

2020

COMBINED ANNUAL
REPORT



ACKNOWLEDGEMENT OF COUNTRY

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



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ABOUT PILBARA COMMUNITY LEGAL SERVICES INC.

PURPOSE: PROVIDE ACCESSIBLE,
EQUITABLE, RESPONSIBLE & CULTURALLY
APPROPRIATE ADVICE, SUPPORT & ADVOCACY
TO THE PEOPLE OF THE PILBARA.

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

Over the last 27 years, PCLS has become a highly valued part of the Pilbara's social infrastructure. PCLS is a well-established service operating in four locations; Karratha, South Hedland, Roebourne and Newman. PCLS provides outreach services across the Pilbara region to isolated communities such as Marble Bar, Nullagine, Onslow, Jigalong, Tom Price and Paraburdoo.

The organisation's current strategic service delivery model is the outcome of an evidenced-based, pro-active, community involved process. As PCLS provides many services the team is able to work together and deal with multiple client issues

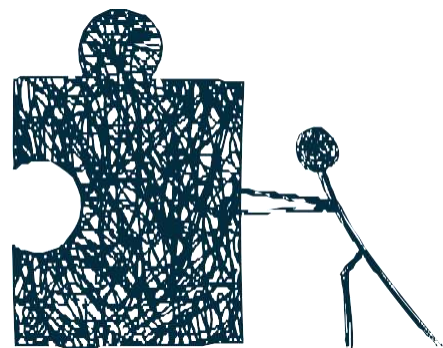
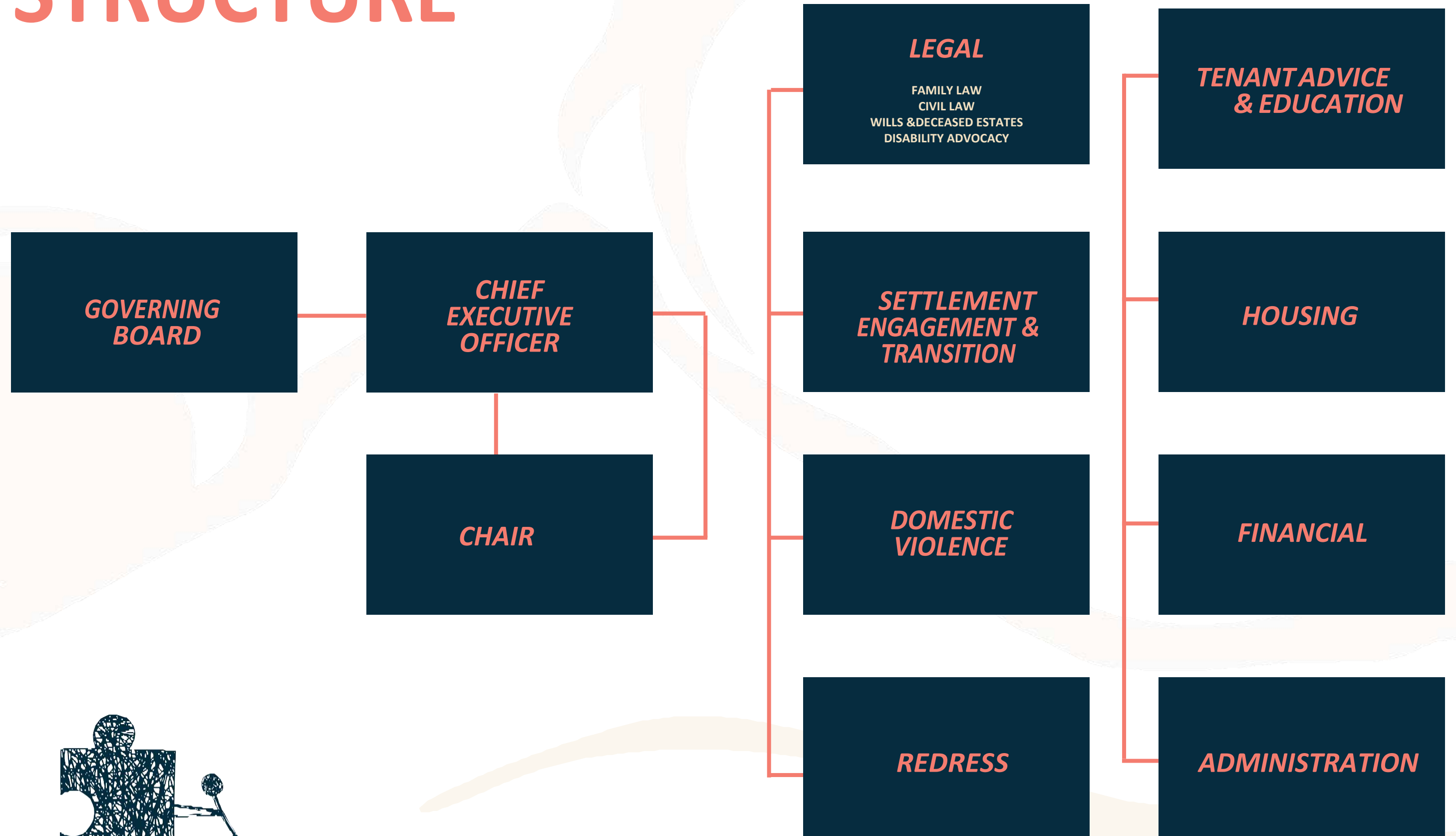
simultaneously resulting in improved client outcomes. At the root of our service is the concepts of justice, human rights and community. PCLS adopts a rights-based, holistic, community development approach to the delivery of the service, dealing not just with the 'immediate presenting problems' of clients, but also with other broader social community issues.

