570 | (11,817) |
| Total changes in equity of the association | 1,570 | (11,817) |

The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.
Roebourne Financial Counselling Services**

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Grants Received | 173,998 | 148,791 |
| Total income | 173,998 | 148,791 |
| Expenses | | |
| Salaries | 71,749 | 63,531 |
| Occupational Superannuation | 5,948 | 5,356 |
| Staff Training | 5,029 | 5,847 |
| IT Support | 5,078 | 3,375 |
| Insurance - Public Liability and Other | 1,538 | 1,388 |
| Advertising and Recruitment Costs | 357 | 297 |
| Travel, Accommodation, Motor Vehicle | 4,621 | 7,468 |
| Material, resources and equipment | 1,704 | 5,172 |
| Rent | 8,512 | 6,448 |
| Office Running Costs | 6,939 | 6,062 |
| Administration | 28,534 | 29,499 |
| Depreciation | 3,396 | 3,422 |
| Total expenses | 143,405 | 137,863 |
| Profit from ordinary activities before income tax | 30,592 | 10,927 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 30,592 | 10,927 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Karratha Financial Counselling Services
ABN 43 336 581 511

Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Other income | 348 | 0 |
| Grants Received | 173,998 | 148,790 |
| Total income | 174,346 | 148,790 |
| Expenses | | |
| Salaries | 85,844 | 73,210 |
| Occupational Superannuation | 6,358 | 5,615 |
| Staff Training | 4,041 | 8,518 |
| IT Support | 5,078 | 3,375 |
| Insurance - Public Liability and Other | 1,538 | 1,388 |
| Advertising and Recruitment Costs | 357 | 297 |
| Travel, Accommodation, Motor Vehicle | 2,858 | 6,860 |
| Material, resources and equipment | 1,704 | 5,172 |
| Rent | 8,512 | 6,448 |
| Office Running Costs | 11,821 | 5,697 |
| Client Disbursements - Brokerage | 0 | 34 |
| Administration | 28,535 | 29,499 |
| Depreciation | 3,396 | 3,422 |
| Total expenses | 160,041 | 149,533 |
| Profit from ordinary activities before income tax | 14,304 | (743) |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 14,304 | (743) |

The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.
Hedland Financial Counselling Services
ABN 43 336 581 511**

**Income and Expenditure Statement
For the year ended 30 June 2014**

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Other income | 210 | 0 |
| Grants Received | 173,998 | 148,790 |
| Total income | <u>174,207</u> | <u>148,790</u> |
| | | |
| Expenses | | |
| Salaries | 67,049 | 62,254 |
| Occupational Superannuation | 5,403 | 5,023 |
| Staff Training | 4,316 | 7,110 |
| IT Support | 5,078 | 3,375 |
| Insurance - Public Liability and Other | 1,747 | 1,507 |
| Advertising and Recruitment Costs | 357 | 297 |
| Travel, Accommodation, Motor Vehicle | 1,471 | 3,762 |
| Material, resources and equipment | 1,704 | 5,172 |
| Rent | 8,512 | 6,448 |
| Office Running Costs | 7,104 | 6,157 |
| Client Disbursements - Brokerage | 0 | 29 |
| Administration | 28,534 | 29,499 |
| Depreciation | 3,396 | 3,422 |
| Total expenses | <u>134,671</u> | <u>134,054</u> |
| Profit from ordinary activities before income tax | 39,536 | 14,737 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>39,536</u> | <u>14,737</u> |

The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.
Newman Financial Counselling Services**

ABN 43 336 581 511

**Income and Expenditure Statement
For the year ended 30 June 2014**

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Grants Received | 173,998 | 148,790 |
| Total income | 173,998 | 148,790 |
| Expenses | | |
| Salaries | 72,164 | 73,724 |
| Occupational Superannuation | 6,011 | 5,599 |
| Staff Training | 3,892 | 6,470 |
| IT Support | 5,078 | 3,375 |
| Insurance - Public Liability and Other | 1,538 | 1,388 |
| Advertising and Recruitment Costs | 357 | 297 |
| Travel, Accommodation, Motor Vehicle | 3,184 | 5,602 |
| Material, resources and equipment | 1,704 | 5,172 |
| Rent | 8,512 | 6,448 |
| Office Running Costs | 7,091 | 5,982 |
| Administration | 28,534 | 29,499 |
| Depreciation | 3,396 | 3,422 |
| Total expenses | 141,461 | 146,977 |
| Profit from ordinary activities before income tax | 32,537 | 1,814 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 32,537 | 1,814 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

