

The logo features a stylized black silhouette of a person with arms raised, standing on a red and white mountain-like shape. A red circle is positioned to the left of the figure.

PILBARA COMMUNITY LEGAL SERVICE INC.

Empowering the people of the Pilbara to manage their lives effectively

ANNUAL REPORT

2012 - 2013



ORGANISATIONAL OVERVIEW

Pilbara Community Legal Service Inc. (PCLS) 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 established by a working party who lobbied hard for funding, conducting a number of forums over a period of four years to address a growing concern related to social justice issues, including consumer credit, tenancy and family law.

A single office was subsequently established in the township of Roebourne with outreach to Karratha – an area with a rapidly expanding community responding to the economic attractions of the resource companies.

Now in our 20th year of operation, we see the organisation's regional office relocated to Karratha where all the administrative functions are centralised to support a comprehensive range of services delivered from a range of offices to the people of the Pilbara with the main objective being to reduce legal disadvantage, increase the capacity of individuals to manage their lives effectively, and enable people to generally understand their rights and obligations. PCLS supports the people of the Pilbara to have a greater say in the laws and policies that affect their lives.

PCLS is a non-government non-profit organisation that plays a vital role in assisting disadvantaged people to access and engage with the legal system. It is part of a large national network of community legal service providers (NACLC) who occupy a unique position in law reform in Australia, pursuing a range of reform and public interest issues on behalf of disadvantaged people and the community at large. PCLS operations are accredited through this National body.

PCLS currently employs 24 staff responsible to a Chief Executive Officer and Principal Solicitor. Under the guidance of a voluntary Board of Management, PCLS staff provide legal advice and representation; financial counselling; support for the homeless; tenancy education, advocacy, access and support; domestic violence advocacy and victim support; and community legal and financial management education. 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.

During this financial year a concentrated review of all policies and procedures to accreditation standards was achieved. A new Strategic Plan to 2016 was also prepared via a consultative process with all staff, allied service providers and clients. This strategic service delivery model is the outcome of an evidenced-based, pro-active, community involved process. All services are aimed at meeting the needs of clients with complex needs and/or multiple problems. This multidisciplinary approach works effectively in such instances. All services try to target emerging needs and are flexible and responsive.

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 good understanding of the differences in culture and languages of their communities.

Emphasis must be placed on the extraordinary changes the Pilbara region has undergone in recent years due to the ever increasing resources industries and the introduction of 'fly-in, fly-out' (FIFO) workers and the associated social issues and lack of affordable housing. Prices for rental housing in the Pilbara are still high by any comparison. There have been substantial increases in public and private tenancy disputes and a notable increase in the number of evictions in the public housing sector. In this and other ways, a large proportion of the community has become further marginalised and is struggling to survive. These are the people PCLS supports.

The demand for all services is expected to increase significantly as the population of the Pilbara escalates. 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. We were very grateful to be granted some additional funding via the Commonwealth's Department of Attorney General which will see the employment of an additional Solicitor in the new financial year.

The Pilbara Community legal Service has been described as "one of the most valuable and sustainable services in the Pilbara". Over the last 20 years the PCLS has developed to be a highly valued part of the Pilbara's social infrastructure. The team of staff at PCLS are without doubt passionate about their communities and about helping people. At the root of their work is the PCLS vision and purpose "to empower the people of the Pilbara to live their lives effectively".

(A) Office locations and Hours of Operation

Operating hours (8.00am-4.00pm Monday to Friday)

Regional Office (Karratha)

Welcome Lotteries House
Units 1, 2 and 3 Morse Court
PO Box 132
KARRATHA WA 6714
Telephone: (08) 9185 5899/1611
Fax: (08) 9185 6633

South Hedland Office

Lotteries House
9/2 Leake Street
PO Box 2506
SOUTH HEDLAND WA 6722
Telephone: (08) 9140 1613
Fax: (08) 9172 2333

Newman Office

Newman House
4/46 Iron Ore Parade
PO Box 1
NEWMAN WA 6753
Telephone: (08) 9175 0148
Fax: (08) 9175 5298

Roebourne Office

3 Padbury Street
PO Box 269
ROEBOURNE WA 6718
Telephone: (08) 9182 1169
Fax: (08) 9182 1180

(B)+(C) undertaken and number of cases open and closed

Total clients seen from 01 July 2012 to 30 June 2013 through the Federal Attorney General's Community Legal Service Program:

Number of Advice only	2,457
Number of Cases Open at Period Start	255
Number of Cases Opened in Financial Year (New)	310
Number of Cases Open in Financial Year	309
Number of Cases Closed in Financial Year	608
Total number of Cases Opened and Closed	866
Number of Information only	648
Total	2348
Number of CLE Projects	18
Number of LRLP	10

(D) Duty Lawyer services and number of cases opened and closed

Please note that the Pilbara Community Legal Service does not provide a Duty Lawyer service, but the number of files opened and closed by our Rural Women's Outreach Lawyer (RWO) service our Indigenous Women's Outreach Lawyer (IWP) are as follows:

Number of Cases Open at Period Start (RWO)	38
Number of Cases Open at Period Start (IWP)	16
Number of Cases Opened in Financial Year (RWO)	72
Number of Cases Opened in Financial Year (IWP)	59
Total Number of Cases Opened in F/Year (RWO)	110
Total Number of Cases Opened in F/Year (IWP)	75
No of Cases Closed in Financial Year (RWO)	52
No of Cases Closed in Financial Year (IWP)	31
Total number of cases opened and closed in F/year (RWO)	162
Total number of cases opened and closed in F/Year (IWP)	106

(E) Community Legal Education

The Pilbara Community Legal Service has conducted 18 community legal education sessions during the financial year. The workshops were aimed at financial management, consumer credit, tenancy and the law, legal rights for victims of family & domestic violence and information on the preparation of wills. Family law seminars covered the topics of property, children and divorce. A Seminar was conducted at the local High School to provide students with information about pursuing a career in law.

Number of CLE Projects Open at period end	8
Number of CLE Projects and Community Workshops Open in Financial Year	12

(F) Law Reform and Legal Policy

The Pilbara Community Legal Service is a member of the Women's Legal Service in Victoria.

Number of Law Reform & Legal Policy Programs open	1
Number of Law Reform & Legal Policy Programs completed	10
Participation in the Women's Law Reform Network telephone Link-ups	8

(G) Research

Research was conducted into family and domestic violence issues, homelessness issues, affordable housing for employees of non-government organisations, amendments to the *Residential Tenancies Act 1987* (WA). Development of a Policy Law Reform Proposal was also prepared regarding anomalies to the Housing Act. This Policy Law Reform Proposal was sent to all State Ministers.

(H) Access and Equity

Pilbara Community Legal Service aims to assist disadvantaged members of the community as a matter of priority. This includes people identifying as Aboriginal and/or Torres Strait Islander, people from culturally and linguistically diverse backgrounds, people with mental or physical impairments and people who may face discrimination in their access to services because of a particular characteristic such as age, criminal history, sexuality or gender identity.

As one of the few legal services in the Pilbara, conflicts of interest do arise. To combat this, PCLS has established referral protocols with other services providers, including Legal Aid, the Aboriginal Family Law Service, the Aboriginal Legal Service, the Employment Law Centre and other Community Legal Centres as appropriate. Clients with economic capacity are also referred to private lawyers who mainly operate in the Pilbara on a 'fly-in fly-out' basis.

As two of the PCLS legal positions are funded primarily for women through the Community Legal Services Program's (CLSP) Rural Women's Outreach and Indigenous Women's Outreach programs, our legal staff prioritises legal advice according to this requirement to ensure that vulnerable women in need of legal services are not turned away due to conflicts of interest.

Through the referral protocols, PCLS strives to uphold its mandate of assisting the most disadvantaged whilst attempting to ensure that all community members have access to appropriate legal services.

(I) Community Development Work

PCLS policy is to carry out legal education programs with a community development approach. This enables empowerment of the target group in regard to their legal rights.

(J) Extent of volunteer and pro bono work

During this financial year, our ability to offer work experience placements was limited to four students due to the difficulty in being able to provide the students with suitable accommodation

during their placement. However, we were able to assist Alexandra McCoughan and Bradley Mitchell with six and four week placements respectively.

We currently have Murray Jones, a mature age student on placement with us in Karratha and Kelly Cassidy on placement with us in Hedland. Both will remain with PCLS until their acceptance to the bar in October this year. Both Murray and Kelly are clearly indicating that they would like very much to remain and do their restricted practice two-year placements in the Pilbara. We have been fortunately been able to have both Murray and Kelly work with us for 12 week placements due to being able to offer them shared affordable accommodation.

These students were studying in their final months of a Practical Legal Training course or undertaking a professional practice unit of their law degree. Alexandra has gone on to commence her legal career at top tier law firm Clayton Utz of Sydney and Bradley is continuing his successful career with the Department of Corrective Services. Coming from the city, it was an eye-opening experience for Alexandra who found the conditions of the Pilbara and the situations that many of our clients endured to be sometimes challenging and confronting. She nonetheless excelled at her work during her time at PCLS and we hope that the experience has served her well in her legal career. As a Pilbara local, Bradley was well equipped to deal with many of the stories that came through the door and he managed the transition from the Corrective Services environment to our community-orientated and female-dominated workplace very well.

We thank all students for their interest in our program and their valuable contributions.

We are grateful to Relationships Australia in South Hedland for their pro-bono assistance with staff professional supervision. We are also grateful to Ashurst Australia for their pro-bono advice during the course of the year and to the Legal Branch of the Chamber of Commerce and Industry (CCI) for their invaluable assistance with establishing whether PCLS is a corporate entity.

(K) Training provided for Staff

The Pilbara Community Legal Service provides opportunities for on-going training of all staff via the following:

- Tenancy Advocacy and representing clients in court training – interim
- Financial Counsellors Association of WA (FCAWA) & Financial Counsellors
- Anglicare W.A..
- Legal Aid W.A.
- Pilbara Association of Non Government Agencies (PANGO)
- West Australian Council of Social Services (WACOSS)
- Department of Child Protection & Family Services
- Credit Ombudsman Service
- Financial Ombudsman's Service
- Australian Consumer Credit (ACCC)
- Australian Securities Investment Council (ASIC)
- InvoCare
- Insolvency Trustee Society of Australia (ITSA).

- Australian Financial Counselling Association (AFCA)
- Department of Commerce
- Community Legal Centres Association WA (CLCWA)
- Department of Housing
- Employment Law Centre
- National Association of Community Legal Centres (NACLC)
- Pilbara TAFE
- Council for Domestic and Family Violence WA
- Department of Finance
- Law Society of WA and
- Family Law Council of Australia
- Welfare Rights and Social Welfare W.A. (WRAS)
- AusHelp W.A.
- Pilbara Regional Development Council
- Shire of Roebourne
- Professor Paul Flatau – University of W.A.
- Peta Slocombe – Vital conversations

(L) Source, extent and purpose of any income received from other bodies

See Part (M) of the report.

(M) The names of the members of the Board of Management or the organisation and the names and brief description of the roles of the staff involved in the provision of the services.

BOARD OF MANAGEMENT

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BYFORD WA 6122

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The Vines

PERTH WA 6069

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Simonetta Knott

2 Leake Street

SOUTH HEDLAND WA 6721

Ph: 08 9160 2900

Email: Simonetta.knott@wa.relationships.com.au

NAMES AND BRIEF DESCRIPTION OF THE ROLES OF THE STAFF INVOLVED IN THE PROVISION OF THE SERVICES

FINANCIAL COUNSELLING SERVICES

Newman, Roebourne, South Hedland and Karratha

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:

Newman: Francesca Manuella; 20 April 2009 (*current*)

Roebourne: Carmen Scott; 18 August 2011 (*current*)

South Hedland: Jan Donaldson; 23 April 2012 (*current*)

Karratha: Robert Williams; 22 January 2009 (*current*)

Funding Body: Department of Child Protection

Approximate amount of funding: \$595,160 pa.

TENANCY ADVOCACY AND EDUCATION SERVICE

South Hedland

The Pilbara Tenants' Advice & Education Service (TAES) providers are based at the South Hedland Office covering the East Pilbara and at the Karratha Office covering the West Pilbara.. 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:

South Hedland: Selina Bilton – April 2009 (*current*)

Karratha: Kate Woods 26/07/2013 (*current*)

Funding Body: Department of Commerce

Approximate amount of Funding: \$306,000 per annum

INDIGENOUS TENANCY ADVOCACY & EDUCATION SERVICE

South Hedland

The Indigenous Tenancy Advocacy & Education Service (ITAS) for the period 23 January to September 2012 was based in the South Hedland Office with outreach to Roebourne and Karratha. The service was subsequently temporarily transferred to the Karratha office, covering the Shire of Roebourne communities. 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:

South Hedland Tanita MacDonald: 23 January 2012 to 31 August 2012

Karratha: Angie Dungey: 13 September 2012 to 30 June 2013.

Funding Body: Department of Housing, Aboriginal Services

Approximate amount of Funding: \$92,225 per annum

SUPPORTED HOUSING ASSISTANCE PROGRAM (SHAP)

Roebourne, Karratha, South Hedland (.5 FTE positions)

SHAP service providers are based in the South Hedland, Roebourne (.5 FTE), Karratha Offices. The SHAP 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: Erica James; 01 July 2011 to 30 June 2013; Karla Kelly 24 June 2013 (*current*).

Roebourne: Lorraine Jones; 01 July 2011 (*current*)

South Hedland: Tanita Murray; 01 July 2012 to 30 June 2013 (*current*)

Funding Body: Department of Housing

Approximate amount of Funding: \$290,9947 per annum

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

Karratha

The Homeless Accommodation Support Service is based at the Karratha office. 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; 29 November 2012 (*current*)

Funding Body: Department of Child Protection

Approximate amount of Funding: \$130,525 per annum

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: 23 Jan 2012 (*current*)

Funding Body: Department of Child Protection

Approximate amount of Funding: \$142,205 per annum

PUBLIC TENANCY SUPPORT SERVICE

Newman, Roebourne

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 (*current*)

Newman: Frost Allen; 21 June 2012 (*current*)

Funding Body: Department of Child Protection

Approximate amount of Funding; Roebourne: \$65,262 per annum; Newman: \$130,525 per annum

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 (*current*)

Funding Body: Department of Child Protection

Approximate amount of Funding: \$131,970 per annum

DOMESTIC VIOLENCE ADVOCACY AND VICTIM SUPPORT SERVICE

Karratha

The position is part-time (50 hours per fortnight) and based at the Karratha office. 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: \$77,723 per annum

WA SUICIDE PREVENTION STRATEGY: COMMUNITY COORDINATOR – WEST PILBARA

South Hedland

This service works with communities to improve community strength and individual capacity in preventing suicide by contracting individual communities to play a part in implementing the WA Suicide Prevention Strategy. The coordinator assists communities to develop detailed community action plans and supports the implementation and review of these plans. This program was concluded at the end of April 2013.

Name of Staff Member:

South Hedland: Kathy Nelson; 19 March 2012 – 15 April 2013. Program concluded.

Funding Body: Centrecare WA

Approximate amount of Funding: \$84,293 per annum

SOLICITOR – EAST PILBARA

Newman

The position is based at the Newman office of PCLS and is responsible for the delivery of community legal education and legal casework to residents of the East 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 low-income and disadvantaged people.