The demands for the services are expected to continue to increase significantly as the population of the Pilbara increases. All PCLS services are flexible and responsive, making PCLS a vital community organisation that contributes to the Pilbara region. PCLS Staff and Board of Management are confident that despite issues associated with the Pilbara region, they can demonstrate excellence in terms of governance, program and service delivery, to empower the people of the Pilbara.

PCLS is unique in providing a holistic approach and not a 'referral roundabout'. It is extremely difficult to plan for when legal issues may arise, individuals do not budget for legal fees for issues like marriage breakdown, eviction or debt problems, however; PCLS ensures that every community member can access the services in the Pilbara regardless of their financial situation or social circumstances. PCLS actively continues to improve their current services and expand where the need.

VISION: EMPOWERING THE PEOPLE
OF THE PILBARA TO MANAGE THEIR LIVES
EFFECTIVELY.

OUR STRUCTURE



CHIEF EXECUTIVE OFFICER REPORT



MIRANDA CECICH

CHIEF EXECUTIVE OFFICER
Pilbara Community Legal Service Inc.

We have provided assistance to over 1,800 clients, across all service streams over the past year. PCLS has increased client intake and services in areas of domestic violence advocacy, housing support and financial counselling.

FROM THE CEO

PCLS continues to be a pillar within the Pilbara community providing legal and non-legal advocacy services to improve access to justice, reduce disadvantage and increasing availability for our clients and community, ensuring people in need understand their rights and obligations.

Despite additional, responsive funding during the COVID-19 crisis, the organisation has had a busy and challenging time. Regardless of the challenges, PCLS has achieved a great deal, under the circumstances.

HIGHLIGHTS INCLUDE, BUT NOT LIMITED TO:

Increased the capability and capacity of the legal team, in the delivery of services for:

- Wills and estates and probate applications
- Letters of administration
- Powers of attorney and guardianship applications.

In addition, we are now providing support, advice, representation and advocacy for the disability realm. PCLS has undertaken a targeted approach to new marketing ideas, utilising technology, social media and online applications.

This includes, but is not limited to:

- Online webinars
- TV advertisements
- Engagement with local community groups
- Engagement with other non-for-profit agencies
- Radio advertisements in local language

We have provided assistance to over 1,800 clients, across all service streams over the past year. PCLS has increased client intake and services in the areas of domestic violence advocacy, housing support and financial counselling.

We continue to raise awareness in these critical and demanding service areas. We provide holistic solutions and preventative measures, to reduce the level of domestic violence in our communities.

Our response to COVID-19, was PCLS biggest challenge this year. Our services and office continued to be

available, remaining open whilst complying with COVID-19 safety precautions. In the spirit of caring, a number of staff made COVID-19 facial masks for all staff members. This was done in their own time. PCLS was agile, connected, and responsive, ensuring our service was available to the community. This period was an unsettling time for all the community, with closures of organisations. It is a testament to the staff, continuing to push forward during those stressful times.

We have increased the technology platforms and hardware at PCLS, providing technology to our clients. Under ordinary circumstances, our clients would not be able to access this technology.

PCLS is an active contributor in community events and continues to build collaborative relations with multiple stakeholders and fellow NGO's.