Tenancy Advocate

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Grants Received | 321,300 | 306,000 |
| Total income | 321,300 | 306,000 |
| Expenses | | |
| Salaries | 140,227 | 129,284 |
| Occupational Superannuation | 12,247 | 10,253 |
| Staff Training | 7,519 | 12,928 |
| IT Support | 9,488 | 7,236 |
| Insurance - Public Liability and Other | 2,840 | 2,976 |
| Advertising and Recruitment Costs | 664 | 1,145 |
| Travel, Accommodation, Motor Vehicle | 8,951 | 8,040 |
| Material, resources and equipment | 3,352 | 12,383 |
| Rent | 15,924 | 13,823 |
| Office Running Costs | 13,803 | 14,031 |
| Client Disbursements - Brokerage | 3,134 | 0 |
| Administration | 53,355 | 63,245 |
| Depreciation | 6,271 | 7,336 |
| Total expenses | 277,776 | 282,679 |
| Profit from ordinary activities before income tax | 43,524 | 23,321 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 43,524 | 23,321 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Indigenous Tenancy
ABN 43 336 581 511

Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|-------------------|---------------------|
| | \$ | \$ |
| Income | | |
| Interest received | 16 | 23 |
| Prior year surplus brought forward | 5,775 | 27,134 |
| Grants Received | 92,225 | 92,225 |
| Total income | <u>98,017</u> | <u>119,382</u> |
| Expenses | | |
| Salaries | 55,704 | 59,949 |
| Occupational Superannuation | 4,900 | 5,363 |
| Staff Training | 1,049 | 6,714 |
| IT Support | 2,723 | 2,181 |
| Insurance - Public Liability and Other | 815 | 897 |
| Advertising and Recruitment Costs | 191 | 517 |
| Travel, Accommodation, Motor Vehicle | 5,043 | 4,842 |
| Material, resources and equipment | 936 | 3,342 |
| Rent | 4,571 | 4,166 |
| Office Running Costs | 3,989 | 4,364 |
| Administration | 15,317 | 19,061 |
| Depreciation | 1,800 | 2,211 |
| Total expenses | <u>97,039</u> | <u>113,606</u> |
| Profit from ordinary activities before income tax | 978 | 5,775 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>978</u> | <u>5,775</u> |
| | | |
| Transfer to Grants Refundable | (978) | (5,775) |
| | | |
| Total changes in equity of the association | <u><u>0</u></u> | <u><u>0</u></u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