Name of Staff Member:

Newman: Sanaz Ryan; 01 February 2011-30 June 2013

Leonie Bailey – Locum Service

Funding Body: WA Law Society, Public Purposes Trust

Approximate amount of Funding: \$100,000 per annum

RURAL WOMEN'S OUTREACH SERVICE (PRINCIPAL SOLICITOR)

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 including a restricted practice Solicitor.

Name of Staff Member:

Karratha: Ellie Gan; 11 October 2008 (*current*)

Funding Body: Commonwealth Attorney General's Department – Community Legal Service Program

Approximate amount of Funding: \$96,380 per annum.

INDIGENOUS WOMEN'S OUTREACH SERVICE

Karratha

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 and facilitate direct supervision restricted practice Solicitor..

Name of Staff Member:

Leah Billeam; 19 September 2012 (*current*).

Funding Body: Attorney General's Department – Community Legal Service Program (CLSP)

Approximate amount of Funding: \$94,240 per annum

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: Attorney General's Department – Community Legal Service Program

Approximate Funding: \$103,846 per annum

ADMINISTRATIVE ASSISTANTS

South Hedland, Karratha

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:

South Hedland: Tania Aldridge; 01 July 2011 to 30 June 2013 (*current*)

Karratha: Christy Reed; 17 February 2013 (*current*)

ACCOUNTANT (Permanent part-time)

Ruwan Silva; 21 September 2011 (*current*)

Funding Body: No specific funding

Approximate Funding: Administration Budget Allocation

(N) Any other activities relevant to the work of the organisation

Regional Achievement & Community Awards

PCLS was nominated for a Regional Achievement and Community Award. Over 260 nominations were received for the award. PCLS was not selected as a finalist on this occasion, but received a Certificate of Achievement for being nominated for the 2012 Prime Super Community Group of the Year Award.

The CEO (Nanette Williams) was nominated for the Telstra Business Women's Award for her commitment to the Pilbara community for the last 30 years.

The Financial Counsellors Association – Accredited Financial Counsellors

The CEO Nanette Williams is a fully-accredited Financial Counsellor to supervisory level (6 years) and also a fully accredited TAXHELP volunteer (6 years). The Karratha Financial Counsellor – Mr Robert Williams will be a fully accredited Financial Counsellor to supervisory level on 02 January 2014. The Newman Financial Counsellor – Ms Fran Manuella has achieved her Diploma in Financial Counselling and will be accredited to supervisory level in April 2014.

Community Legal Education

During the 2012-13 financial year several community legal education programs were organised. Three seminars on Wills were held, two for the Department of Main Roads WA, which were well attended. The other was a Wills Seminar and a series of three Family Law seminars which were open to the public. The family law seminars covered the topics of property, children and divorce, which make up much of the solicitors' legal caseload.

Visits by Members of Parliament

In July 2011, PCLS received a visit from W.A. Senator Louise Pratt. Senator Pratt presented the CEO with a letter from the Commonwealth Federal Attorney General's Office allocating funding for the next four years to employ an additional Solicitor.

The Hon Brendan Grylls MLA, Deputy Premier and Ms Jacqui Boyde MLC, Member of the Mining and Pastoral Region visited the office just prior to the W.A. State election to discuss issues of concern in regard to public housing in the region. Staff took the opportunity to outline to the Hon Brendan Grylls the pressing issues facing residents in the community, particularly housing availability and affordability, the lack of access to public housing and the need for continued funding for Homelessness services in the region and the desperate need for some kind of emergency or transient accommodation for homeless people. The Minister was asked to consider encouraging the Department of Housing to make early client referrals to PCLS Financial Counsellors when rental and water consumption arrears arose in order that early support of those clients assisted them to avoid termination of their Tenancy Agreements. The Minister was also asked to consider enabling dialogue in regard to Public Housing tenants being directly billed for their water consumption instead of this being debited to their tenancy account, in order that they could monitor their water consumption usage better. This could well now be done with the introduction of the new smart metres.

WA Council on Homelessness (WACH) – Ministerial Appointment

PCLS CEO Nanette Williams was re-appointed to the WA Council on Homelessness for a third term. The Council is made up of community services sector and academic representatives with ex-officio members from key state and commonwealth government departments. The Council supports the National Affordable Housing Agreement (NAHA) and the new National Partnership Agreement on Homelessness (NPAH), focusing on the three key strategies of early intervention and prevention, a better integrated service system and breaking the cycle of homelessness. The Council has been instrumental in developing the vision, outcomes, guiding principles, action areas and commitment now outlined in the development of a WA State Plan.

Affordable Housing for Non-Government Organisations (NGOs) and Government Regional Officers Housing (GROH)

PCLS was active in pursuing the issue of Housing for NGOs via GROH and worked in tandem with the Pilbara Association of Non-Government Agencies (PANGO) to achieve this. PCLS have been fortunate in securing two further GROH houses in Karratha on a fixed term rental basis. This is additional to our current NGO houses in Karratha, South Hedland and Newman. We continue to rent two units the Karratha Lifestyle Village – Service Workers Accommodation and hope to take the opportunity to apply for housing in the new Osprey Service Workers Accommodation in South Hedland when the project is completed.

Review of Organisational Policies and Procedures

A review and updating of all policies and procedures was completed as part of the NACLC accreditation process. Community Legal Centres (CLCs) care about their clients and are committed to ensuring that they have equitable access to quality legal services. It is because of this commitment that the state, territory and national associations of CLCs undertook the enormously challenging joint project of developing and introducing a sector-led process for the accreditation of member CLCs. The online assessment process that NACLC had developed enabled easily access and provided practical assistance which helped our organisation to achieve Accreditation Level 2 status. Accreditation is an ongoing process which will be maintained.

New Organisational Strategic Plan 2013-2016

A new Organisational Strategic Plan was developed working with all PCLS staff, Board members, and allied service providers in a collaborative forum facilitated by Mrs Peta Slocombe of Vital Conversations which was followed by a celebratory dinner for all staff to mark our 20th year of operation.

Centralising of all Administrative Activities

The centralising of all administrative activities of the organisation in Karratha has streamlined the organisations operation.

PCLS Website/Media/Newsletters

Pilbara Community Legal Service officially launched our organisation's website in February 2012. The website is updated on a regular basis. PCLS can be found at: www.pcls.net.au. PCLS has featured in all forms of media and profile raising activities during the course of the year including

White ribbon Day, Homelessness Week, NAIDOC Week, Law Week, Poverty Week to name but a few. A monthly Newsletter is also prepared and circulated to Agencies throughout the Pilbara.

White Ribbon Day

Promotional activities were organised in both Karratha and South Hedland to highlight the White Ribbon Day message 'Say no to violence against women.' The events were made possible by sponsorship from the local government and local Resource companies which provided for a variety of activities for families. Local agencies set up stalls to promote their services and white balloons were released to commemorate and remember women who have lost their lives through domestic violence. The events were promoted by television and other advertising.

Staff Security and Wellbeing

An annual wellbeing allowance has been introduced for all staff to further support our existing external supervision and assistance program (EAP). A personal duress alarm system has also been introduced to provide all staff in all offices with additional personal security.

Conferences

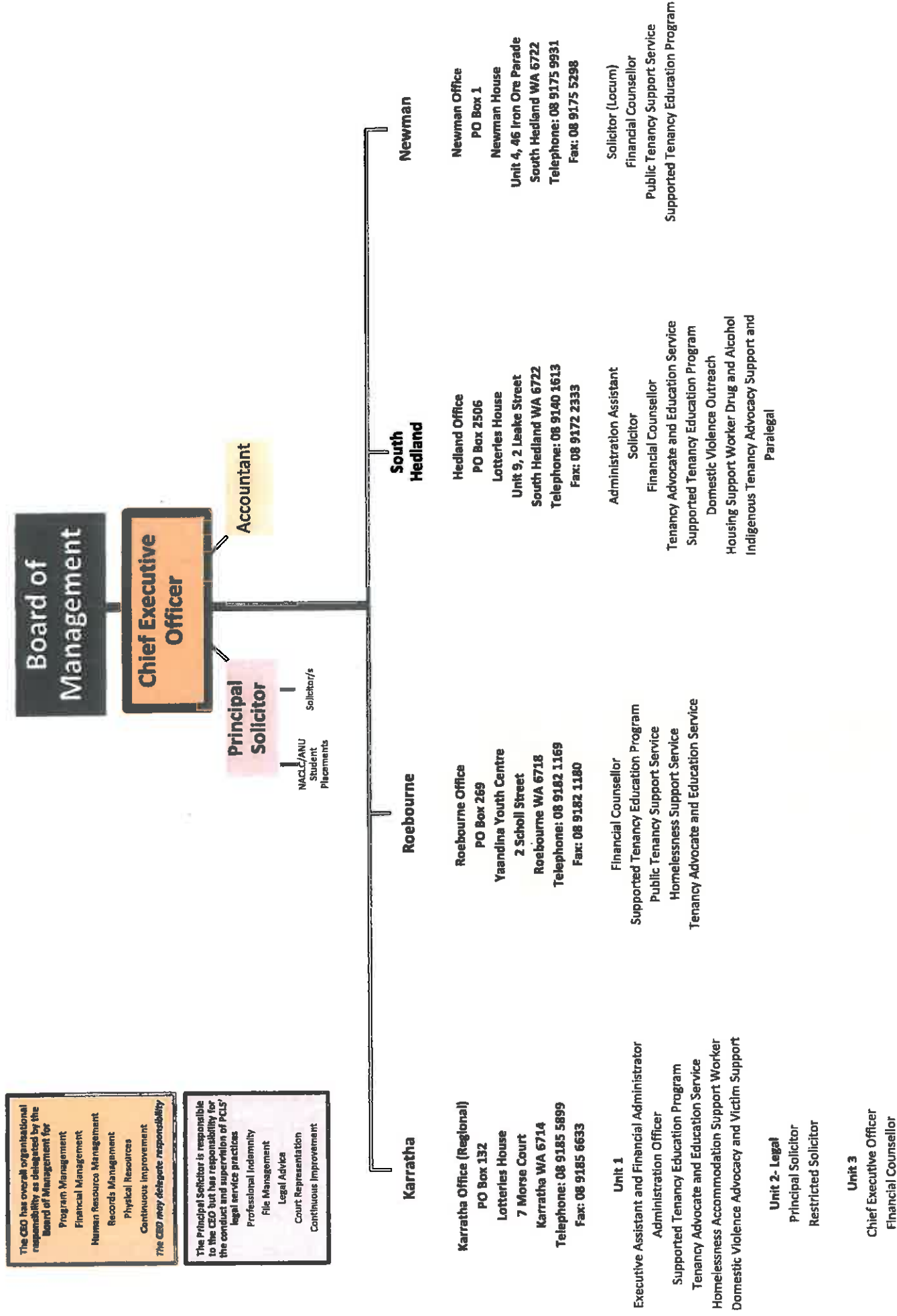
During the 2011-12 financial year the staff of PCLS attended the following Conferences:

- State Financial Counsellors Conference (Perth) (FCAWA)
- The FCAWA Rural Remote and Regional Congress, Perth
- National Financial Counsellors Conference (Melbourne) (FCA)
- The State Community Legal Centre Conference (Perth) (CLCWA)
- The National Community Legal Centre Conference (Hobart) (NACLC)
- The National Indigenous domestic Violence conference (Queensland)
- The State Tenancy conference (Perth) (TAS)
- The National Homelessness Conference (Sydney)
- The State Homelessness Conference (Perth)

Successful Tenders/Grants

- \$50,000 awarded by the Shire of Roebourne's Annual Community Sponsorship Scheme to assist with the costs associated the review and updating of all policies and procedures which was completed as part of the NACLC accreditation process
- Successful tender to the Department of Child Protection & Family Services for the delivery of 4 Financial Counselling Services in the townships of Karratha, Roebourne, South Hedland and Newman to 2016 with an option for a further 2 years to 2018.
- Successful tender to the Department of Commerce for the delivery of a Tenancy Advocacy and Education program in the East and West Pilbara for the next five years.
- Successful tender to the Department of Housing for the delivery of a Supported tenancy Education program for the next five years.
- Successful grant submission to the W.A. Law Society Public Purposes Trust for triennial funding for a Solicitor for the East Pilbara.
- Successful Application to the Federal Government Attorney General's Department for funding for the next four years for a Solicitor in the West Pilbara.
- Funding for further 12 months from the Department of Housing – Aboriginal Services for the provision of an Indigenous Tenancy Advocacy Support Service in the Pilbara.

ORGANISATIONAL MANAGEMENT STRUCTURE



BOARD OF MANAGEMENT- CHAIRPERSON

Stephen Gwynne



Once again the past 12 months for Pilbara Community Legal Services has seen many changes of which I am proud to have been a part of. The organization is now 20 Years old and with the hard work and dedication of the entire team continues to grow stronger every year.

2012/2013 has been an exciting year for Pilbara Community Legal Services. We have said hello and sadly goodbye to some wonderful people that have worked tirelessly in their roles over the last 12 Months for which as an organization we are extremely grateful. We have moved and in some cases upgraded premises to make room for these changes and will continue to do the same again in the coming 12 Months.

We also need to congratulate those that have worked so hard on maintaining and improving our systems to ensure we have the ability to provide the services to our clients and future clients in the Pilbara.

Looking back over the last 12 months Pilbara Community Legal Service not only rose to the challenge, but surpassed it above and beyond all expectations. Our targets were exceeded and our goals realised which made a difference for our community. There is much for us to be proud of and with this in mind I would like to share with you some of the highlights of our 2012/13 year.

- Achieving NACLC Accreditation with the updating of our existing policies and procedures and developing new policies to meet the requirements. We successfully secured a grant via the Shire of Roebourne's Annual Community Sponsorship Scheme to assist with the costs associated with achieving this objective.
- Development of a new Strategic Plan to 2016 facilitated via a Staff workshop.
- Successful with our tender to the Department of child Protection for the delivery of 4 Financial Counselling Services in the townships of Karratha, Roebourne, South Hedland and Newman to 2016 with an option for a further 2 years to 2018.
- Successful with our tender to the Department of Commerce for the delivery of a Tenancy Advocacy and Education program in the East and West Pilbara for the next five years.
- Successful in our tender to the Department of Housing for the delivery of a Supported tenancy Education program for the next five years.
- Successful in our grant submission to the W.A. Law Society Public Purposes Trust for triennial funding for a Solicitor for the East Pilbara

- Successful in obtaining a further 12 months funding from the Department of Housing – Aboriginal Services for the provision of an Indigenous Tenancy Advocacy Support Service in the Pilbara.
- Introduced an annual wellbeing allowance for all staff to further support our existing external supervision and assistance program (EAP).
- Introduction of a security alarm system for all staff in all offices
- Development of a Policy Law Reform Proposal which was sent to all State Ministers regarding anomalies in the Housing Act.
- Provision of affordable staff housing through the acquisition of housing via the Government Housing Assistance Program (GROH) the Non-government Organisation Housing Program and via the Karratha Lifestyle Village – a total of 8 houses currently rented through these programs which have greatly contributed to staff attraction and retention.