PCLS PARTNERS A RANGE OF INITIATIVES & EVENTS:

including, but not limited to:

- Port Hedland Careers Expo
- Ochre Ribbon Day
- White Ribbon Day
- Emergency Services DV Regional event and NAIDOC week

PCLS HAVE FORMED ACTIVE KEY WORKING COLLABORATIONS & RELATIONSHIPS WITH:

- Mission Australia
- Well Women's Centre
- Karratha Women's Refuge
- Anglicare
- Helping Minds
- EPIC
- Bloodwood Tree
- Roebourne Prison
- Ngarluma Yinjindbarndi
- Yaandina
- Life Saving Australia
- Meta Maya
- Knowmore Legal and
- Aboriginal Legal Service

PCLS continue to be supported by our funding providers, as indicated in the continuity of our funding. PCLS thanks all our valued and various funding partners, for their continued support and encouragement. They are vital to the continued success of the PCLS across the Pilbara.

The next twelve months will continue to be a challenge, with the pandemic and economic uncertainty. PCLS acknowledges that to stay competitive and relevant, there is an expectation from funders, for increased transparency. This in turn, increases pressure on PCLS to demonstrate the impact of their programmes. PCLS views this as an opportunity to participate in greater collaboration with funders, networking of critical advocacy and political engagement work. PCLS look to facilitate a sustainable future, for all vested parties.

To continue to achieve effective and efficient delivery of service, it is critical that the funding approach be collaborative, with a transparent and consistent funding model. PCLS looks forward to working closely with local organisations, funding bodies at State and Federal levels, to achieve the best outcomes for all stakeholders.

The PCLS team, has demonstrated a capacity to show leadership and conviction in facilitating the groundwork for a shift in doing ‘work’ in the old way. A change in ‘work culture’, together with approach and behaviours that are required to push change across the organisation.

As a result, there has been a shift and response to this changing environment. PCLS have spent time planning with the service teams, and are incorporating our values and guiding behaviours into our operational planning. In addition, the internal re-design, has created additional administrative service support, with a clear focus on quality, compliance and risk management. This team led by Trina Williamson is the ‘back bone’ of the organisation. Trina assists with operations and in the seamless delivery of providing the, ‘support for service’ but driving continuous improvement in the organisation

organisation.

Trina leads a relatively new team, with the introduction new staff:

- Emeli Nestoroska
[Trainee]
- Jennifer Gasper
[Trainee]
- Shayley Hunt
[Admin]
- Alison Sorrell
[Book keeper]

There has been a high turnover in staff and is an ongoing challenge for PCLS. This is driven by the lack of trained and professional, locally based staff. The PCLS legal team has difficulty recruiting locally based solicitors. All the legal team, in the last twelve months, have been recruited from Intra and Interstate. The cost of rental accommodation, high cost of air travel and isolation of work area base, all work against retention of legal staff. During the last twelve months, PCLS have lost four members from the team, however we have been fortunate in recruiting Ryan Same, Senior Solicitor - experienced with wills and estate and family law.

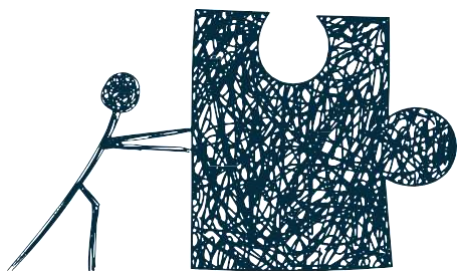
Also joining PCLS, three industrious and bright new female solicitors; Kayla Herbert, Sabrina Maine and Mayoori Nadesan, under the supervision and guidance of our principal solicitor, Julie Mason.

PCLS is unable to recruit locally, therefore turnover of staff continues to be a challenge. However, it has also presented opportunities.

PCLS have said goodbye to many team members, but also welcomed many new team members with zest, passion and commitment to our cause and the service we offer.

- PCLS welcomes:
- Dollie Colfer
[Domestic Violence Outreach Case Worker]
 - Kody Osborne
[Keeping Women Safe Case Worker]
 - Sara Makeham
[Domestic Violence Advocacy & Victim Support Case Worker]
 - Karen Garlett
[Financial Counsellor]
 - Melannia Mulleya
[Financial Counsellor]
 - Fern Van Beek
[Community Migrant Service Case Worker]

The organisation continues to emphasise driving accountability and integrity in the delivery of services. The sheer dedication and passion of the team, their readiness to take on challenges, think innovatively in pursuit of improvement opportunities, has been the driving force and glue in delivery of services, over the last twelve months.



Despite only having been with PCLS for a relatively short tenure, this aspect of ‘team desire’ to deliver on authentically, with quality is obvious. I pass on my sincere thank you to all of our teams members and would like to acknowledge their adaptability and adjustment, commitment and tenacity, in what has been a challenging year for all at PCLS.