STEP

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------------|------------------------|
| | \$ | \$ |
| Income | | |
| Grants Received | 524,982 | 290,947 |
| Brokerage Income | 1,480 | 0 |
| Total income | <u>526,462</u> | <u>290,947</u> |
| Expenses | | |
| Salaries | 211,396 | 157,753 |
| Occupational Superannuation | 17,467 | 12,442 |
| Staff Training | 10,757 | 6,002 |
| IT Support | 15,503 | 7,107 |
| Insurance - Public Liability and Other | 4,640 | 2,829 |
| Advertising and Recruitment Costs | 1,086 | 606 |
| Travel, Accommodation, Motor Vehicle | 20,067 | 14,968 |
| Material, resources and equipment | 5,329 | 10,569 |
| Rent | 26,019 | 13,143 |
| Office Running Costs | 22,358 | 13,179 |
| Client Disbursements - Brokerage | 1,480 | 0 |
| Administration | 87,178 | 60,134 |
| Depreciation | 10,247 | 6,975 |
| Total expenses | <u>433,527</u> | <u>305,706</u> |
| Profit from ordinary activities before income tax | 92,935 | (14,759) |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>92,935</u> | <u>(14,759)</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Homeless Accom Support Work
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 \$ | 2013 \$ |
|--|----------------|----------------|
| Income | | |
| Grants Received | 135,139 | 130,525 |
| Brokerage Income | 3,497 | 3,600 |
| Total income | <u>138,635</u> | <u>134,125</u> |
| Expenses | | |
| Salaries | 70,477 | 56,528 |
| Occupational Superannuation | 5,825 | 4,620 |
| Staff Training | 2,872 | 23 |
| IT Support | 3,943 | 2,996 |
| Insurance - Public Liability and Other | 1,194 | 1,232 |
| Advertising and Recruitment Costs | 277 | 1,331 |
| Travel, Accommodation, Motor Vehicle | 5,522 | 8,254 |
| Material, resources and equipment | 1,322 | 4,591 |
| Rent | 6,609 | 1,928 |
| Office Running Costs | 5,498 | 5,633 |
| Client Disbursements - Brokerage | 3,497 | 3,600 |
| Administration | 22,155 | 26,185 |
| Depreciation | 2,638 | 3,037 |
| Total expenses | <u>131,828</u> | <u>119,959</u> |
| Profit from ordinary activities before income tax | 6,808 | 14,166 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>6,808</u> | <u>14,166</u> |
| Total changes in equity of the association | <u>6,808</u> | <u>14,166</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Housing Support D & A
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Prior year surplus brought forward | 11,916 | 4,494 |
| Grants Received | 149,278 | 142,205 |
| Brokerage Income | (8,366) | 4,690 |
| Total income | 152,827 | 151,388 |
| | | |
| Expenses | | |
| Salaries | 57,074 | 55,878 |
| Occupational Superannuation | 5,065 | 4,755 |
| Staff Training | 9,472 | 1,545 |
| IT Support | 4,269 | 3,264 |
| Insurance - Public Liability and Other | 1,290 | 1,342 |
| Advertising and Recruitment Costs | 300 | 287 |
| Travel, Accommodation, Motor Vehicle | 4,217 | 2,789 |
| Material, resources and equipment | 1,439 | 5,002 |
| Rent | 7,157 | 10,030 |
| Office Running Costs | 7,563 | 6,463 |
| Client Disbursements - Brokerage | 3,550 | 9,184 |
| Administration | 23,990 | 28,528 |
| Depreciation | 2,849 | 3,309 |
| Total expenses | 128,234 | 132,377 |
| Profit from ordinary activities before income tax | 24,594 | 19,012 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 24,594 | 19,012 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
PHSW - Roebourne
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|---------------|---------------|
| | \$ | \$ |
| Income | | |
| Prior year surplus brought forward | 3,835 | 1,086 |
| Other income | 4,405 | 0 |
| Grants Received | 68,189 | 65,262 |
| Brokerage Income | (2,276) | 142 |
| Total income | 74,153 | 66,491 |
| Expenses | | |
| Salaries | 33,375 | 28,818 |
| Occupational Superannuation | 2,548 | 2,633 |
| Staff Training | 2,696 | 190 |
| IT Support | 1,964 | 1,498 |
| Insurance - Public Liability and Other | 593 | 616 |
| Advertising and Recruitment Costs | 138 | 132 |
| Travel, Accommodation, Motor Vehicle | 1,540 | 3,637 |
| Material, resources and equipment | 662 | 2,295 |
| Rent | 3,292 | 2,862 |
| Office Running Costs | 2,965 | 2,739 |
| Client Disbursements - Brokerage | 1,559 | 1,229 |
| Administration | 11,035 | 13,093 |
| Depreciation | 1,310 | 1,519 |
| Total expenses | 63,678 | 61,259 |
| Profit from ordinary activities before income tax | 10,475 | 5,232 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 10,475 | 5,232 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

PHSW - Newman

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| Income | | |
| Prior year surplus brought forward | 7,576 | 4,729 |
| Grants Received | 134,269 | 130,525 |
| Brokerage Income | (1,952) | 345 |
| Total income | 139,894 | 135,600 |
| Expenses | | |
| Salaries | 49,523 | 62,766 |
| Occupational Superannuation | 4,590 | 5,048 |
| Staff Training | 2,559 | 5,235 |
| IT Support | 3,927 | 2,996 |
| Insurance - Public Liability and Other | 1,187 | 1,232 |
| Advertising and Recruitment Costs | 276 | 264 |
| Travel, Accommodation, Motor Vehicle | 2,861 | 7,480 |
| Material, resources and equipment | 1,324 | 4,591 |
| Rent | 6,584 | 5,723 |
| Office Running Costs | 6,192 | 5,283 |
| Client Disbursements - Brokerage | 5,624 | 5,075 |
| Administration | 22,071 | 26,185 |
| Depreciation | 2,621 | 3,037 |
| Total expenses | 109,338 | 134,916 |
| Profit from ordinary activities before income tax | 30,556 | 684 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 30,556 | 684 |

The accompanying notes form part of these financial statements.