These are just a few examples of the results that were achieved by the hard work and dedication of everyone at PCLS for which we are extremely grateful.

On a personal note I would like to thank Nan and the entire team at PCLS as without the tireless efforts of everyone the past 12 months wouldn't have been what it was. I would also like to thank all of the Board Members past and present for their valuable input and assistance making some of the critical decisions that also help PCLS become the healthy organization it is today.

I am looking forward now to the next 12 months where we are expecting to reach out further than we already do to help those that really need our support in locations that are often overlooked and hope we can all share in this journey.



Steve Gwynne
CHAIRPERSON

CHIEF EXECUTIVE OFFICER

Nanette Williams



Twenty years of delivering valued services to the people of the Pilbara – a milestone by any measure – and all delivered by a valuable team of professionals with a commitment to excellence and quality client focused objectives.

There is little doubt that the last financial year has seen Pilbara Community Legal Service (PCLS) move from strength to strength in its role as one of the peak Non-Government Organisations in the Pilbara. As a Government funded not for profit service provider, PCLS is financial sound and well managed with good governance practices and principles.

Additional resources have been put into carefully recruiting, training and managing staff with emphasis on code of conduct, policies and procedures, accreditation and the sourcing of additional long-term funding to ensure sustainability and quality practices are in place. The introduction of client managed and client directed funding means more control of funds and therefore careful time allocation to each client – looking at the long term well-being of clients, not just the immediate service ensures that values can remain constant.

Continuous learning and training has increased the effectiveness of our team and will inevitably be cost effective and importantly result in improved quality support for clients. The introduction of staff benefits including affordable housing, above award salaries and allowances have contributed greatly to the attraction and retention of staff.

The overview and updating of all policies and procedures to National Community Legal Centre's (NACLC) Accreditation level and the centralizing of all administrative activities has streamlined the organisation's operation.

Pilbara Community Legal Service has featured in all forms of media and profile raising activities throughout the year, including the updating of our website, and the monthly distribution of our PCLS Newsletter. Memberships have been renewed with reputable associations to ensure opportunities for staff professional development, supervision, support and inter-agency networks are maximized.

Rapid technological changes have been and continue to be a challenge but benefits are already apparent from changes that have been made and will continue to be made as we explore **fully** the options to take to keep abreast of developments while managing potential risks.

The deepening problems of obtaining adequate funding, the high costs of delivering services and the increased needs and complexities of clients required a paradigm shift in the business model of our organization to ensure continued growth while providing high quality services into the next decade.



Strategies will be needed to ensure our organization can obtain funds to invest in longer term projects in order to transform ourselves into a social business that attracts funding levelled at the value perceived by clients for the services they receive.

With the assistance of an independent facilitator, all staff worked together towards the development of a new Strategic Plan which will take the organization through to 2016. This has seen the implementation of improved effective HR and financial and operational systems.

Mission and value statements that are meaningful, regularly used in recruitment, induction, training and decision-making generally, will provide clear aggregate outcome goals that can be tracked and audited, and an integrated and accountable client reporting process – from individual to team to senior management to the Board.

Our organizational structure has been redesigned to link our programs, processes and reporting to ensure we are meeting the needs of all our stakeholders in the most effective and efficient way with an emphasis on strategic-business, governance and management systems, service delivery and service support to ensure the achievement of our mission.

During the course of the year, the future sustainability of many of our services was assured for the next five years with the successful preparation of tenders and grant documents:

- A Regional Service to Alleviate financial Crisis providing four full-time Financial Counselling positions in Karratha, Roebourne, South Hedland and Newman funded by The Department of Child Protection & family Services
- A Regional Tenancy Advice and Education Service, providing two full-time positions in Karratha and South Hedland covering the East and West Pilbara funded by the Department of Commerce.
- Supported Tenancy and Education Program (STEP) providing four full-time positions in Karratha, Roebourne, South Hedland and Newman - funded by the Department of Housing
- W.A.Law Society Public Purposes Trust Triennial Grant providing funding for the next four years for a legal service for the East Pilbara.
- Additional funding for four years from the Commonwealth Attorney General's Office for an additional Solicitor in Karratha.

We await advice regarding the future of our five National Partnership Agreement on Homelessness (NPAH) programs. The States and the Federal Government have come to an agreement to continue to fund all programs for a further 12 months to 30 June 2014. In the interim, we await the new Federal Government's advice regarding the future of these vital programs. Similarly the Federal Government funded Community Legal Service Program (CLSP)

which provides for the legal entity of our organisation is funded to 30 June 2014 via a Deed of Variation to the Funding Agreement.

The CEO was appointed by the Minister for Community Services to the W.A. Homelessness Council for a further term of 12 months to December 2013. The main objectives of the Council is to drive strategies and initiatives to achieve outcomes that will reduce homelessness by contributing to the development, implementation and on-going review of state and regional homelessness action plans, ensuring integrated responses with non-government, government and government mainstream services to ensure a more connected and responsive service system. The Council is charged with the challenge of implementation of initiatives under the three key strategies of intervention and prevention, Improving and expanding services; and Breaking the cycle of homelessness.

Pilbara Community Legal Service sees the need to improve outcomes for homeless people and those at risk of homelessness as a vital part of its service delivery and to this end, our program service providers are committed to work with all agencies and Government Departments to seek early intervention measures in the context of integrated homelessness strategies to prevent people from entering homelessness and ensuring that long term strategies are secured quickly for those who face homelessness.

Over the last twenty years, Pilbara Community Legal Service has developed strong links with the communities in which its clients live and during this time has established an excellent rapport with these communities. This enables the early identification of injustice or need, and, despite the fact that our sites are hundreds of kilometres apart in a physically harsh environment a collaborative effort is made to find measures to respond to community and client needs in a way that encourages and empowers.

The Board of Management have played a significant part at all levels to ensure that decisions and actions are made in terms of meeting our core values, having connection to our strategic purpose and most importantly, that fit within our business model. This guidance is provided by the Board in a voluntary capacity, they are the strategic driving force for the organization, they maintain a focus that defines what the organization does and where and for whom it does it. For this we are ever grateful. I take this opportunity to extend our appreciation to those members of the community who have so willingly given their time as our dedicated Board Members.



Finally, I am very proud of our team of staff, their commitment to their roles and their consistent achievements for their clients. All our staff show a tremendous dedication and as a result PCLS have developed a reputation for meeting the needs of clients with care and compassion. Thank you one and all.....here's to the next 20 years!

Nanette Williams
CEO

LEGAL SERVICES

**Principal Solicitor
Ellie Gan**



The Pilbara Rural Women's Outreach program (the 'program') has had another very busy year assisting (primarily) women with their legal needs, particularly in family law matters such as divorce, parenting matters, and child support and property settlement but also with claims for criminal injuries compensation. Domestic violence is a serious and ongoing issue with many women complaining of violence from their partner as a reason for separation with some seeking to go down the difficult path of seeking compensation or violence restraining orders, both of which the program assists.

The other main area of law that the program continues to assist with is Wills and Deceased Estates, however the workload of family law combined with the supervision by this program of many other programs at PCLS has unfortunately meant that at times during this financial year, such matters have had to be referred elsewhere.

The program also continues to field a number of enquiries from people wanting advice on criminal matters such as traffic offences, employment matters such as workers compensation and unfair dismissal and consumer law matters to name but a few. Preliminary information is provided by the program and referrals are usually made to the appropriate information lines such as Legal Aid WA, the Employment Law Centre in Perth and the Department of Commerce, however the ability of these services to meet the needs of the Pilbara is declining as the population increases, and residents continue to be at a disadvantage in terms of access to legal advice in these sorts of areas.

This year we had two work experience placements, Alexandra McCaughan and Bradley Mitchell. Alexandra has gone on to commence her legal career at top tier law firm Clayton Utz in Sydney and Bradley is continuing his successful career with the Department of Corrective Services. Coming from the city, it was an eye-opening experience for Alexandra who found the conditions of the Pilbara and the situations that many of our clients endured to be sometimes challenging and confronting. She nonetheless excelled at her work during her time at PCLS and we hope that the experience will serve her well in her legal career. As a Pilbara local, Bradley was well equipped to deal with many of the stories that come through our doors and he managed the transition from the Corrective Services environment to our community-oriented and female-dominated workplace very well. We thank both of our students for their interest in our program and their valuable contributions.

During this financial year a team of four PCLS staff worked very hard together towards preparing a submission to the funding body of this program, the Commonwealth Attorney-General, to secure further much needed funding. Towards the end of this financial year we were fortunate to secure this additional funding requested for a further solicitor for our Karratha office to practice family and civil law in the new financial year. This is extremely welcome as the workload for this program in terms of legal enquiries and supervision will only continue to grow. Our Tenant Advocate Katy Woods stepped into this new position at the beginning of the 2013-14 financial year.

Finally, we have throughout this financial year worked very hard towards having our centre NACLC accredited through updating our existing policies and procedures and developing new policies to meet the requirements of an increasingly stringent sector. This has been a very worthwhile process which has enabled us to examine and improve our practices and strive for continuous improvement. Thanks goes to our paralegal Christy Reed for her hard work coordinating the accreditation and her promotion to Executive Assistant / Financial Administrator this financial year is well-deserved.

The program continues to develop and maintain positive working relationships for cross referrals with other complimentary service providers such as Victim's Support Services at the Karratha courthouse, Kinway Rural Services who deliver family dispute resolution, Legal Aid WA, Aboriginal Legal Service, and The Aboriginal Family Law Service.

We look forward to another challenging year ahead.

Ellie Gan
Principal Solicitor

**Solicitor
Leah Billeam**



Pilbara Community Legal Service ("PCLS") through this funding services the West Pilbara from Port Hedland to Newman. From June 2012 to the end of September 2012, the programme was serviced by a Newman based lawyer and from October 2012 through to the end of December 2012 it was jointly serviced with a lawyer in South Hedland as well. From January 2013 the programme was serviced by the lawyer in South Hedland. From May 2013 through to June 2013 we were assisted by a graduate lawyer completing her compulsory practical training prior to admission. This provided much needed support for the sole practitioner.

The primary client base is those who are on Centrelink benefits, or low incomes as assessed by the standard guidelines for legal aid in Western Australia. There is however a further client base (primarily for advice) of those who are on higher incomes but whose incomes are offset by the very high cost of living and disproportionately high cost of housing in the area. Not all clients are indigenous women, as there is no other generalist free legal service in the area, but indigenous women seeking assistance are only referred on if there is a conflict.

The Service is provided via telephone, emails, face to face appointments, outreach, and community seminars. It ranges from advice and referrals to limited legal representation in a broad range of matters, with the majority being for public housing tenancy, domestic violence, family law, child protection and criminal injuries compensation claims. Legal Aid W.A. and the Aboriginal Legal Service provide criminal law services in the region so no assistance is given by PCLS for criminal law matters.

We have assisted by preparing documentation and appearing in interim court hearings in family law matters, (which are done by telephone link up to Perth if the matters have commenced in the Family Court of W.A.), domestic violence applications, and child protection matters which are heard in the local Magistrate Courts but we do not have the capacity to be available for trials or the funding to brief counsel to appear in them. If matters proceed to trial, the clients are either referred to Legal Aid W.A., if eligible, or they proceed as self-represented litigants as they generally cannot afford the cost of retaining legal representation as additional costs for travel and accommodation need to be factored in for counsel if the matter is heard on circuit. The client also has additional travel and accommodation costs if the matter is heard in Perth, highlighting the ongoing disadvantage those in regional and remote areas face. Non contentious matters such as wills, statutory declarations, and powers of attorney are also part of the service provided.

Community education has been via stalls at public functions such as "Welcome to Hedland" nights; seminars on request from indigenous organizations such as IBN, jointly participating in education programmes with other service providers such as Bloodwood Tree, and interview segments over community radio.

Co-operation with the other service providers in the Pilbara and the private legal profession (currently limited to one full time local practitioner and several fly in fly out services), is essential and has been positive. Our outreach has been in conjunction with the Department of Corrections outreach and they have provided the transportation for which we are grateful.

With an anticipated increase in legal staffing in 2013-14, the case load is expected to increase and PCLS will continue to provide a much needed service in the West Pilbara.

Leah Billeum

Solicitor – South Hedland

Solicitor

Leonie Bailey



Since my commencement with the Pilbara community Legal Service, working in Newman servicing the communities of the East Pilbara, a good working relationship has been established with the Newman Police and the visiting Magistrate.

The initial focus was on establishing and strengthening relationships with organizations which complement the legal services that our organization provides. Services such as The Aboriginal Legal Service, Legal Aid WA, World Vision, Centrelink, the Newman Women's Centre, the East Pilbara Independent Support, and Home and Community Care. In addition, a good working relationship has been established with BHP, the Newman Chamber of Commerce and Industry and several Aboriginal Corporations including The IBN Trust, Ashburton Aboriginal Corporation and the Meta Maya Corporation. This corporation has recently received a significant amount of funding for housing maintenance in the Pilbara and it is envisaged that this will benefit our tenancy clients. Unfortunately when I first took up the role, there had been a gap in the delivery of a legal service from the Newman office, and as a result some of the above organizations were unaware that The Pilbara Community Legal Service (PCLS) was again in a position to providing legal services on the ground in Newman. I see my role as being an ambassador for PCLS as well as a lawyer.

During my time in Newman I have dealt with varied and complex legal issues occurring in a diverse multicultural community. Family Law matters are a large percentage of clients and cover such issues as divorce and separation advice - both financial and children's matters, child relocation and recovery matters, advice to same sex couples and general information and assistance completing Court documents. I have drawn Wills and Power of Attorney for clients and assisted clients with employment issues to access the services of The Employment Law Centre of Western Australia.

My relationship with the Newman Police has been invaluable in aiding clients to obtain Violence Restraining Orders and deal with one instance of identity theft. I do not handle these matters, as I understand they are outside my brief, but a good working relationship with the authorities helps make referrals as seamless as possible. In addition to the above, 2 clients have sought advice on adoption and or name change with which I have been able to assist. While my primary role at the Newman office is as a lawyer, I assist the Financial Counsellor and SHAP employees with advice when required and carry out staff file reviews. Dealing with management issues, when necessary, also seems to have fallen under my mantle.

Leonie Bailey
Solicitor - Newman

FINANCIAL COUNSELLING SERVICES

The Pilbara Community legal Service Inc. (PCLS) employs four Financial Counsellors, one based in each of the organisation's four offices - Karratha and Roebourne in the West Pilbara and South Hedland and Newman in the East Pilbara.

The Karratha service extends to the township of Onslow, the Roebourne Office covers the township of Wickham and Point Samson, the South Hedland service extends to Yandiyarra, Nullagine and Marble Bar, and the Newman office provides a service to Tom Price, Paraburdoo and Jigalong.

Financial Counsellors apply a rights based community development approach to their work which means dealing not just with the immediate presenting problems of clients, but also with other broader social problems. At the root of their work is the concept of justice, human rights and community. Such beliefs affect not just the outcomes of their work, but the processes they use.

In the 2012/13 financial year, the PCLS Financial Counsellors assisted a total of 1,641 clients. Of these clients 998 were female, 443 male. 982 Clients were of Aboriginal and/or Torres Strait Islander descent. Predominance was single women with children and in the 35-44 and 45-54 age group categories.