Myself , together with the board and staff wish to thank all the funding providers and sponsors for their ongoing commitment and support. We continue to strive to improve our service to deliver the best outcomes for our clients.

Finally, we are grateful to our clients for their faith and confidence in our organisation. We are constantly moved by their stories, tenacity, courage and sheer grit that they show in addressing their personal challenges and legal journeys.

Moving forward, PCLS will drive quality in core business, stability and sustainability. We are confident that our team of dedicated staff and the new Board of Management, will see Pilbara Community Legal Service continue to achieve great heights.

MIRANDA CECICH
CHIEF EXECUTIVE OFFICER
Pilbara Community Legal Service Inc.

ADMIN
TEAM



TRINA
WILLIAMSON
ADMINISTRATION MANAGER



RACHEL
REED
ADMINISTRATOR



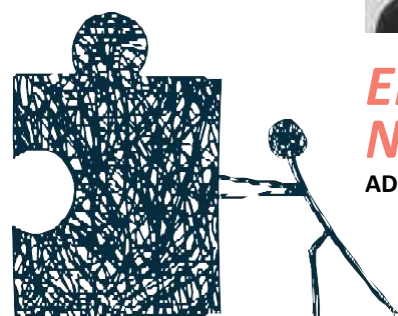
EMELI
NESTOROSKA
ADMINISTRATION TRAINEE



JENNIFER
GASPER
ADMINISTRATION TRAINEE



SHAYLEY
HUNT
ACCOUNTS ADMINISTRATOR



CHAIRPERSON REPORT



DAMIEN MILES

ACTING CHAIR
Pilbara Community Legal Service Inc.

This past year, PCLS has been able to establish new partnerships with fellow NGO's to increase capacity in wrap around support for our clients and communities.

FROM THE CHAIR

The 2019-20 financial year has been a challenge. Externally, the pandemic has led to lock downs and border closures. This environment leads to uncertainty and can also increase the vulnerability of some of our clients. So, now more than ever Pilbara Community Legal Service (PCLS) needs to focus on the quality and availability of our services.

Internally, there has been turnover, changes in CEO, increases in demand for the services we offer, as well as changes to the way we work. During COVID-19 we adapted our approach using a variety of technology; remaining agile and providing services to those most vulnerable in our community, even during lock down. This physical contact free, online, response is a key achievement this year. Although the quality of PCLS' services is primarily dependent on our staff, both employees and volunteers, more than technology and I am pleased to advise we finish this financial year with a strong, accomplished and dedicated team. I would sincerely like to thank our staff, and acknowledge both their work and commitment.

This past year, PCLS has been able to establish new partnerships with fellow NGO's to increase capacity in wrap around support for our clients and communities. Of course, new partnerships cannot be successful without continuing partnerships, and PCLS has been fortunate to have the continued support of multiple stakeholders, as well as the backing of our funders, governing bodies, neighbours and community.

THE LIST IS LONG, & INCLUDES:

- Community Legal Centres Australia (NACLC)
- Department of Attorney General
- Department of Communities
- Department of Home Affairs
- Department of Mines, Industry Regulation and Safety
- Department of Prime Minister and Cabinet
- Department of Social Services
- Financial Counsellors Association of Western Australia
- WA Law Society Public Purpose Trust

During this financial year, we maintained current funding and increased our services with further funding from the Department of Communities for Disability Advocacy. This has meant an additional resource for our legal team as well as increased capability in discrimination claims, elder abuse claims, disability support pensions, and education on NDIS eligibility.

In addition to this new service, PCLS Financial Counselling was extended for another 18 months and is growing to meet demands post pandemic. This will see additional services in Newman, Karratha, Roebourne and Hedland. All other service delivery and funding agreements extend to June 2021 or beyond.

A majority of the Board will be finishing up this year and I would like to thank them for their efforts. In some cases, those efforts have been over many years and required a significant time commitment. In looking forward, the PCLS Board will be focussing on ensuring well governed, integrated, and collaborative services.

THE KEY ELEMENTS WILL INCLUDE:

- [one] Authentic partnerships and collaboration within the CLC Sector, government, and NGO'S.
- [two] Capacity building through organisation structure improvement and coordination to emphasise a client centred approach.
- [three] Implementation of an action plan to meet the requirements of accreditation, including program service standards, risk management, and accessibility.

With this focus, PCLS believes it can increase its service value and, in turn, be an integral part in building a stronger, safer, and fairer Pilbara.

DAMIEN MILES

ACTING CHAIR
Pilbara Community Legal Service Inc.