**Pilbara Community Legal Service Inc.
Domestic Violence Outreach Worker
ABN 43 336 581 511**

**Income and Expenditure Statement
For the year ended 30 June 2014**

| | 2014 | 2013 |
|--|----------------|----------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Prior year surplus brought forward | 22,314 | 11,178 |
| Grants Received | 134,269 | 131,970 |
| Brokerage Income | (16,529) | 11,447 |
| Total income | 140,055 | 154,595 |
| | | |
| Expenses | | |
| Salaries | 52,370 | 59,956 |
| Occupational Superannuation | 4,575 | 4,780 |
| Staff Training | 5,007 | 4,982 |
| IT Support | 3,927 | 3,029 |
| Insurance - Public Liability and Other | 1,187 | 1,246 |
| Advertising and Recruitment Costs | 276 | 267 |
| Travel, Accommodation, Motor Vehicle | 4,419 | 1,024 |
| Material, resources and equipment | 1,324 | 5,454 |
| Rent | 6,584 | 5,787 |
| Office Running Costs | 5,359 | 5,464 |
| Client Disbursements - Brokerage | 5,786 | 22,625 |
| Administration | 22,071 | 26,475 |
| Depreciation | 2,621 | 3,071 |
| Total expenses | 115,506 | 144,160 |
| Profit from ordinary activities before income tax | 24,550 | 10,435 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 24,550 | 10,435 |
| Total changes in equity of the association | 24,550 | 10,435 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Domestic Violence Advocacy and
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------------|---------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Other income | 8,455 | 909 |
| Grants Received | 129,278 | 77,723 |
| Total income | <u>137,732</u> | <u>78,632</u> |
| | | |
| Expenses | | |
| Salaries | 56,472 | 21,562 |
| Occupational Superannuation | 4,206 | 2,004 |
| Staff Training | 2,276 | 0 |
| IT Support | 3,223 | 1,763 |
| Insurance - Public Liability and Other | 1,138 | 725 |
| Advertising and Recruitment Costs | 239 | 155 |
| Travel, Accommodation, Motor Vehicle | 1,471 | 0 |
| Material, resources and equipment | 697 | 2,701 |
| Rent | 5,303 | 3,368 |
| Office Running Costs | 20,967 | 3,777 |
| Administration | 17,912 | 15,409 |
| Depreciation | 2,523 | 1,787 |
| Total expenses | <u>116,426</u> | <u>53,252</u> |
| Profit from ordinary activities before income tax | 21,306 | 25,380 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>21,306</u> | <u>25,380</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

Administration

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|-----------------|-----------------|
| | \$ | \$ |
| <hr/> | | |
| Expenses | | |
| Salaries | 287,284 | 283,998 |
| Occupational Superannuation | 24,782 | 22,170 |
| Staff Training | 17,256 | 14,906 |
| Accounting and Audit fees | 21,463 | 24,594 |
| IT Support | 850 | 0 |
| Insurance - Public Liability and Other | 1,760 | 0 |
| Advertising and Recruitment Costs | 12,322 | 1,940 |
| Travel, Accommodation, Motor Vehicle | 13,977 | 26,149 |
| Material, resources and equipment | 2,765 | 1,067 |
| Rent | 250 | 4,880 |
| Office Running Costs | 63,884 | 68,601 |
| Administration | (446,593) | (448,305) |
| Total expenses | <u>0</u> | <u>0</u> |
| Profit from ordinary activities before income tax | 0 | 0 |
| Income tax revenue relating to ordinary activities | <u>0</u> | <u>0</u> |
| Net profit attributable to the association | <u>0</u> | <u>0</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Shire of Roebourne Grant
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 \$ | 2013 \$ |
|---|-----------------------|-----------------|
| Income | | |
| Grants Received | 50,000 | 0 |
| Total income | <u>50,000</u> | <u>0</u> |
| Expenses | | |
| Salaries | 35,109 | 0 |
| Occupational Superannuation | 3,054 | 0 |
| Staff Training | 3,500 | 0 |
| Material, resources and equipment | 5,760 | 0 |
| Office Running Costs | 5,456 | 0 |
| Total expenses | <u>52,880</u> | <u>0</u> |
| Profit (loss) from ordinary activities before income tax | (2,880) | 0 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit (loss) attributable to the association | <u>(2,880)</u> | <u>0</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Lotteries West Grant NPA
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|-----------------|-----------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Grants Received | 0 | 56,094 |
| Total income | <u>0</u> | <u>56,094</u> |
| Expenses | | |
| Staff Training | 0 | 18,192 |
| Material, resources and equipment | 0 | 37,902 |
| Total expenses | <u>0</u> | <u>56,094</u> |
| Profit from ordinary activities before income tax | 0 | 0 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>0</u> | <u>0</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Other PCLS Income
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|---------------|----------------|
| | \$ | \$ |
| <hr/> | | |
| Income | | |
| Interest received | 24,353 | 15,167 |
| Other income | 7,123 | 4,477 |
| Service Generated Income | 26,506 | 2,499 |
| Total income | <u>57,982</u> | <u>22,144</u> |
| | | |
| Expenses | | |
| Travel, Accommodation, Motor Vehicle | 0 | (43) |
| Material, resources and equipment | 0 | 0 |
| Office Running Costs | 948 | (5,957) |
| Administration | 0 | (727) |
| Total expenses | <u>948</u> | <u>(6,727)</u> |
| Profit from ordinary activities before income tax | <u>57,034</u> | <u>28,871</u> |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>57,034</u> | <u>28,871</u> |
| | | |
| Items recognised directly in equity: | | |
| Increase (decrease) in retained profits due to: | | |
| Transfer to Grants Refundable | 0 | (15,278) |
| Total changes in equity of the association | <u>57,034</u> | <u>13,593</u> |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.