Financial Counselling services are funded via the State Government – Department for Child Protection and Family Services – Services to Alleviate Financial Crisis.

PCLS Financial Counsellors are all members of the Financial Counselling Association W.A. (FACWA) and the Financial Counselling Australia (FCA) Association. All four Financial Counsellors are working towards their accreditation. Mrs Fran Manuella our Newman Financial Counsellor has obtained her Diploma in Financial Counselling and will be fully accredited to supervisor level in April 2014. Mr Robert Williams, the Karratha Financial Counsellor has been practicing as a Financial Counsellor for five years. In January 2014, Robert will be considered fully-accredited to supervisor level. Mrs Carmen Scott, the Roebourne Financial Counsellor will have been in the role for 3 years in August 2014 and Mrs Jan Casserley our South Hedland Financial Counsellor will have been in the role for 2 years in April 2014.

As part of their role and as registered Financial Counsellors they are required to be trained to undertake Hardship Utility Grant Scheme (HUGS) assessments. To be eligible to become a HUGS Registered Financial Counselling Service, applicant organisations such as PCLS must meet the Australian Securities and Investments commission (ASIC) requirements. The financial Services Reform Act 2001 introduced a system of licensing for financial service providers. ASIC granted conditional exemption from the licensing obligations to not-for-profit financial counselling services (under Class Order 03/1063 of the Corporations Act 2001 gazetted on 16.12.03). The exemption requires that certain conditions are met. These conditions include:

The service provided is limited to financial product advice of the types described in Class Order 03/163 and counsellors must not give advice about purchasing certain investment products.

- No fees or charges are paid by the clients.
- The agency does not get remuneration from any action undertaken for the client

- The agency ensures the counsellors are members, or are eligible to be members of a Financial Counselling Association.
- The agency ensures its counsellors have undertaken appropriate training to ensure they have adequate skills and knowledge to satisfactorily provide the service.

Section 160C of the Consumer Credit and Corporations Legislation Amendment (Enhancements) Bill 2011 restricts the use of the term “financial counsellor” and “financial counselling” to organisations that provide financial counselling services as prescribed in the National Consumer Credit protection regulations 2010.

During the course of the 2012/13 financial year, the Karratha, Roebourne and South Hedland Financial Counsellors undertook a total of 532 HUGS assessments. Power supply in Newman is provided by the resource company, so clients in Newman are not able to access HUGS.

Fiona Guthrie, Executive Officer, Financial Counselling Australia in her address to the national conference in Sydney in May this year said “In a country as rich as Australia, it is a travesty that over two million people” are living in poverty”

Nelson Mandela, summed up the issue beautifully:

"Like slavery and apartheid, poverty is not natural. It is man-made and it can be overcome and eradicated by the actions of human beings ... Overcoming poverty is not a gesture of charity. It is an act of justice."

**Karratha Financial Counsellor
Robert (Bob) Williams**



I find it hard to believe that I am moving into my fifth year as a Financial Counsellor, considering I initially took on the role in a voluntary capacity “to help out”! The role has considerable rewards and on some occasions heart-break, but knowing that I am helping people in need and hopefully making life just that little bit better for families in the Pilbara who are struggling makes every day worthwhile.

It is quite obvious that despite the so called boom in W.A., financial hardship is not only affecting the low income people (i.e. recipients of Centrelink), we are now seeing more enquiries from the medium to middle income earners. Energy costs are affecting low income people especially during the summer months in the Pilbara when the temperature hovers in the forties. During the course of the year 246 Clients were assessed for the Hardship Utility Grants Scheme in the Karratha area (532 Karratha/Roebourne and South Hedland). There are 1,537 public housing properties in the Pilbara. One cannot help wondering whether the one-off installation cost of solar panels on the roofs of these houses would be a more economical strategy for the State Government than the ongoing and ever escalating provision of HUGS, while also reducing the workload of Financial Counsellors in regional W.A.

It is very hard for families to go about their daily lives where there is no public transport and minimal emergency relief. I have received calls from upset mothers who tell me their children have had to go to school with no food – they have to rely on handouts to survive until the next welfare payment – it is heart-breaking to hear some of these stories considering all the wealth that is being generated in the Pilbara.

Every day we hear the words “Collective impact” and “collaboration”. However, all attempts to work in collaboration with the local office of the Department of Housing to assist clients falling into arrears with their rent has failed. Despite the fact that an integrated service model can produce better and quicker outcomes for clients at a cheaper cost socially, we still find ourselves spending hours at the local courthouse assisting clients who are being evicted into homelessness by the Department of Housing for rent arrears when we have four financial counsellors in the Pilbara who are in a position to work with tenants of the Department of Housing to help them budget to address their arrears and more so, avoid falling into rent arrears again. The Department of Housing have been provided with a referral form for our services in the hope that they will approach tenants who have fallen into rent arrears and when the debt is in its infancy ask the tenant to agree to a referral

to a local Financial Counsellor, rather than letting the debt accumulate to a point where the client cannot cope and hence find themselves in court faced with a potential eviction order. It has been suggested to the local Member of Parliament that it could well be a condition of the tenancy agreements that should tenants at any time fall into rent arrears; the Department reserves the right to refer them to a Financial Counsellor. This would be a practical use of resources rather than the current trend where our organisation at times has some five members of staff in court assisting tenants of public housing with one issue or another – such a waste of resources.

If I may quote from Lloyd and Wait (2006) – *“Integration is a client-centred approach to care which seeks to close the traditional division between health and social care. It imposes the client’s perspective as the organising principle of service delivery and makes redundant old supply-driven models of care provision. Integrated care enables health and social care provision that is flexible, personalised, and seamless”*.

During the course of the year I have assisted clients from as far afield as Tom Price and Onslow. Given the distance from my office, it was going to be difficult to communicate with these families to sort out their problems; however, with the aid of Centrelink, the Department for Child Protection and Family Services, and the Gumula aboriginal Corporation, I managed to get all the paperwork sent to me. I liaised with Gumula and the individual families and finally managed to get payment arrangements in place for these families and thankfully was successful in getting the eviction orders set aside.

Every day, the chairs outside my office are taken up with people needing assistance in one way or another. Often they have a simple request for assistance to pay their power account. There are many examples of the importance of observing clients and discussing with them all their other financial matters. From a simple request for a food voucher can come a cry for help with much more serious financial and health issues. I know that there are some situations where clients are at the end of their tether with their financial issues and had there not been a financial counselling service available some could well have ended up as another suicide statistic. Each day the role of a financial counsellor brings many rewards.



During the course of the year I have been very grateful for the opportunity to join my Financial Association colleagues in Adelaide for the National Association conference and in Perth for the State Conference. I was also privileged this year to attend the National Community Legal Centre’s conference in Cairns. There is so much to gain from these forums, the excellent and knowledgeable guest speakers, the workshops and being able to network with other Financial Counsellors and allied professionals from other agencies from around Australia.



I was very impressed with a workshop at the State Financial Counselling Conference facilitated by a Financial Counsellor from Fremantle who had previously worked for an Insurance Company. She alerted us to be thorough in our assessment of clients presenting for simple requests, i.e. possibly a HUGS grant, especially

should they state that they are on a disability pension. Her advice to us was to enquire of them why they were on a disability pension and when they had ceased work and whether they had ceased work due to the illness. In such instances, most of these clients would have superannuation and their superannuation may include a disability insurance or income protection insurance. Provided they had either of these at the time of the illness or accident, they would be entitled to make a claim. What was interesting was that these clients go through the medical/health system, the Centrelink System, the disability system and many other Government agencies, but at no point are they asked if their superannuation has this cover. As a result, I check this with all clients presenting in this way and it is surprising how many have this cover and as a result find independence.



Bob Williams

Financial Counsellor – Karratha

**Roebourne Financial Counsellor
Carmen Scott**



During the 2012-13 financial year we have seen an increase of 25% in the number of clients from Roebourne and the outlying areas of Wickham and Point Samson accessing Financial Services in the Roebourne office. The major increase has been in Horizon Utility Grant Scheme (HUGS) assessments. This is indicative of clients having to make the choice of paying their electricity accounts or putting food on the table. Electricity is very expensive and during the summer months consumption escalates, possibly because of inappropriate use of air conditioners, some of which are very old and therefore consume more power, the very poor condition of public housing properties and the overcrowded living conditions for some families in the Roebourne area.

Unfortunately, there has been an increase in electricity disconnections. It is apparent that the repayment agreements clients are arranging with Horizon Power's Credit Department are, in many instances unsustainable, and for this reason, clients are being advised by Horizon Power to make contact with our service to assist them to look at their overall financial situation before entering into a payment arrangement which they may not be able to maintain.

On a more positive note clients are more aware of the rebates which are available to them and as a result, we are seeing an increase in clients coming in to the office to notify Horizon Power of their Pension and Health Care Card details.

Clients over the age of 60 are also encouraged to apply for the W.A. Seniors Card. This has proven a very worthwhile initiative. Horizon Power customers who have dependants have the opportunity then to apply for an air conditioning rebate during the very hot months of October through to April.

I am pleased to report that Rio Tinto who is the electricity provider in the township of Wickham is in the process of drafting a Financial Hardship Policy. This is very welcome news because electricity consumers in Wickham are not eligible for assistance under the HUGS Scheme so a Hardship Policy should go a long way to alleviate the financial stress these residents are under when they are unable to pay overdue electricity accounts.



Department of Housing debt-related problems specifically rental arrears and water consumption debts continue to increase. Financial Counsellors are constantly encouraging the Department of Housing officers to refer tenants who are falling into arrears to our service so that we can work with

their tenants to put sustainable repayment arrangements in place for them at an early stage of the debt before it escalates to a point where they are breached and ultimately evicted into homelessness.

The Department of Housing does not have a physical presence in Roebourne which makes it difficult for their tenants, most of whom do not have a telephone or a vehicle to travel to Karratha to the Department's area office. The Housing Direct Line that clients are expected to use to report maintenance is inadequate, there have been many instances of clients waiting for more than 45 minutes. If Department of Housing tenants are unable to come into the PCLS office to phone the maintenance line, the extended waiting time for a response puts a massive strain on their telephone account.

Clients are encouraged to display the "Do Not Knock" stickers on their doors to discourage door to door salespeople.

During the past 12 months the Roebourne service has assisted 179 clients as well as responding to 70 information requests. Many of the clients are self-referred but we are finding more are from community members *"who have told us to come to see you"*.

During the year I attended the State and National Financial Counsellors' Conferences both providing good speakers, valuable workshops and an excellent forum to meet and exchange ideas with other Financial Counsellors.



FCAWA has been providing on line training throughout the year. There were a few glitches to begin with but these problems appear to have been resolved and I have found the training to be of high quality and again valuable to our work.

Carmen Scott
Financial Counsellor - Roebourne

**South Hedland Financial Counsellor
Jan Casserley**



The 2012-13 financial year has been an extremely busy year for the South Hedland Financial Counselling service. Some of the issues impacting on clients presenting for assistance are power, water and tenancy debt.

With the increased cost of power, clients are struggling, especially during the Pilbara's hot months when there is an influx of clients requiring Hardship Utilities Grant (HUGS) assistance to meet the cost of their high power accounts. Clients are educated to try to switch off as many appliances as possible, but during the very hot weather they have no choice but to turn on their air-conditioning systems which sees their power accounts escalate beyond their financial capacity. Power Assist is also utilised to help these clients.

The high cost of private rental in the South Hedland area makes private rental or ownership impossible for the middle and low income people. As a result, the Department of Housing's waitlist has risen to 8 years. The Department of Housing have also introduced a no tolerance aspect to their evictions policy and many clients present with breaches and termination notices. Several clients have been assisted through the court process to defend applications for eviction by the Department. In most instances we have been able to prevent the eviction, but some are evicted into homelessness adding further pressure on family members who need take them in.

Some Department of Housing tenants are able to find employment, but as soon as they earn over the income threshold for public housing, they start to worry about losing their home. They receive a letter which states that they are over income and need to vacate the Department's housing and consider alternative housing. As there is no alternative housing that comes within their earned income affordability, they panic and some give up their employment rather than lose their home. It's a vicious cycle.

Centrelink clients on Newstart really struggle. By the time they have paid their rent and their power there's nothing left for food – more and more clients come in to our office asking for assistance with food vouchers because they have run out of food before their next Centrelink payment.

There was one sad instance whereby a client living in Government Regional Officers' Housing (GROH) housing was required to find alternative accommodation when her partner suddenly deceased. The GROH housing was attached to her partner's employment and the Government Department required the GROH tenancy to be vacated for their replacement staff member. This is a

stressful period for a grieving widow. On one occasion we were able to assist the widow to secure payment of the deceased party's superannuation which provided a secure future for her, but this process takes time and in the meantime, she had to move in to share-accommodation with several other people after returning the GROH tenancy.

During the course of the year I have been able to attend both the National and State Financial Counselling conferences and other professional development workshops conducted on line via the Financial Counselling association of WA. I have also attended training in Suicide Prevention (ASIST), Mental Health First Aid training with AUSHELP, Communicating and Connecting with Aboriginal People and "People, Places and Services" Emergency Relief Training conducted by WACOS as well as some training with the W.A. Tenancy Network in Representing Clients in the Magistrates Court



Jan Casserley

Financial Counsellor – South Hedland

**Newman Financial Counsellor
Fran Manuella**



Clients present with a range of complex and diverse issues, but most prevalent are those struggling to either obtain housing or retain the housing they are in. Such is the cost of housing in the Pilbara. The majority of the clients presenting at our Newman office are of Aboriginal background (85%). They come from the outlying communities of Parpajinya, Panrgurr and Jigalong. We also travel to the communities of Tom Price and Paraburdoo where we are assisted with office space at the Ninitirri Centre. Essentially a Financial Counselling/Tenancy Advocacy service needs to be established in Tom Price to service these two townships and their outlying Aboriginal communities. For most of our Aboriginal clients, ongoing financial counselling is essential if they are to be able to manage their money well. Areas of assistance for them is direct debit and Centrepay to their Centrelink payments for essentials such as rent and power and in the case of those who work and have a salary we assist them to understand and arrange sacrifice payments. Weekly financial counselling plans are put in place to monitor and mentor their progress until such time as they can see the outcome of their efforts. It is challenging work, but we are constantly looking for ways to work together and to help them to understand and learn how to manage their money better.



There is a constant flow of people to our Newman office, people from diverse backgrounds, all looking for somewhere to live. Some have already been successful to obtaining work with the local resource company or one of their many contractors, but finding somewhere to live that's affordable is difficult. People live many to one house, in caravans in back yards and some in their vehicles until they can afford the bond and advance rent payment in order to access private rental.

Dealing with intestate estates and assisting families with funeral arrangements when there is no local funeral director can also be challenging for our office, but in such times when the family is distraught and unable to rationalise what to do, our office will go that extra step to arrange and negotiate these things for them. Assisting them then with superannuation claims which can be a complex and long-drawn out process, progresses from there.