PRINCIPAL SOLICITOR'S REPORT



JULIE MASON

PRINCIPAL SOLICITOR
Funded under the Rural Women's Outreach Program, through the Department of Attorney General.



SABRINA MAINE

JUNIOR SOLICITOR
Funded under the Indigenous Advancement Strategy Program through the Department of Prime Minister and Cabinet.



KAYLA HERBERT

**JUNIOR SOLICITOR
DISABILITY ADVOCATE**
Funded by the Department of Communities.



RYAN SAME

SENIOR SOLICITOR
Funded under the Family & Domestic Violence Lawyer Program through the Department of Prime Minister and Cabinet.



MAYOORI NASEDAN

JUNIOR SOLICITOR
Funded by WA Law Society Public Purpose Trust.



AREAS OF LAW PCLS SOLICITOR'S OFFER ADVICE & REPRESENTATION

FAMILY LAW

DIVORCE

Legal advice about divorces; assist clients with the drafting of divorce applications and information about the process of obtaining a divorce.

PARENTING MATTERS

Legal advice about parenting / child matters; clients with the drafting of parenting agreements and court documents.

CARE & PROTECTION

Advice and court representation for care and Protection matters.

PROPERTY MATTERS

Information in relation to the process of finalising de facto and marital property settlements.

CIVIL LAW

CRIMINAL INJURIES COMPENSATION

Representation for Criminal Injuries Compensation matters.

VIOLENCE RESTRAINING ORDERS

Advice and court representation for family violence (FVRO) and violence restraining (VRO) orders.

WILLS & DECEASED ESTATES

Advice in relation to wills and estates. Assist clients with drafting of simple wills; probate applications; letters of administration; powers of attorney, and guardianship applications.

DISABILITY ADVOCACY

The Disability Advocacy service is committed to improving the lives and opportunities for people with disability. The service recognises that there is a gap between people living with disability in the Pilbara, and the services available to them for advocacy, advice and support.

The service has a solicitor dedicated to Disability Advocacy. The advocate can assist with any legal issues you, or your carer might be facing, no matter how big or small, such as:

- Discrimination claims
- Preparing or appealing a Disability Support Pension
- Preparing or appealing a Carer Allowance claim
- Appointing a Power of Attorney, Guardian to make decisions for you
- Making an advanced health directive
- Eligibility for government benefits
- Eligibility for NDIS
- Elder abuse

Overall PCLS solicitors provided 539 clients with advice & court representation in these areas of law during the last twelve months.



OUTREACH LEGAL SERVICES

PCLS legal outreach service covers a vast area in the Pilbara from Onslow to Tom Price.

Karratha based solicitors conduct weekly outreach visits to the Roebourne office and bi-monthly visits to Onslow (Bindi-Bindi community and the township).

Hedland based solicitors conduct quarterly outreach visits to (Tom Price, Bellary Creek (Innawonga), Wakathuni, Newman, Jigalong, Nullagine, and Marble Bar).

Outreach services were impacted by travel restrictions due to COVID-19 for a large part of 2020. Regular outreach services to outreach areas are now resuming with scheduled trips to outreach destinations.

KEY ACHIEVEMENTS

NEW LEGAL SERVICES

In November 2019, PCLS successfully applied for funding for the provision of a solicitor to assist clients with disabilities. To date, our disability advocate has provided advice and represented clients at the Administrative Appeals Tribunal and State Administrative Tribunal and continues to promote the service by engaging with stakeholders.

PROFESSIONAL DEVELOPMENT

In order to hold a WA practicing certificate, each solicitor at PCLS must obtain ten continuing professional development points (CPD) per year in four areas: practice management; professional skills; ethics and professional responsibility and substantive law.

PCLS is committed to ensuring that each solicitor achieves the required number of CPD points by allocating professional development time to all solicitors and by providing WA Law Society memberships to all PCLS solicitors which includes access to all WA Law Society CPD on-line courses.

COMMUNITY LEGAL SERVICES

PCLS solicitors all contribute to community legal education. This may take the form of stakeholder meetings, educating front line staff at relevant organisations; informing all stakeholders as to updates in legislation, and promoting PCLS legal services.

The monthly PCLS newsletter, PCLS website, brochures and legal fact sheets contain information on specific areas of law that solicitors practice in as well as promoting the legal services. Legal brochures detailing all the legal services available at PCLS are distributed at all community events PCLS participates in and displayed on community noticeboards.

VOLUNTEER OPPORTUNITIES

In April 2020, PCLS and Curtin University entered into an agreement to place final year law students in an internship arrangement with PCLS. From May to August, two students took part in the internship which was conducted remotely and supervised by the principal solicitor. The students gained invaluable experience and knowledge in relation to the services that PCLS provides in the Pilbara region by observing client interviews and assisting PCLS solicitors with paralegal support.