WA Suicide Prevention

ABN 43 336 581 511

Income and Expenditure Statement

For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------|----------------|
| | \$ | \$ |
| Income | | |
| Prior year surplus brought forward | 0 | 19,443 |
| Grants Received | 0 | 84,293 |
| Total income | 0 | 103,736 |
| Expenses | | |
| Salaries | 0 | 47,294 |
| Occupational Superannuation | 0 | 3,832 |
| Staff Training | 0 | 3,408 |
| IT Support | 0 | 1,159 |
| Insurance - Public Liability and Other | 0 | 226 |
| Advertising and Recruitment Costs | 0 | 87 |
| Travel, Accommodation, Motor Vehicle | 0 | 22,465 |
| Material, resources and equipment | 0 | 2,167 |
| Rent | 0 | 4,107 |
| Office Running Costs | 0 | 2,399 |
| Administration | 0 | 12,576 |
| Total expenses | 0 | 99,721 |
| Profit from ordinary activities before income tax | 0 | 4,015 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | 0 | 4,015 |
| Transfer to Grants Refundable | 0 | (4,015) |
| Total changes in equity of the association | 0 | 0 |

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
Staff Housing
ABN 43 336 581 511
Income and Expenditure Statement
For the year ended 30 June 2014

| | 2014 | 2013 |
|--|----------|----------|
| | \$ | \$ |
| <hr/> | | |
| Expenses | | |
| Insurance - Public Liability and Other | 97 | 0 |
| Rent | (97) | 0 |
| Total expenses | <u>0</u> | <u>0</u> |
| Profit from ordinary activities before income tax | 0 | 0 |
| Income tax revenue relating to ordinary activities | 0 | 0 |
| Net profit attributable to the association | <u>0</u> | <u>0</u> |
| Total changes in equity of the association | <u>0</u> | <u>0</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 2014

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 2014 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 2014 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 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Family and Children's Services Ministerial Body.
5. The information reported in the Statement of Income and Expenditure for the Supported Tenancy Education Program (STEP) has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Housing.
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 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Commerce.
7. The information reported in the Statement of Income and Expenditure for the Generalist Program, the Indigenous Women's Outreach Program, the Rural Women's Outreach Program and the Victim Support Service funding has been prepared from proper accounts to present fairly the financial Transactions for the financial year ending 30 June 2014 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 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department for Family and Children's Services Ministerial Body.
9. The information reported in the Statement of Income and Expenditure for the Indigenous Tenancy Advocacy Service (TAES) has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Housing – Aboriginal Services.
10. The information reported in the Statements of Income and Expenditure for the programs funded under the National Partnership Agreement on Homelessness (NPAH) – the Homelessness Housing Support Service, the Housing Support D&A Strategy, The Public Tenancy Support Service (Newman and Roebourne) and the Pilbara Domestic Violence Outreach Program have been prepared from proper accounts to present fairly the financial transactions for the financial year

The accompanying notes form part of these financial statements.