The Disruptive Behaviour "Three Strikes and You're Out" State Government policy has also increased the Newman office's workload. Much of the antisocial behaviour that occurs is due to the fact that family members arrive from the outlying communities of Panrgurr and Punmu and a Newman household will find themselves overwhelmed with visitors. The communities they come from are "dry communities", but in Newman they have access to alcohol and that's when the anti-social

behaviour begins. This often results in a trashing of the property. The tenant, who, of course, is responsible, is afraid of future family retribution so the matter goes unreported and as a result the tenant, who more often than not is elderly, is faced with a breach notice and has to meet the tenant liability costs.

The power provider in Newman, Tom Price and Paraburdoo is the local Resource Company who generates their own power supply. The only avenue for clients failing to pay their power account is to negotiate a time payment arrangement with the billing section of the company. In most cases, the time payment arrangements put in place is not accurately assessed within the financial capacity of the payer, and as a result, clients who present have had their debt passed on to a Debt Collection Agency. This requires negotiation with the Debt Collection Agency and the Resource Company. This situation was recently compounded when the Resource Company privatised the power distribution side of their business. Ultimately we have brokered an arrangement with the power distributor to refer clients falling into debt with their power to our service before on-sale of the debt to a Debt Collection agency.

In February this year, following many months of communicating with ASIC regarding book-up fraud, a meeting has been arranged with representatives of ASIC, ACCC and the Chamber of Commerce Lawyers who will travel with me to visit Nullagine. Permission has also been provided to take them in to the Irrungadji community to speak to the people there when hopefully action will be taken to stop the practice of book-up fraud in these communities.



Finally, I was thrilled to hear that Jigalong – one of our remote Aboriginal communities was one of the communities that is to become a recipient of the installation of a Free ATM machine. The project to gain the Assistant Treasurer and Minister for Financial Services and Superannuation's support and to recognise the disadvantages being experienced by Aboriginal people living in isolated remote communities with no other banking choices but an ATM machine has been a long-standing combined

effort by Financial Counsellors and Money Management Workers working in these communities. A briefing paper with a number of case studies outlining the disadvantages was prepared to demonstrate that the cost of ATM fees was significantly decreasing the already low incomes of aboriginal people and acting as a disincentive to them to apply sensible money management strategies. Aboriginal consumers in isolated communities have no choice but to use the single ATM available in their remote community. All ATM machines charge fees and these are impossible to avoid. It commonly costs \$2 per transaction to check an account balance, but many Aboriginal consumers check their balances multiple times on the day their Centrelink payment is due. Some people, to better manage their money only withdraw small amounts, so there are multiple withdrawals. The case studies demonstrated that ATM fees of \$20 - \$40 were commonly being incurred by people on the day their Centrelink payments were due. The solution for these isolated Aboriginal communities was to enable them to access their account balances and money free of fees.

The privilege of free ATM machines in remote Aboriginal communities was granted by the previous Federal Government and I am delighted that Jigalong will be one of the first to have a free ATM machine installed. It will be launched during NAIDOC week.

It has been a challenging year, but the many good outcomes make things very worthwhile.

I gained tremendously from my attendance at the National and State Financial Counsellors conferences and was honoured to receive a Certificate of Achievement in celebration of money management workers and financial counsellors and my Community Services Financial Counselling Diploma at the Aboriginal and Torres Strait Islander Forum held in Sydney in May this year.



Fran Manuella

Financial Counsellor - Newman

TENANCY SERVICES

SUPPORTED HOUSING ASSISTANCE PROGRAM (SHAP)

South Hedland SHAP Worker
Tanita Murray



I commenced in the Supported Housing Assistance Program, South Hedland in September 2012.

The Supported Housing Assistance Program (SHAP) plays an integral part in assisting families who are at risk of losing their tenancies. Building a relationship with the client is vital before approaching them about the issues which have led to them being referred to the program. Building trust and respect are of the utmost importance to succeed and reach the goal of helping tenants to sustain their tenancies and avoid eviction into homelessness.

Educating the client on what needs to be achieved and how it can affect their lives is important. As the SHAP Service Provider in Hedland, I attend SHAP Review meetings with the Department of Housing every six weeks to discuss and jointly assess our client's progress and reach an agreement on what may still be required of them to maintain their tenancy in the future.

Keeping clients informed of their progress and seeing the growth in their confidence is very rewarding (as shown below).

Rubbish:

Before



After



Lawns slashed:

Before

After



During the twelve months the following areas of professional development have been undertaken:

- The 7th National Homelessness Conference - Making It Home - 2012
- Housing Discrimination - 2012
- Self-Care Awareness - 2013
- Time Management Training - 2013
- PCLS 3-Year Strategic Plan - 2013

During the twelve months the following areas of community education awareness have been undertaken:

- White Ribbon Community Event - 2012
- Homelessness Persons Week - 2012
- Information Morning Tea - 2013
- Community Radio – 2013
- Yarning Up - Woman's Group – 2013



Attending the above community education, awareness and training has enabled me as the SHAP service provider to assist clients with increased competency, awareness and professionalism.

I take this opportunity to thank Pilbara Community Legal Service Inc. for giving me the opportunity to attend training that has provided me with improved knowledge and skills to better assist our SHAP clients.

Tanita Murray
SHAP – South Hedland

**Roebourne SHAP Worker
Lorraine Jones**



My name is Lorraine Jones. I hold the .5 FTE position of Supported Housing Assistance Program (SHAP) service provider in Roebourne, where clients are faced with legal action for arrears, tenancy standards, water and tenant liability debt.

I believe I have had a very successful year working with clients referred by the Department of Housing to the SHAP program. I have on occasions attended at court with clients to support them through the process. To date not one of the clients were evicted, but regretfully, some went extremely close and found the whole experience stressful.

My work with clients referred to the program because of their property standards entails speaking to them about what needs to be attended to, how to go about it and what products to use to get the required results that bring their tenancy to a standard that is acceptable to the Department of housing.

As part of the process, I keep a close check on their rental accounts and water accounts to ensure that they are maintaining any payment plans that may have been put into place as a measure to ensure any debt arrears they may have are being reduced while their rent is also being maintained.

Regular six-week meetings are held with the Housing Service Officers and the Team Leader of the Department of Housing's area office in Karratha to discuss each client and what may still be needed to achieve the outcome that the Department sought when they initially made the referral. It is at these review meetings that we have the opportunity as SHAP workers to negotiate for our clients and come to an agreement with the Department on a plan of action for each client that will contribute to them succeeding to bring their situation to an acceptable standard that ensures that they will not be breached or be served with a Termination Notice.

Clients are referred to our Financial Counsellor who also works with the clients to help them budget by putting in place a payment plan that is within their means. The Financial Counsellor also assists them to apply for any concessions that they may be entitled to via Horizon Power. A direct debit arrangement to their Centrelink allowances helps them maintain payment of their power accounts and their rental accounts.

Arrangements are also made for clients to have their yards cleaned up by a local group. This has been a big help to those in the town who are elderly or frail, who have been breached by the department of Housing for the unacceptable standard of their yards.

I am currently working with a number of local groups to set up assistance for those people who have damaged interior walls that need to be repaired. Local tradespeople assist by showing them how to attend to the repairs and often they are able to then complete the repairs themselves. I am visiting all the local groups in Roebourne to request assistance with the supply of products needed to carry out these repairs. The Department of Housing refer to damaged interior walls as wilful damage and not maintenance, so clients are responsible for the repairs. We have been fortunate to have been assisted with a supply of off-cuts of gyprock from a source in the area and we are storing it at a local groups shed in Roebourne while sourcing other donations to assist with this interior walls repair project. One client was quoted \$9,500 from a local builder for the repairs to their interior walls to be attended to. This is way out of the range of Roebourne clients which is why my efforts to find assistance and education for the clients to attend to these repairs themselves is so important. It is also envisaged that the project will have the effect of deterring further damage being done to the property.

There is also a need for ongoing education of the clients who are referred to the program with things like completing forms, reporting maintenance matters to Housing Direct, keeping their contact details up to date with the Department of Housing and teaching them how to maintain good home standards and regular payment arrangements in place.

The Team Leader from the local area office of the Department of Housing has commended the work being achieved by the Roebourne office working with SHAP clients. There are also ongoing comments of appreciation from the Housing Service Officers for the Roebourne Wickham area for the good work being achieved. We are committed to continuing to provide a good service to our clients in Roebourne and hopefully provide them with a place that they are able to come to to talk about their problems and gain the assistance then need.

During the course of this financial year, seven clients were exited successfully from the program, four were exited successful with minor issues.

I take this opportunity to thank my work colleagues in Roebourne and the staff of the Department of Housing's area office. I believe we have developed an excellent working relationship together which provides the required support needed by the residents of Roebourne.

Lorraine Jones
SHAP - Roebourne

**Karratha SHAP Worker
Erica James**



I have been in the full-time position of supported Housing Assistance Program (SHAP) Karratha for 3 years and 4 months.

I receive referrals from the Department of Housing for clients who are unable to maintain their tenancy and as a result are at risk of eviction and homelessness.

The SHAP program is an educational program for tenants who need to better maintain their tenancies. As a SHAP worker, I am required to engage with clients that are referred to the program on a weekly basis. Together, the SHAP worker and the tenant set goals for them to complete within their tenancy. A set timeframe is agreed upon. Some of the underlying issues that place tenancies at risk are property standards, rental, water or tenant liability arrears or disruptive behaviour.

SHAP also assists clients to apply for a Liquor Restricted Premises Notice – this is usually when a tenant has received one or more strikes for disruptive behaviour that has been the result of over-indulgence in alcohol or prohibited substances. Some tenants request the Liquor Restricted premises Notice in order to keep their property alcohol free. This is sometimes a difficult decision for them due to the cultural aspect of their family living. I try to educate the clients so that they are aware of their obligations under the very strict Liquor Act before we proceed with the application. During the course of the financial year, I have assisted two tenancies in the Karratha area to become liquor restricted.

During the period July 2012 to June 2013, I have received 22 referrals from the Department of Housing to SHAP Karratha. Of these 22 referrals, I have exited 16 clients:

- 11 successfully exited
- 3 exited due to non-engagement with the program
- 1 exited as vacating the tenancy
- 1 exited due to the service being unable to assist

At the end of the current financial year the Karratha SHAP service is assisting 16 clients.

We are advised that as at 30th June 2013, SHAP will cease and a new program is to be introduced - STEP – Supported Tenancy Education Program. This new title certainly reflects the type of service that is offered. STEP will be funded for a 3 year period with an option for a further 2 years. Whilst the SHAP service covers the township of Karratha, the STEP service will extend to cover the township of Onslow. The new STEP service will be a fantastic way for the people of Onslow to finally receive some much needed assistance.

On the 8th/9th April this year, Pilbara Community legal Service conducted a Strategic Planning workshop for all staff from all four offices in the Pilbara. This was a great opportunity to have all the staff working together. I personally found the workshop very informative and felt it was a great chance for all staff and Board members to work together in a collaborative way to look at the development of a Strategic Plan for the next three years.

This financial year, Pilbara Community Legal Service have enabled me to attend the Suicide Awareness Workshop and the Mental health in the Workplace workshop that was conducted by Mr Tony Baker and Ms Sarah Boagey from the OzHelp foundation. The workshop was very informative and I feel I now have a better understanding of mental health in the workplace. The workshop also skilled me to better assist and understand a SHAP client who has mental health issues.

After three years in the role of SHAP in Karratha, I will be leaving Pilbara Community legal Service. My family and I are moving to live in Geraldton where my partner has secured employment. I would like to take this opportunity to thank PCLS for giving me such a wide range of opportunities to increase my knowledge of the many tenancy issues clients face within the Pilbara region. I will use this knowledge in any future positions I may secure.

I would particularly like to thank the CEO, the Principal Solicitor and the Karratha Financial Counsellor for moulding me into the person I am today and for all the encouragement and support they have given me in the past few years to be the best that I can be.

I wish all the staff at PCLS and the organisation as a whole the very best for the future.

Erica Janes
SHAP - Karratha

PUBLIC TENANCY SUPPORT SERVICE (PTSSR)

PTSSR Worker Roebourne Lorraine Jones



My name is Lorraine Jones. I hold the, 05 FTE position of Public Tenancy Support Service in Roebourne. The predominant presenting issues for public housing tenants in Roebourne are rent arrears, property standards and water and tenant liability debt, all of which can lead to legal action being taken by the Department of Housing.

I believe I have had a successful year working with clients from the townships of both Roebourne and Wickham, some of whom have been faced with breach notices by the Department of Housing for one reason or another – usually rent and water debt arrears and property standards. I have attended Court with tenants to provide them with support through the process. It is pleasing that to date there have been no evictions from their homes for these supported tenants.

Clients presenting with debt issues are referred to the Roebourne Financial Counsellor who works with them to prepare a budget plan. The Financial Counsellor also assists them to apply for concessions from Horizon Power to help minimise their power account debts and guides them into payment plan arrangements via Centrepay for payment of their electricity accounts.

I work with members of the local community and the various Aboriginal Foundations and Agencies to help tenants with long-standing maintenance issues and repairs that are considered wilful damage and therefore the liability of the tenant. Tenants are gradually being taught how to make these minor repairs themselves. Local Aboriginal trades agencies demonstrate to them how, for example, a hole in the interior wall of their tenancy can be repaired – they are then guided on the completion of the repair themselves. In order for these repairs to be carried out, certain products and tools are needed and in instances where the tenant is frail/elderly/disabled, local Aboriginal trades agencies who have the capacity to provide these products and complete the work for the tenant have been forthcoming in assisting with the completion of the repairs.

I have also been successful in negotiating with Aboriginal trade's agency groups to work with tenants to help and guide them with regular yard clean-ups. The community gathers together to help one another to do the work and tenants are now signing-up to a roster of yard clean-ups which is done by them and other members of the community working together.

Educating clients on how and why things need to be attended to is an ongoing process. These include assisting them with the completion of forms, reporting tenancy maintenance matters to the Department of Housing's Maintenance Direct service, keeping their contact details up-to-date with the Department, guiding and supporting them to maintain good property and living standards and helping them make and understand how a payment plan arrangement in place can help them minimise their debts.

The Department of Housing's Area Office Team Leader has commended the Roebourne office staff for the good work being done with the department's tenants. We look forward to being able to continue to provide this service to the clients of Roebourne by providing them with a place where they are comfortable to attend and talk about their problems knowing they are being listened to and assisted directly by our office or referred to an alternative appropriate service for help.

During the course of the year I have attended training in Worker Safety for Home visits with Anglicare, "Crossing the River" training and SHIP to SHOR (Department for Child Protection & Family Services) and CLSIS (Community Legal Service Information Systems) Data Entry training.

Regular six weekly review meetings are held with the Department of Housing when each client is discussed and a joint decision is made on whether they can stay on the program or be exited because they have successfully completed the program. During the course of the year, six clients have been exited as successfully completing the program; four have been exited as successful completion with some minor issues still to be resolved.

The work being done by the Roebourne office staff is one of collaboration and teamwork. I am appreciative of the support I receive from both the Financial Counsellor and the Indigenous Tenancy Support worker which has been invaluable to help me assist clients. An excellent relationship has been established between the Roebourne Office staff and the service officers and team leader of the area office of the Department of Housing. As a result, good outcomes are achieved for the residents of Roebourne.