PCLS welcomes law students volunteering, in particular locally based law students. PCLS is currently offering a locally based law student in their final year of study a volunteering opportunity at the South Hedland office. The volunteer is assisting the Hedland legal team twice a week with assigned tasks.

CLIENT SATISFACTION

In April 2020 PCLS participated in a state wide CLC Client Satisfaction Survey. PCLS staff conducted telephone surveys to 471 current and former legal and non-legal clients. Completed survey responses were received by 265 participants.

The participants answered eight questions about aspects of the service they received from PCLS legal and non-legal services. [SEE NEXT PAGE]

SURVEY RESULTS

The survey results were overwhelmingly positive.

01

EASY TO CONTACT THE LEGAL SERVICE WHEN THEY FIRST NEEDED HELP:

67% AGREED
23% STRONGLY AGREED

02

LEGAL SERVICE STAFF LISTENED TO THEIR LEGAL PROBLEM:

61% AGREED
35% STRONGLY AGREED

03

LEGAL SERVICE HELPED THEM UNDERSTAND THEIR LEGAL PROBLEM:

67% AGREED
24% STRONGLY AGREED

04

KNEW WHERE TO GET HELP IF THEY HAD ANOTHER LEGAL PROBLEM IN THE FUTURE:

61% AGREED
35% STRONGLY AGREED

05

THE LEGAL SERVICE WAS ABLE TO MEET THEIR SPECIFIC PERSONAL/ CULTURAL NEEDS:

59% AGREED
27% STRONGLY AGREED

06

THEY WOULD RECOMMEND THIS SERVICE TO OTHER PEOPLE

54% AGREED
43% STRONGLY AGREED

CHALLENGES TO DELIVERY OF LEGAL SERVICES

Over the past twelve months the greatest challenge to the delivery of legal services and the community legal education program has been COVID-19.

To continue delivery of services amidst travel restrictions and social distancing restrictions, the legal team provided telephone and internet advice wherever possible. The use of PCLS Facebook site and monthly newsletter were also utilised to provide legal information to the community.

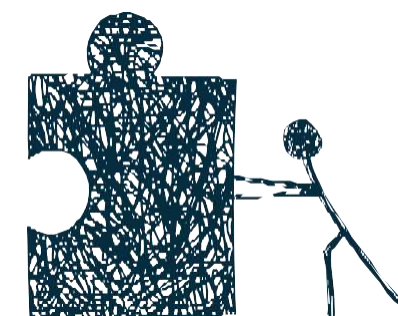
PCLS thanks the current legal team of Sabrina Maine, Kayla Herbert, Mayoore Nadesan, Ryan Same and past legal teams of Carolyn Ryland, Mal Bradley and Isobelle Smith for their commitment to PCLS clients, the legal teams support of the principal solicitor, and great work which all enhances and maintains the professional reputation of the legal service.

PCLS also thank the administrative staff in Karratha and South Hedland for their crucial roles in the running of the legal service.

Sabrina, Mayoore, Kayla, Ryan and Julie look forward to assisting community members in the year ahead.

JULIE MASON

PRINCIPAL SOLICITOR



TENANT ADVICE & EDUCATION REPORT



**KELLY
COOK**

Funded by the
Department of Mines,
Industry Regulation and
Safety under the Tenant
Advice and Education
Service



**KAILENE
ZUGLIAN**

Funded by the
Department of Mines,
Industry Regulation and
Safety under the Tenant
Advice and Education
Service

AREAS OF ASSISTANCE

The Tenant Advice and Education Service [TAES] advises clients of their rights and responsibilities, aims to empower clients by way of education, in-turn helping tenants to feel more confident when interacting with property managers or property owners.

PCLS tenant advocates provide clients with court support, mediating between tenants and lessors (seeking a fair and achievable solution through informal discussion), advice in breach and bond issues; tenancy terminations and non-attendance to maintenance issues by the lessor. PCLS tenant advocates also assists Housing Authority tenants with applications for transfer, support letters, appeals, rent and debt repayment forms.

COMMUNITY LEGAL EDUCATION

COVID-19 has limited the ability for PCLS tenant advocates to conduct community legal education. PCLS tenant advocates continue to educate individual clients on a daily basis with every phone call, email or face to face consultation with regard to the Residential Tenancies Act 1987 (WA) regulations.