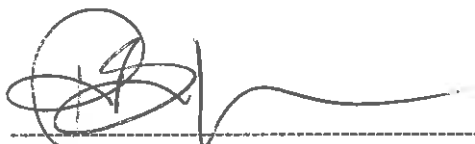
ending 30 June 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department for Family Children's Services Ministerial Body.

11. The information reported in the Statement of Income and Expenditure for The W.A. Law Society – Public Purposes Trust program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2014 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.
12. The information reported in the Statement of Income and Expenditure for the ASIC Home Essentials Enforceable Undertaking has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2014 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the ASIC Home Essentials Enforceable Undertaking .

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: Steve Gwynne



Secretary: Roz Brabazon

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 Comprehensive Income, Statement of Cash Flows and Statement of Financial Position as at 30 June 2014, 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 of Management

The committee of management is solely responsible for the information contained in the general purpose financial statements and has determined that the financial reporting framework used is appropriate to meet the committee's needs and for the purpose that the financial statements were prepared.

Our Responsibility

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

Our procedures use accounting expertise to collect, classify and summarise the financial information which the committee of management provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The general purpose financial statements were compiled exclusively for the benefit of the committee of management. We do not accept responsibility to any other person for the contents of the general purpose financial statements.



Guidera Consulting
121 Regency Drive
Thornlie WA
19 October, 2014

Auditors Certification

Name of Organisation: **The Pilbara Community Legal Service Incorporated**

Financial Year Period: **01/07/2013 to 30/06/2014**

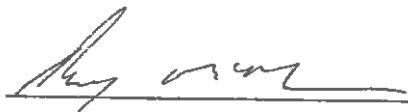
I hereby certify that:

- a) I am not a principal, member, shareholder, officer, employee or accountant of the organization or of a related body corporate as defined in Section 9 of the Corporations Act 2001;
- b) In my opinion, the attached financial statements which comprise a Statement of Financial Position, Statement of Financial Performance, a Statement of Cash Flows, and Notes to the Financial Statements of the above-mentioned Organisation for the stated Financial Year Period are;
 - Based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
 - In accordance with the terms and conditions of the Agreement (the Pilbara Community Legal Service Incorporated and Legal Aid Western Australia) a copy of which has been made available to me, in relation to the provision of community legal services.
- c) The Statement of Financial Performance is provided in respect of Funds for all Funding Categories.

This is an unqualified audit report.

Unless written under separate cover, I hereby certify that, in my opinion, there is no conflict of interest between myself and the Organisation or its Management Committee.

Signed by:



Date:

17th OCTOBER 2014

**PILBARA COMMUNITY LEGAL SERVICE INC
INDEPENDENT AUDIT REPORT
FOR THE YEAR ENDED JUNE 30th 2014**

Scope

I have audited the accompanying financial report being a special purpose financial report for the Pilbara Community Legal Service Inc which comprises the Board of Managements Report, Statement of Comprehensive Income for the year ended 30 June 2014, Detailed Balance Sheet as at 30 June 2014, Statement of Cash Flows for the year ended 30 June 2014, Income and Expenditure Statement for the year ended 30 June 2014, a Statement of Significant Accounting Policies and other explanatory notes and the Statement by Members of the Management Committee for the financial year ended 30 June 2014.

Committee's Responsibility for the Financial Report

The Management Committee of the entity is responsible for the preparation and fair presentation of the Financial Report and have determined that the accounting policies applied to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the Constitution, Funding Agreements and the Associations Incorporation Act 1987 and are appropriate to meet the needs of its members. 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 Management Committee, as well as evaluating the overall presentation of the Financial Report.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it is prepared. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

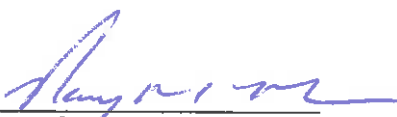
In conducting my audit, I complied with the applicable independence requirements of Australian professional ethical pronouncements.

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

Audit Opinion

In my opinion the financial report presents fairly, in all material respects, the financial position of the Pilbara Community Legal Service Inc as of 30 June 2014 and of its financial performance and cash flows for the year then ended in accordance with the accounting policies applied to the financial statements.

Signed at Roleystone this 17th day of October 2014


Ray M^cManus CPA

ARALUEN ACCOUNTANCY
57 Ridgehill Rise
Roleystone WA 6111