Lorraine Jones
PTSS - Roebourne

**PTSSR Worker Newman
Frost Allen**



The 2012/13 financial year has opened many doors for me to learn and network and be able to assist and support the people of our community in Newman. Clients attending the Newman service are predominantly Aboriginal (85%). My role, as the Public Tenancy Support Service is to assist tenants of public housing and help them to maintain and sustain their tenancies to avoid eviction and subsequent homelessness.

Having good communication with clients, understanding the problems they face and, learning cultural awareness has helped me to make them feel at ease. As a result, my visits to their homes are comfortable, issues are discussed in an amicable and friendly way and together we work to achieve good outcomes.

There has been a marked improvement in the standards of property where previously the Department of Housing expressed concerns regarding the amount of rubbish around the various properties. Rubbish accumulates because Tenants cannot say "No" to family members when they come into town from the more isolated outlying areas of the Pilbara. On these occasions, family members stay for a few weeks, sometimes even longer, and this is when the rubbish accumulates to a point where a skip bin is needed to dispose of it. Actioning these issues early, with the assistance and cooperation of the tenants and with relatives and friends helping out can make a big difference and the matter is quickly resolved.

The services provided by our organisation are vital to the Newman Community. Our office in Newman is friendly and welcoming. People know they can come to the office and be listened to in a caring and compassionate way. They know we are listening to them and they know we will do all we can to assist them. A survey was done where our clients were asked if they would answer a few questions about how they find our service. Responses to the survey clearly indicated that they are very happy with our service; they know we are listening to their issues; they are grateful and appreciate our service. For example, one response stated - *"where would we go, if you were not here you assist us to better living and you guide us along the right paths to take"*.

I enjoy my work very much and the support from all my colleagues at Pilbara Community Legal Service. I appreciate very much the consistency of the training that is provided. Opportunities for training via the Tenants Advocate Service, and Anglicare have been invaluable. Attending this training has helped me to better understand causes and reasons and this made my role so much more rewarding. The training better equipped me to deal with presenting matters and there were many rewards for me personally in knowing that I was able to help. The training also increased my awareness and responsibility for my own care and safety when visiting the homes of our clients.

In conclusion I would like to thank Pilbara Community Legal Service for giving me the opportunity to work in this environment and being able to contribute to helping and supporting tenants so they and their children are not evicted into homelessness. I would also like to mention how vital the National



Partnership Agreement on Homelessness (NPAH) programs has been for the people of the Pilbara. The financial support via this funding enables us to deliver services that provide support to the most marginalised and vulnerable people of Western Australia. I believe their well-being is paramount to their development. Lastly to our CEO and our Board of Management for their ongoing support and understanding I say thank you for your hard work and diligence. I look forward to many more years of service.

Frost Allen
PTSS - Newman

INDIGENOUS TENANCY ADVOCACY SUPPORT SERVICE

Angie Dungey



Kelly Cassidy



The Indigenous Tenancy Advocacy Support Service ("ITAS") is funded through the Aboriginal Services Department of the Department of Housing ("DOH"). The position was based in our Karratha office, with outreach to Roebourne, during the 2012/13 financial year, the position was carried out by Angie Dungey and subsequently myself, delivering the program from the South Hedland Office outreaching to Karratha and Roebourne.

It is well known in the Pilbara how difficult it is to access affordable housing. The dominant presence of mining employees has artificially inflated the rental market to the extent that those on high incomes are the only ones who can afford private rentals, yet they are the ones most likely to be receiving free or heavily subsidised housing through their employment. Meanwhile, those on low or medium incomes are often forced into homelessness or overcrowded share houses because of the high rental costs in the area.

As a result, the demand for DOH properties in the Pilbara is high, with the wait period for houses often quoted as being 8 years or more. ITAS's role is to assist Indigenous clients to gain, maintain and preserve their DOH tenancies. Information, advice and case work provided by the ITAS role includes assistance with completing application forms, drafting support letters for appeals, and attending DOH and/or court with clients as a support person, or speaking on their behalf.

The most regular enquiry we assist with is determining a person's status on the DOH's waitlist. All too often individual's come into the office stating they have been on the waitlist for 3-4 years only for us to contact DOH on their behalf and find out that they still have another 3-4 years to wait. Unfortunately, there is very little ITAS can do to assist clients further in this situation.

However, there are many other situations where ITAS can assist clients with their public tenancy issues. Quite often a well written support letter addressed to the right person can resolve an issue for a client who might have been seeking a resolution of a matter for many months.

Attendances at Court with a client are usually when their tenancy is in acute danger of being terminated. In this instance there can be better outcomes than might otherwise be expected. Even when termination orders have been made, assistance can be given to appeal those orders and further negotiations can be had with DOH to permit the tenant to continue to reside in the premises, but on limited leases, to see if they can meet their obligations as a tenant. Generally speaking, the outcomes have been positive. To be able to give clients an effective voice in this manner is rewarding and is exactly why organisations like PCLS and the ITAS position exist.

REGIONAL TENANCY ADVOCATE AND EDUCATION SERVICE PROGRAM

Selina Bilton



As the Tenancy Advocate and Education Service provider for the Pilbara, I believe I have delivered an effective and responsive service focused on the needs of tenants. I have developed stronger people-to-people relationships and fostered the mind set and skills set needed to help the tenant understand ongoing changes to the policies and regulations that affect their tenancy

During the year, I have attended workshops and conferences that have provided special emphasis on increasing my understanding of the changes to the Residential Tenancy Act. This enabled me to provide practical support and strategies to encourage the tenant to maintain good communication in order to avoid any conflicts with Department of Housing (DOH).

I believe the Pilbara Community Legal Service provides a really important range of programs and as a result, their combined benefits have flowed through to people living in some of the more isolated communities of the Pilbara.

During the 2012/13 financial year, the service has assisted over 73 clients with a range of tenancy issues including appeals mechanisms, evictions, vacated tenant liability charges, negotiation on rent arrears, assistance with maintenance, applications for rental assistance, succession of tenancy, and early release of tenancy due to hardship because of rent increased in the private sector. Most of the issues are managed in a timely response manner, while other more complicated issues need to be allocated more time, support and negotiation.

During the course of the year, I travelled to Newman, Tom Price and Paraburdoo to disseminate information in regard changes to the Residential Tenancies Act which were becoming effective on 01 July 2013. The Service reinforced the consequences of the new 3 strikes anti-social and disruptive behaviour policy to at risk tenants. Allied service providers were also briefed in this regard. I believe the service has contributed to the enrichment of people's lives especially in the isolated rural areas where affordable housing is a limited resource.

One-to-one consultations with clients have a far more successful and effective outcomes than large group tenancy education sessions. It builds the client's confidence to better empower them to voice their opinion and suggestions. It also nurtures good ongoing communication. Tenants are seen to take the knowledge they gather back to friends and family which effectively encourages



them too to seek assistance and guidance when it is needed. The service has received calls from the Broome and Derby area through word of mouth from family members asking for tenancy advice. Assistance with tenancy matters is also provided as a telephone outreach service to these areas when required.

The assistance provided by the service effectively minimises the possibilities of a tenant becoming homeless. Several information sessions in a group setting have been organised working closely with our financial counsellors and solicitors to provide information to help break the cycle of homelessness. Tenants at risk are educated on their responsibilities as tenants and also guided on what they can do to address any tenant liability, rent or water arrears.

Attendance at workshops in the Metropolitan area for briefing on the proposed changes to the Residential Tenancies Act and Regulations provided clear information on the key changes to the Act, to new agreements and to existing agreements. Attendance at a one-day work shop in regards to representing clients in the Magistrate Court greatly enhanced service provision of tenants facing court. I am grateful to Pilbara community Legal Service for providing continuing professional development training, which is crucial to the effectiveness of the service. The valuable knowledge and information learnt is channelled through to the community and to other relevant service providers.

The shortage of affordable housing in the Pilbara does at times make client counselling difficult because some are not able to understand why they are required to wait so long to be provided with a home. Client expectations at first are that the service will be able to assist them to be housed quickly. However, they are informed from the outset that the service will work closely with Department of Housing and other agencies to advocate on their behalf. It is disappointing for clients and sometimes their frustration is directed at the service provider which can be disconcerting. Similarly, other agencies with whom the service works to house clients sometimes have an unrealistic expectation despite their clear understanding of the housing crisis in the Pilbara.

Increasing our education information coverage to target these agencies and the community in general requires encouragement and good timing. Some information sessions are advertised with the provision of lunch to try to attract attendance, but in most cases attendance is relatively low. Collaboration with the Aboriginal Health Service, the Indigenous Community Officer, Bloodwood Tree and the Department of Housing to enhance the information being provided at these educational forums still did not attract the attendance that was anticipated. Nevertheless, we have played an important role in promoting the service to the general public. Asking for ideas and suggestion from other services in the metropolitan area has helped to offset the isolation that can sometimes be felt.

Overall it has been a busy year. I hope to continue to provide a quality service to the people of the Pilbara and being a part of a strong organization that continues to provide support and encouragement to its staff and wherever possible achieve good outcomes for our clients.

Selina Bilton

NPAH - HOMELESSNESS ACCOMMODATION SUPPORT SERVICE

Sharon Patterson



The Homelessness Accommodation Support Service (HASS), based in Karratha, is a specialist homelessness service which provides assistance and support to those who are experiencing homelessness or are at risk of homelessness.

The primary objective of the service is to break the cycle of homelessness through the provision of supports for sustainable tenancy and social inclusion.

The National Partnership Agreement on Homelessness (NPAH) is a time limited agreement between the Australian Government and the state and territory governments, which committed to provide \$1.1 billion dollars nationwide over a 4 year period. This agreement ceased on 30 June 2013, however in April 2013, the Australian government committed a further \$159 million for a one year transitional partnership agreement for the 2013/14 financial year while the new long-term agreement is negotiated.

The HASS NPAH program, which provides service to Karratha, Roebourne and Wickham, allows for approximately 10 applicants per financial year to be allocated rental accommodation by Department of Housing. The number of allocations designated to the NPAH program, represent 10% of the total number of Department of Housing's state-wide allocations per year.

Applicants are assessed in relation to their homelessness situation, eligibility to access public housing, family dynamics and ability to sustain a tenancy. Approved applicants are provided with 12 months tenancy support following property allocation.

This financial year's roll out of the NPAH program resulted in outstanding success with 12 (instead of 10) NPAH property allocations thanks to the commitment, collaborative support and flexible approach from the Department of Housing office in Karratha.

An additional 3 clients, ineligible to access public housing, were also assisted and supported to secure alternate long term accommodation and 2 cases remained open past their 12 month support periods due to unresolved tenancy issues which required on-going support and advocacy from the service.

In addition to the HASS caseload for 2012/13, 43 persons accessed the service in relation to their respective homelessness matters. Support was provided by means of referral, partial NPAH

assessment (clients lost contact or became ineligible for the program) or limited assistance e.g., advocacy.

At the end of the financial year the service had 22 open cases of which 87% were from indigenous backgrounds and 96% were female applicants. 86% had children in their care and 18% included partners in their respective applications.

Inter-agency relationships were accessed and developed during the financial year to maximise the positive outcomes for clients transitioning from homelessness to stable long term accommodation and to ensure that appropriate supports were in place to help maintain sustainable tenancy.

Department of Housing Karratha provided a high standard of service delivery to assist HASS, NPAH applicants and existing tenants allocated under the NPAH program.

Over the course of the year, 11 clients were referred to financial counselling services, 5 were referred for legal assistance and 5 were referred to emergency accommodation services. Individual referrals included those to mental health services, migrant services, family support services and Strong Families Program. 13 clients were assisted with Centrelink matters and 2 were assisted with employment/training.

The demand for priority housing exceeded capacity this year and resulted in the early submission of 10 applications to Department of Housing for the 2013/14 NPAH program. This subsequently closed the program's intake of referrals until January 2014.

Effective HASS delivery was hampered by the lack of affordable housing and emergency and transitional accommodation in the West Pilbara region.

The sole emergency accommodation provider in Karratha for adult women 25 years and over is Karratha Women's Refuge, however homeless clients can generally only access this emergency accommodation for one week. The Roebourne Safehouse provides three weeks accommodation for homelessness and Crossroads West Youth Accommodation in Karratha can assist clients 17 -25 years with emergency accommodation for up to three months and transitional housing for clients with children for up to 12 months. This is the only emergency accommodation service in Karratha which can provide emergency accommodation to males.

In regard to affordable housing, the National Partnership Agreement on Homelessness was originally developed to assist the transition from homelessness to sustainable tenancy in the public and private sectors however unlike the metropolitan and southern regional specialist services, North West services such as Karratha HASS rely solely on public housing to provide long term accommodation solutions. Low income earners simply cannot afford to access the private rental or buyers markets. This represents a large component of homeless clients who may have been assisted into long term accommodation if the means to access affordable housing was available in the West Pilbara.

Sharon Patterson

NPAH – Homelessness Housing Support Service

NPAH – HOMELESSNESS HOUSING SUPPORT SERVICE - DRUG AND ALCOHOL

Sue Baker



I commenced in the position of Homelessness Housing Support Service Drug and Alcohol in February 2012. To date we have housed 7 clients through the program. The clients housed have managed to successfully maintain their tenancy. The outline of the program is to case manage 10 clients at a time for a 12 month period.

The HSWDA service is allocated 10 houses a year through Department of Housing National Partnership Agreement on Homelessness (NPAH(Homelessness Housing Support Service Drug and Alcohol (HASW D&A) Program. Due to the lack of affordable housing in the Pilbara the Department cannot begin to look at the 10 houses due for allocation allocated to the program for the 2013/14 financial year. We have yet to be allocated the final three houses for the 2012/13 financial year. Unrealistic rental prices caused by the mining boom have unfortunately left the local people on medium to low income out in the cold in regards to housing. Ongoing maintenance issues are also another reason cited for the delay in turnover of houses according to Department of Housing staff.

I meet with Department of Housing fortnightly to discuss client applications and to report on client tenancy status. The shortage of affordable housing has made an impact on the expected time frames for clients to be housed. The clients are already engaging and being supported by the service for a number of months before they are housed and in a couple of cases for some eleven months before they were housed. This leaves only one month for the case management to continue if we are to adhere to the program guidelines of twelve months support. The expected outcome of the program is for our clients is to sustain their tenancy for a 12 month period this can prove difficult to manage if they are not housed for 11 months into the program. We have extended the case management time to accommodate the extended waiting time in the Pilbara so we can reach our target of twelve months support for clients to sustain their tenancy.

This is just one of the areas of difficulty in delivering the program in a remote area. We have also found that the brokerage fund of \$500.00 per client is just not achievable in the Pilbara with the cost of living proportionately higher than in the metropolitan area. The local community are extremely generous with donations of furniture for clients to establish a home; however the cost of transport and storage to deliver the furniture brings a range of additional challenges for the service provider. However, it is considered essential to offer this type of support for clients who have been homeless for a number of years who have no furniture or personal belongings.

The cost to buy furniture retail is out of the reach for our clients. To date the serviced has assisted to furnish the homes of all clients through the generosity of donated furniture. Some of the clients

need more than others, each case is different. We have been fortunate due to the good will of family members and local agencies to have been able to transport the furniture when the clients move in to their new home. This can be a nightmare to co-ordinate, especially over the Christmas period and during cyclone season. Moving furniture in 40 degree heat is not fun however when we work alongside clients and see their home come together it makes it all worthwhile.