***PCLS tenant advocates have assisted
450 clients during the twelve months.***

KEY ACHIEVEMENTS

PROMOTING TAES

[one] A stall was held at the latest Career Expo 2020 for students at South Hedland Senior High School. This was a great opportunity to promote PCLS services. Students, teachers and stakeholders were keen to learn the services available. Promotional bags, pamphlets, pens and hand sanitiser were very popular with the students.

PROFESSIONAL DEVELOPMENT

[one] Recurrent reform updates are beneficial for both advocates and clients, ensuring correct information is advised, hence why regular (Zoom) meetings held with Tenancy WA are most beneficial. These meetings are held for tenancy network members only. Subjects for discussion have included; training and support, Department of Communities Housing strategies; making renting fair in WA; and changes to legislation.

[two] Ongoing CLASS training ensures TAES is efficient with data entry and reporting which is keeping in line with the requirements by our funding bodies (Department of Communities). Four (4) CLASS training forums in the past financial year have been completed by PCLS tenant advocates.

CHALLENGES

COVID-19 and the temporary changes to the rent laws have proven at times to be perplexing. DMIRS and Tenancy WA have very clear information on their websites which have been extremely helpful to TAES.

Residential Tenancies (COVID-19 Response) Bill 2020: The government introduced the COVID-19 Response Bill 2020 to regulate certain residential tenancy and accommodation agreements to assist families who may find themselves in financial hardship due to the loss of employment.

The Bill has since been extended further to 28th March 2021. This means that the existing laws, including the freeze on rent increases and some termination of tenancies, will stay in place until this date. If a tenant is not affected financially by COVID-19 they must still continue to pay rent as normal. Tenants are still at risk of termination of tenancy if they are causing serious damage to premises that may cause injury to the lessor/owner or neighbours.

OTHER ELEMENTS OF THE LAWS INCLUDE:

- A ban on rent increases during the moratorium period;
- Fixed-term tenancies will automatically convert to periodic tenancies if they expire during the period unless another fixed-term agreement is entered into;
- Landlords do not have to carry out non-urgent repairs if they are experiencing financial hardship or are not able to access the premises due to restrictions on movement; and
- Renters experiencing COVID-19 related financial hardship who end a fixed-term tenancy prior to its end date will not incur break lease fees, but will still be liable for damage and rent arrears.
- In the last financial year, only 1.11% of TAES cases have been in relation to COVID-19.

CASE STUDY

TENANCY

Client (house holder) was a carer for the head tenant of a Housing Authority property who required assistance due to being elderly and in a wheel chair. When the head tenant vacated the property the client wanted to take over the lease. TAES advised the client, as they were not the head tenant of the property they would not automatically receive the property as their own. Housing Authority advised the client that they would need to vacate the property. Housing Authority are very stringent with giving succession of tenancies.

TAES sent an email to the Housing Property Service Officer (HPSO) to request the client to be considered the opportunity to take over the property lease. HPSO advised that Housing Authority no longer offer succession of tenancies to householders when the head tenant moves out and requested the client write a letter to demonstrate why they would like to initiate a tenancy.

TAES supplied the client with a support letter for their application and assisted the client to gather the correct forms and Identification documents needed to be put forward to Housing Authority for them to be able to obtain a tenancy. Once all relevant documents were sent to Housing Authority, TAES continued to support the client with regular communications to the HPSO on the progress of the application.

The client was finally approved the succession of tenancy for six months with conditions such as liquor restrictions and ensuring the client was maintaining good property standards. Upon the completion of an appointment with Housing Authority and inspection of the property the client was successful with the succession of the tenancy and the client was extremely happy with the outcome.

SETTLEMENT ENGAGEMENT & TRANSITION SUPPORT REPORT



VICTORIA MALYK

COMMUNITY MIGRANT SUPPORT WORKER

Funded by the Department of Home Affairs, under the Settlement Engagements and Transitional Support Program



FERN VAN BEEK

COMMUNITY MIGRANT SUPPORT WORKER IN KARRATHA

Funded by the Department of Home Affairs, under the Settlement Engagements and Transitional Support Program



DESCRIPTION OF SERVICES

The aim of the Settlement Engagement and Transitional Support [SETS] program is to improve migrants' economic and personal well-being, community connectedness, social participation and independence. The area of assistance includes undertaking initial needs-based assessment, delivery of casework support and targeted group sessions. Services are provided in accordance with an at-needs based approach and align with the nine priority areas identified in the National Settlement Framework.

**[outlined below].*

Humanitarian entrants and other vulnerable migrants face a range of personal and cultural obstacles. Understanding the needs of new arrivals and provision of support through networks play a crucial role in their settlement.