Working in collaboration with other local agencies is the best way to achieve a good outcome for the client. I work closely with the counsellors and service providers. The service could not achieve it does without their help. Agencies such as Pilbara Mental Health Drug Service, Bloodwood Tree D&A Service, Bunara Maya Hostel, Youth Accommodation Program, Wirrika Maya Aboriginal Health Service, Justice Service, Centrelink, Department of Housing, Department of Child Protection, Acacia Support Service, and the Women's Refuge. I would also like to acknowledge my colleagues at the Pilbara community Legal Service who work tirelessly as a team for our clients.

I have found the majority of clients referred to the service are Aboriginal women and children, they bring with them a range of complex issues - domestic violence, drug and alcohol abuse issues, mental health issues, legal issues due to substance abuse, anti-social behaviour, health, unemployment, learning difficulties due to FASD, sexual abuse and school attendance in young children is sporadic. These are just some of the complex issues that face most of our clients.

The burden of trying to live between two cultures causes great stress to a lot of our clients, poor literacy and numeracy skills can cause low self-esteem creating a barrier in employment opportunities. Trans generational trauma, Social and emotional well-being issues are all factors that contribute to why clients succumb to substance abuse as a way of overcoming the difficulties of life. We help our client's overcome some of these issues through support advocacy and referral.

We do not just hand the client a key and expect them to fend for themselves. We walk the path with them until we have empowered them to go it alone. This can be a slow process at times. Some clients take longer than others to adjust to their new life without drugs and alcohol. The responsibility of having a home to look after and bills to pay can be quite daunting for them. We make sure we refer all clients to our financial counsellor for budgeting advice and support with financial management. Direct debit rent deductions are arranged for them with their housing officer when they sign up for their new home. The Service then works closely with them to make sure this all runs smoothly. Sometimes assistance is provided with the four weeks rent in advance from the brokerage fund to give clients a chance to get ahead with their rental payments.

A large percentage of our clients are traditional people who have limited skills in living in a domestic environment. This can bring along a range of problems for them maintaining their tenancy. As an advocate for them I help our clients to achieve this by working closely with them on a regular basis. I built a rapport with the client in the initial months before they are housed. I do regular home visits and liaise with their Housing Officer to discuss any problems the tenants might have. We have provided basic information in a brochure form which teaches them how to keep their home clean. This brochure needs to be developed further, possibly with the help of some additional fund to create a culturally acceptable program for our clients similar to the "House to Home program" developed by DOH which unfortunately is now discontinued.

The service works closely with the Justice Workers REPAY program to help clients get rid of excess

rubbish from their homes. This is something that happens on a regular basis for our client's. Overcrowding in the home can cause excess rubbish, more than the family can handle with regular council refuse pickups. If not addressed early, a build-up of rubbish means a breach of their tenancy agreement. The service is working with clients on this ongoing issue.

We have provided all of clients with restricted alcohol information. Some have taken part in the program however this cannot be forced on them. Usually a client consents to take part in the service when their family members have abused their home and left them with the bills for maintenance. Some families have found the notice on the front door has helped with troublesome family members. This is another ongoing issue.

Some clients say that they fear their efforts will come undone if they allow family members stay in their homes, but if they decline the visiting family members access they run the risk of retribution and alienation from their family and the community. This puts the client under severe stress and is another example of the difficulties of trying to live between two cultures. More affordable housing to address issues of over-crowding may help combat some of these issues.

I recently had a meeting with Mr Jeff Taylor General Manager of the Yandina residential rehabilitation Centre in Port Hedland. This new facility is expected to commence operation in October 2013. The facility will be a welcome service to the Pilbara. It will complement the Housing Support D & A Service and provide a much needed localised facility for our clients. Transporting clients at the moment to the Broome and Geraldton rehabilitation facilities is difficult.

I have spoken to Mr Taylor in regard to client's needing access to furniture when they move into their new homes and the lack of affordable storage space in the Pilbara to store donated furniture. The suggestion is to collaborate with other agencies to obtain a shipping container to store the furniture. Mr Taylor states that the container could be placed on the surplus land they have around the new Rehabilitation Centre. This is to be discussed further with our CEO and YANDINA to draw up a MOU between the two agencies to have this finalised by the time the centre opens.

In conclusion I have found that the clients we have housed have come a long way in their progress in addressing their drug and alcohol addictions and to maintain their tenancies. I believe the program is a valuable tool in our community to prevent homelessness. The shortage of houses in the Pilbara is of great concern to the community at large. The average rent in Port Hedland is \$1600.00 a week. The likelihood of our clients being able to afford this on a low or even moderate income is pretty slim, unless they are employed by one of the major mining companies; public housing is the only answer. Services like the Homelessness Housing Support Service Drug and Alcohol is without doubt a vital service to the local indigenous Community.

Sue Baker

NPAH – Homelessness Housing Support Service – Drug and Alcohol

DOMESTIC VIOLENCE SERVICES

NPAH - DOMESTIC VIOLENCE OUTREACH SERVICE

Vikki Hammon



Trends identified during the course of the financial year are as follows:

Women becoming perpetrators

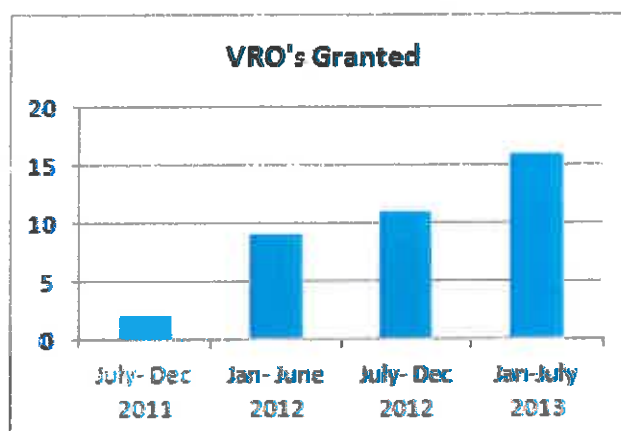
This was confirmed by a Police Officer from the Domestic Violence Unit in Perth who said that women who have been subjected to long periods of abuse finally retaliate against the abusive person.

Grandchildren becoming the abusers

Grandmothers who are fulltime caregivers of their grandchildren have now become the victims. Their grandchildren become involved in Drugs and Alcohol and use intimidation to gain what they want to fuel their addiction. Grandparents feel ashamed and helpless and often having to leave their home to shelter elsewhere. Applying for a Violent Restraining Order against their grandchildren is their last resort and often the Department of Child Protection are contacted by the Court to discuss the young person's immediate needs.

I have provided Court Support for many victims when applying for VRO's as this is an emotional and scary time for them. They often feel sad but overall relieved that they were able to go through with it. While we wait at Court I provide information about local services particularly counselling, education around the Cycle of Violence and Safety Planning.

The graph below shows the number of Violence Restraining Orders that were granted from July 2011- July 2013. These figures are encouraging as it shows more women are applying however much more needs to be done to ensure women are being educated in all aspects of domestic violence.



Working collaboratively with other agencies is paramount for any program to be successful. Scoping local agencies and building agency networks provides community strength, resources are shared and a clearer understanding of what services other agencies are providing is vital.

I accompanied two other colleagues and a small team from Corrective Services to travel to the isolated community of Marble Bar. This provided an opportunity for the delivery of legal services to the Marble Bar community as well as Financial Counselling, Tenancy Advice and Domestic Violence support. It was also a good opportunity for agencies to build a rapport with the local Police and to gain an improved knowledge of the area. Subsequently, a telephone call regarding a legal matter was received from a woman living in Marble Bar. She had obtained a copy of our organisational brochure of services from the Mining Registrar. This clearly demonstrated to us that there is a need for us to travel to these outlying communities.

Incident Reports received from the Pilbara Protection Coordinator July 2012- July 2013

Total number of IR's received	Number of assisted women	Called and left a message but no reply/ no contact number	Conflicts/ referring to another agency.
192	80	102	10

It is frustrating to receive an Incident Report with no a contact details. There appears to be a need for improved communication and understanding between all Women's Refuge services and Domestic Violence services so that when an Incident Report is received that does not provide a contact telephone number for the victim, the Domestic Violence service provider is able to call the local refuge to enquire if the woman has received their assistance. It is understandable that the information may be classified as confidential, but it may be that in a service delivery area of some 400,000 kilometres there is a need to work collaboratively for the benefit of the women we assist.

The domestic violence outreach brokerage has gone a long way to saving lives and helping women feel secure and a little less anxious. It helped a woman and her 3 young children gain stable long term housing South of W.A. Her husband worked in the resource industry and once he found out she and the children had left his first telephone call was to his bank to freeze all their bank accounts leaving his family with very little money. She was not entitled to receive a Centrelink benefit because she and her husband owned property.

The lack of affordable accommodation is a major factor why many women have no choice but to return to the abusive partner. I recently tried to find accommodation in Perth for a client and her 3 teenage children, two boys and one girl. Her sons were over 14 years so they could not stay with her in the Women's Refuge. Her only other option was to stay with her elderly mother 100kms from Perth. I called Crisis Care Line every day to enquire what refuges had available beds and every day they would say that unless she wanted to go to a remote women's refuge, everywhere was full. Even the hostels were full due to it being a public holiday. My client was desperate to leave the area because her abusive partner was living here. The domestic violence brokerage was used to provide flights for her and her 3 children to Perth and they moved in with her mother.

The housing situation in Port and South Hedland is at crisis. The Department of Housing's wait list of 8-9 years is horrendous. As a result of the long wait time, overcrowding, drug & alcohol, mental health and suicide has increased to alarming proportions. Children, as young as five years are roaming the streets late at night with no parental guidance, houses are being burgled while the tenants sleep; cars are being stolen right under the noses of their owners. There was a statement in the local press from the Police which stated that the crime rate in South Hedland has dropped. It does not appear so from the perspective of this service.

There are times when the situation can be overwhelming due to the many issues that are suffocate our community, to a point that one sometimes questions whether the efforts being made are making a difference. The only control we have is for the services we provide. We listen to their stories with compassion and then offer all options to encourage them to make some of the most difficult choices they will ever make. For those that return to the abusive partner we trust that we have provided them with the skills to know that the importance of having a safety plan in place in the event that there is a next time.

Vikki Hammon

NPAH - Domestic Violence Outreach Service



DOMESTIC VIOLENCE ADVOCACY AND VICTIM SUPPORT SERVICE

Monique Ulani



During the 2012/13 financial year, the Domestic Violence Advocacy and Victim Support Service worked with 31 individuals, all women. They were provided with ongoing support. Fifty-seven children were supported. Of the 88 women and children assisted through the service, 62 identified as Indigenous and a further 4 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.

The service operates by assessing client needs, identifying support options and offering assistance and referrals 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 hence enable them 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 to work through their issues and the identified support needed.

During the course of the financial year, 12 clients were referred or assisted in regard to Department of Housing issues, 10 clients received court support, 8 were assisted with police matters, 8 were referred for domestic violence counselling, 13 were referred for legal assistance and 7 were assisted in accessing emergency or crisis accommodation.

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. Community

partnerships have been built and maintained through participation in community initiatives, such as the Roebourne Reference Group facilitated by Yaandina Family Centre, Equal Opportunity Commission Community Meeting – Roebourne and One Life Suicide Prevention Action Meeting – Karratha. Professional development was undertaken by participation in DV-alert: Domestic Violence Response Training by Lifeline.

In November 2012 the service participated in the White Ribbon Day Campaign by hosting three activities, which included a family fun day at the Millars Well Markets, morning tea for community service workers and high school art competition. All activities sought to raise awareness of family and domestic violence within the community and education on prevention, impacts of domestic violence and available support services.

Monique Ulani

Domestic Violence Advocacy & Victim Support Service

WA ONE LIFE SUICIDE PREVENTION STRATEGY

Community Coordinator Pilbara Region

Kathy Nelson



In November 2011, Pilbara Community Legal Service as a “Pledge Partner” supporting the Western Australian One-Life Suicide Prevention Strategy were engaged by Centrecare to be their Host Agency for the delivery of a Community Action Plan in the townships of South Hedland and Karratha as part of Centrecare’s implementation of the Western Australian Suicide Prevention Strategy.

The Western Australian One-Life Suicide Prevention Strategy outlines a significant state government and community commitment to suicide and self-harm prevention. The Strategy has been developed from an analysis of almost 20 years’ of data on suicide and self-harm in W.A., an extensive state-wide comprehensive literature review of suicide prevention research and an extensive state-wide consultation process. This Strategy is aligned with the National Suicide Prevention Strategy: “Living is for Everyone (LIFE)” and provides a framework and governance structure to guide initiatives in W.A. for the future.

The Minister for Mental Health is responsible for leading the strategy. Direction and responsibility was given to a Ministerial Council for Suicide Prevention whose membership is drawn from suicide prevention experts, community corporate and Government organisations as well as people who have been impacted by suicide. Centrecare was appointed to assume responsibility for the day-to-day work of the Ministerial Council for Suicide Prevention, the development and delivery of community awareness initiatives and the coordination of training, research and evaluation of suicide prevention strategies across Western Australia.

Pilbara Community Legal Service Inc (PCLS) initially appointed Dr Shek Graham to the position of Assistant Area Coordinator for the Pilbara region. Dr Graham was employed to source a team of Community Coordinators across the Pilbara to work with her to determine the areas of major need and then deliver a range of community action plans and suicide prevention activities to address those perceived needs. Unfortunately, Dr Graham was unable to continue in the position at which time it was determined by Centrecare that the role would be undertaken by them with the Assistant Area Coordinator being based in Perth.

Mrs Kathy Nelson from South Hedland was subsequently employed by Pilbara Community Legal Service as a Community Coordinator for the West Pilbara. The Community Coordinator was required to support the South Hedland and Karratha communities by working with a range of allied

professionals and community members from a range of agencies to map suicide prevention activities and initiatives that created awareness and enhanced the communities knowledge in regard to suicide prevention strategies with the objective of development of community action plans which would outline the supports required, how they would be resourced and how individuals and groups and organisations could work collaboratively to reduce the number of suicides in the Pilbara region.

Numerous community meetings were held in both South Hedland and Karratha. A Health and Wellbeing Committee was established in the Township of South Hedland and workshop with a similar objective was conducted in Karratha.

There were many stories that surfaced from people wanting to share their experiences. This reinforced how necessary it was to take a community development approach to inter-connect as many agencies and individuals as possible to be involved in the planning process for the Strategy. The opportunity to link local initiatives with a regional approach across specific areas of the Pilbara was enthusiastically embraced and many initiatives were pursued which saw a proposed Community Action Plan for the South Hedland area developed and submitted to the Ministerial Council for Suicide Prevention. The Community Action Plan was accepted and funding was agreed for the South Hedland Community Action Plan to commence.

As part of the community engagement to enhance awareness of the strategy and it's objectives, several community forums were organised in both South Hedland and Karratha facilitated by a number of well-known identities including Mr Glen Mitchell a well-known radio commentator and ambassador for the One-Life Suicide Prevention Strategy. The OzHELP team and the North West Mental Health team were also engaged to participate in the awareness campaign.

Fund raising activities and grant submissions to local resource companies were undertaken and \$5,000 was raised by the South Hedland Health and Wellbeing Committee.

Some of activities that were planned included activities for young people because it was considered that the value of young people being exposed to suicide prevention was paramount as they could then perhaps recognise symptoms in their friends and encourage them to seek help. Activities such as basketball competitions with the support of the YMCA, Hip Hop which has been used successfully to deliver a youth specific message for suicide prevention as a national strategy by Beyond Blue.

There was a proposal to adopt a regional message to be delivered through radio and television with a similar approach to the Marey G and her anti—drinking campaign, and devising local advertising using an Aboriginal multi media group capturing messages at one life sponsored events such as the hip hop.

As a result of this coordinated approach, there developed a commitment to capacity building of professionals and their networks and the workshops were welcomed and supported.

Unfortunately, our Community Coordinator resigned the position at a crucial point in its development. This left the Pilbara Community Legal Service (PCLS) Board of Management with a Dilemma since, as an organisation, it did not have existing staff who could drive the Community Action Plan and the administrative support system that would ensure its success. However, the PCLS Board of Management was anxious for the work already done to be continued because the need for the project in the Pilbara was very apparent.

An alternative Host Agency therefore needed to be identified and with this objective many conversations were held. Yaandina Family Centre manages many programs including childcare, aged care and services such as family support, children's counselling, youth programs and the sobering up shelter. They provide culturally appropriate services to individuals and families and empower and educate individuals and families. They also facilitate the development of knowledge and skills required for the development and management of community initiatives. They had existing staff that were already working in the area of suicide prevention and developing initiatives to address suicide prevention. They readily agreed to take on the role of Host Agency for the W.A. Suicide Prevention Strategy in the West Pilbara.

Pilbara Community Legal Service maintains its commitment and its support the W.A. Suicide Prevention Strategy, and will continue to play a role in regional initiatives that builds resilience and strength by engaging communities in the achievement of outcomes that will ultimately reduce the rate of suicides in the Pilbara.

Kathy Nelson
Community Coordinator
Centrecare – "One Life Suicide Prevention Strategy"

**Pilbara Community Legal
Service Inc.**

ABN 43 336 581 511

**Financial Statements
For the year ended 30 June 2013**

Guidera Consulting

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Pilbara Community Legal Service Inc.
ABN 43 336 581 511

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Pilbara Community Legal Service Inc.

ABN 43 336 581 511

Board of Management's Report

For the year ended 30 June 2013

Your Board of Management submit the financial accounts of the Pilbara Community Legal Service Inc. for the financial year ended 30 June 2013.

Board of Management Members

Steve Gwynne - Chairperson
Cecelia Brownhill - Deputy Chairperson
Roz Brabazon - Secretary
Dale Purdy - Treasurer
Jane Ablett
Nicky Latham
Bronwyn Elvey

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 and Victim Support Service;
- Domestic Violence and Outreach Service;
- Legal assistance to victims of Family Violence;
- Solicitor - Legal Advice - Family Law;
- Tenants' Education and Advocacy Service;
- Indigenous Tenancy Support Service;
- Financial Counselling Services;
- Supported Housing Assistance Program;
- Indigenous Womens Program;
- Rural Womens Outreach Lawyer Program.
- Family and Domestic Violence Case Management Coordination.
- Homelessness Housing Support Service
- Public Tenancy Support Service
- Housing Support Service Drug and Alcohol
- One-Life Suicide Prevention Strategy Community Coordinator

Significant Changes

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

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.

Pilbara Community Legal Service Inc.

ABN 43 336 581 511

Board of Management's Report

For the year ended 30 June 2013

Auditors Independence Declaration

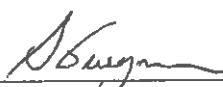
An Auditors Independence declaration for the year ending 30 June 2013 has been received and forms part of this financial report.


Operating Result

The surplus from ordinary activities amounted to:

	Year ended 30 June 2013	Year ended 30 June 2012
	\$	\$
Surplus from ordinary activities	310,922	298,665
Less net transfer to Grants Refundable Liability	(86,000)	(106,821)
Surplus attributable to the Association	224,922	191,844

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 2013

	Note	2013 \$	2012 \$
Revenue		2,744,423	2,381,038
Gross profit		<u>2,744,423</u>	<u>2,381,038</u>
Operating expenses		<u>(2,433,501)</u>	<u>(2,082,373)</u>
Operating profit before income tax		<u>310,922</u>	<u>298,665</u>
Income tax (credit) attributable to operating profit (loss)		<u>0</u>	<u>0</u>
Operating profit after income tax		<u>310,922</u>	<u>298,665</u>
Retained profits at the beginning of the financial year		<u>595,227</u>	<u>403,383</u>
Total available for appropriation		<u>906,149</u>	<u>702,048</u>
Transfers to Grant Refundable Liability		<u>86,000</u>	<u>106,821</u>
		<u>86,000</u>	<u>106,821</u>
Retained Surplus at the end of the financial year		<u>820,149</u>	<u>595,227</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 2013

	2013	2012
	\$	\$
<hr/>		
Current Assets		
Cash Assets		
Cash at bank	784,544	710,540
Provisional account	15,884	15,162
Term Deposits	357,048	150,000
Bigsby Term Deposit	124,174	118,076
Indigenous Tenancy Advocacy	44,622	73,421
CBA Debit Card	5,692	5,000
	<hr/>	<hr/>
	1,331,964	1,072,199
	<hr/>	<hr/>
Receivables		
Accrued Income	4,046	61,384
Trade debtors	32,049	3,294
	<hr/>	<hr/>
	36,094	64,678
	<hr/>	<hr/>
Current Tax Assets		
GST payable control account	8,331	(18,924)
Input tax credit control account	367	26,522
	<hr/>	<hr/>
	8,698	7,598
	<hr/>	<hr/>
Other		
Tenants' bond	2,600	2,600
Prepayments	41,375	32,096
	<hr/>	<hr/>
	43,975	34,696
	<hr/>	<hr/>
Total Current Assets	<hr/>	<hr/>
	1,420,731	1,179,170
	<hr/>	<hr/>

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
Detailed Balance Sheet As At 30 June 2013

	2013 \$	2012 \$
Non-Current Assets		
Property, Plant and Equipment		
Leasehold improvements	163,602	107,909
Less: Accumulated depreciation	(55,133)	(45,137)
Furniture & Fittings at cost	316,097	211,244
Less: Accumulated depreciation	(190,639)	(140,015)
Motor vehicles - at cost	289,590	269,590
Less: Accumulated depreciation	(144,563)	(98,670)
	<u>378,953</u>	<u>304,921</u>
Total Non-Current Assets	<u>378,953</u>	<u>304,921</u>
Total Assets	<u>1,799,685</u>	<u>1,484,092</u>
Current Liabilities		
Payables		
Unsecured:		
Trade creditors	94,628	10,783
Other Creditors	80,997	63,835
Accrued Expenses	4,000	11,778
Accrued Wages & Superannuation	39,448	41,684
Superannuation Payable	9,088	8,641
Grants Refundable Liability	66,707	127,857
	<u>294,867</u>	<u>264,578</u>
Current Tax Liabilities		
Amounts withheld from salary and wages	1	15,573
	<u>1</u>	<u>15,573</u>
Provisions		
Provision for annual leave	139,024	100,635
Provision for long service leave	43,960	26,747
	<u>182,984</u>	<u>127,382</u>
Total Current Liabilities	<u>477,852</u>	<u>407,533</u>

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

Detailed Balance Sheet As At 30 June 2013

	2013	2012
	\$	\$
<hr/>		
Non-Current Liabilities		
Provisions		
Provision for Long Service Leave	58,094	37,742
	<hr/> 58,094	<hr/> 37,742
Total Non-Current Liabilities	<hr/> 58,094	<hr/> 37,742
Total Liabilities	<hr/> 535,946	<hr/> 445,275
Net Assets	<hr/> 1,263,739	<hr/> 1,038,817

Members' Funds

Reserves

General Reserve	109,094	109,094
Asset Reserve	334,496	334,496
Accumulated surplus (deficit)	<hr/> 820,149	<hr/> 595,227
Total Members' Funds	<hr/> 1,263,739	<hr/> 1,038,817

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 Cash Flows

For the year ended 30 June 2013

2013

2012

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	784,544	710,540
Provisional account	15,884	15,162
Term Deposits	357,048	150,000
Bigsky Term Deposit	124,174	118,076
Indigenous Tenancy Advocacy	44,622	73,421
CBA Debit Card	5,692	5,000
	<u>1,331,964</u>	<u>1,072,199</u>

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

Operating profit (loss) after tax	310,922	298,665
Depreciation	106,513	75,973
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	19,304	7,348
Increase (decrease) in trade creditors and accruals	(55,710)	(57,259)
Increase (decrease) in employee entitlements	75,954	6,339
Increase (decrease) in sundry provisions	(16,672)	(21,039)
Net cash provided by operating activities	<u>440,311</u>	<u>310,027</u>

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 Cash Flows

For the year ended 30 June 2013

	2013	2012
	\$	\$
<hr/>		
Cash Flow From Operating Activities		
Receipts from customers	2,748,536	2,374,055
Payments to Suppliers and employees	(2,323,415)	(2,078,360)
Interest received	15,190	14,332
Net cash provided by (used in) operating activities (note 2)	<u>440,311</u>	<u>310,027</u>
 Cash Flow From Investing Activities		
Payment for:		
Payments for property, plant and equipment	<u>(180,546)</u>	<u>(105,334)</u>
Net cash provided by (used in) investing activities	<u>(180,546)</u>	<u>(105,334)</u>
 Net increase (decrease) in cash held	 259,765	 204,693
 Cash at the beginning of the year	 <u>1,072,199</u>	 <u>867,506</u>
Cash at the end of the year (note 1)	<u>1,331,964</u>	<u>1,072,199</u>

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****Income and Expenditure Statement****For the year ended 30 June 2013**

	2013	2012
	\$	\$
<hr/>		
Income		
Interest received	15,190	14,332
Prior year surplus brought forward	149,345	0
Other income	7,986	3,128
Grants Received	2,549,162	2,336,079
Service Generated Income	2,514	5,275
Brokerage Income	20,225	22,224
Total income	<u>2,744,423</u>	<u>2,381,038</u>
Expenses		
Salaries	1,524,335	1,274,874
Occupational Superannuation	121,449	101,878
Staff Training	127,176	87,342
Accounting and Audit fees	24,594	20,736
IT Support	51,324	45,326
Insurance - Public Liability and Other	20,882	6,401
Advertising and Recruitment Costs	11,255	15,639
Travel, Accommodation, Motor Vehicle	158,291	104,455
Material, resources and equipment	107	2,740
Rent	127,905	212,924
Office Running Costs	168,092	133,951
Client Disbursements - Brokerage	47,467	26,486
Depreciation	50,624	49,621
Total expenses	<u>2,433,501</u>	<u>2,082,373</u>
Profit from ordinary activities before income tax	310,922	298,665
Income tax revenue relating to ordinary activities	<u>0</u>	<u>0</u>
Net profit attributable to the association	310,922	298,665
Opening retained profits	595,227	403,383
Net profit attributable to the association	310,922	298,665
Adjustments:		
Transfers from Grants Refundable	0	21,036
Transfer to Grants Refundable	(86,000)	(127,857)
Transfers to other Programs	0	(52,400)
Transfers from other Programs	0	52,400
Closing retained profits	820,149	595,227

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

Notes to the Financial Statements

For the year ended 30 June 2013

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.

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

Notes to the Financial Statements

For the year ended 30 June 2013

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).

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

Notes to the Financial Statements For the year ended 30 June 2013

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 2013.

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 2013.

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:	2013	2012
	\$	\$
Auditing or reviewing the financial report	4,710	4,143

Note 4: Brokerage from Department for Child Protection Family Support

At 30th June 2013, the following Brokerage monies received from the Department for Child Protection Family Support during the 2012/2013 financial year remained unspent and have been carried forward to the 2013/2014 year. These amounts are included in Other Creditors in the Balance Sheet

	2013	2012
	\$	\$
Domestic Violence Outreach Worker	16,055	11,178
Homeless Accommodation Support Worker	2,565	0
Housing Support D&A	6,881	4,494
PHSW Newman	5,820	4,721
PHSW Roebourne	2,940	1,087
	-----	-----
Total	34,261	21,488

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 by Members of the Board of Management

For the year ended 30 June 2013

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:

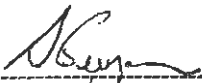
1. Presents fairly the financial position of Pilbara Community Legal Service Inc. as at 30 June 2013 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that the association 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 2013 financial year.
4. The information reported in the Statements of Income and Expenditure for 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 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Community and Development Ministerial Body.
5. The information reported in the Statement of Income and Expenditure for the Supported Housing Assistance Program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Consumer and Employment Protection
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 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Consumer and Employment Protection.
7. The information reported in the Statement of Income and Expenditure for the Generalist Program, Indigenous Womens Program, Rural Womens Outreach Lawyer Program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with Legal Aid Western Australia.
8. The information reported in the Statement of Income and Expenditure for the Domestic Violence Advocacy and Victim Support Service program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Community and Development Ministerial Body.
9. The information reported in the Statement of Income and Expenditure for the Indigenous Tenancy Support Service program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with the Department of Housing - Aboriginal Tenancy 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 Service, The Public Tenancy Support Service (Newman and Roebourne) and the Domestic Violence Outreach Program have been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2013 and the payments in

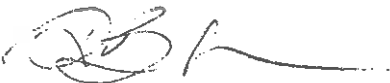
These financial statements are audited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

the statement are in accordance with the terms and conditions of the Service Agreement with the Department for Child Protection Family Support

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 2013 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 One Life – Suicide Protection Strategy – Stage 1 program has been prepared from proper accounts to present fairly the financial transactions for the financial year ending 30 June 2013 and the payments in the statement are in accordance with the terms and conditions of the Service Agreement with Centrecare Inc

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 by:


Chairperson: Steve Gwynne


Secretary: Roz Brabazon

**PILBARA COMMUNITY LEGAL SERVICE INC.
INDEPENDENT AUDIT REPORT
FOR THE YEAR ENDED JUNE 30th 2013**

Scope

I have audited the accompanying financial report for the Pilbara Community Legal Service Inc. which comprises the Committee's Report, Statement of Comprehensive Income, Income & Expenditure Statement, Detailed Balance Sheet, Statement of Cash Flows, Notes to the Financial Statements (including Statement of Significant Accounting Policies and other explanatory notes) and the Statement by Members of the Board of Management for the financial year ended June 30th 2013.

Committee's Responsibility for the Financial Report

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

Auditors Responsibility

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

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

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

Independence

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

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

Audit Opinion

In our opinion, the financial statements of the Pilbara Community Legal Service Inc. are properly drawn up:

1. so as to give a true and fair view of the state of affairs as at 30th June 2013;
2. in accordance with the provisions of the Association's constitution; and
3. in accordance with applicable Accounting Standards and other mandatory professional reporting requirements.

Signed at Roleystone this 22nd day of October 2013



Ray M^cManus CPA

ARALUEN ACCOUNTANCY
57 Ridgehill Rise
Roleystone WA 6111