NATIONAL SETTLEMENT FRAMEWORK

- [one] EDUCATION & TRAINING
- [two] FACILITATING ENGLISH ACQUISITION & ACCESS TO LANGUAGE SERVICES
- [three] EMPLOYMENT
- [four] HOUSING
- [five] HEALTH & WELLBEING
- [six] FAMILY & SOCIAL SUPPORT
- [seven] TRANSPORT
- [eight] CIVIC PARTICIPATION
- [nine] JUSTICE



ENGAGEMENT WITH OTHER AGENCIES

SETS engages with agencies and services to build referral channels and partnerships to achieve long-term outcomes for clients. For this reason, SETS workers are actively engaged with multicultural communities in the Pilbara and other stakeholders.

AMONG OUR PARTNERS ARE AS FOLLOWS:

- THE HUMANITARIAN GROUP [PERTH]
- ROYAL LIFE SAVING SOCIETY WA
- NORTH REGIONAL TAFE
- THE PILBARA UNIVERSITY CENTRE
- JOBS & SKILLS CENTRE
- HEDLAND WELL WOMEN'S CENTRE
- THE KARRATHA WOMEN'S PLACE
- HEDLAND INDONESIAN COMMUNITY
- HEDLAND FILIPINO SOCIETY
- KARRATHA'S INDIAN COMMUNITY



KEY ACHIEVEMENTS

During the last twelve months, SETS has provided information, advice and referrals to 150 clients and delivered various activities, such as multicultural lunches; English conversational classes; swimming lessons; multicultural lessons for men; cooking classes featuring Brazilian and Indian food; and a Smart Eating Week information session run in partnership with the Pilbara Population Health Unit. The events and sessions brought together migrants from all around the world to socialise, gain new knowledge and celebrate the region's cultural diversity.

MIGRANT COMMUNITIES INCLUDED:

- HEDLAND INDONESIAN COMMUNITY
- HEDLAND FILIPINO SOCIETY
- KARRATHA'S INDIAN COMMUNITY

CHALLENGES TO DELIVERY OF SETS PROGRAM

Like many places in Australia, COVID-19 affected SETS clients and services in the Pilbara as well as affected plans made for the year. SETS had to become more flexible and adaptable through finding new ways of delivering projects and services. One example was the disruptions made to the Harmony Day celebrations. Initially a big community event was planned for the 21st March 2020 with free multicultural arts and crafts, live radio broadcast, dances, music and light refreshments.

The event had to be cancelled due to the restrictions that were implemented for public gatherings. Instead of a live broadcast, SETS pre-recorded several migrants and on Saturday the 21st March, the interviews and multicultural music were played on the local radio station. Even with the major activities cancelled and

increased public anxiety SETS was still able to convey the positive message of Harmony Day.

With group activities postponed, from late March to May SETS clients were assisted over the phone and via emails. In May-June 2020, more migrant women started coming forward to report family violence and seeking assistance for separation. As predicted, COVID-19 lockdowns had worsened the potential for abuse and relationship issues in many homes.

Humanitarian entrants and other vulnerable migrants face a range of personal and cultural obstacles. Understanding the needs of new arrivals and provision of support through networks play a crucial role in their settlement.

CASE STUDY

ASYLUM SEEKER

PCLS client came to Australia from Vietnam as an asylum seeker. Client had separated from their partner because of domestic violence and had lost their job due to COVID-19. As the client held a bridging visa, the client did not qualify for the government's Jobseeker or Jobkeeper programs.

With international flights cancelled, and the country's borders closed and asylum seeker status, the client was unable to return to their country. The client had no access to the Internet; had low proficiency in written English and a temporary closure of the Jobs and Skills Centre were additional obstacles. With the assistance of PCLS support, the client was able to obtain a temporary casual position at a local fast food outlet; and started a new career at a mining camp.

Processing times for some visas have become significantly longer in the recent years. The number of migration-related court appeals have increased as well. It is reflected in the influx of clients holding bridging visa for 2 or more years.

As a SETS provider we are approached by more people ineligible for our services when they are most vulnerable.

Despite all the challenges, we continue working collaboratively with our PCLS colleagues and external partners to deliver the best holistic service and resolve migrants' problems.

DOMESTIC VIOLENCE SUPPORT REPORT



**SARA
MAKEHAM**

Funded by Department of Communities , Domestic Violence Advocacy and Victim Support Program.



**DOROTHY
COLFER**

Funded by Department of Communities, Domestic Violence Outreach Program.



**KODY
OSBORNE**

Funded by Department of Communities, Keeping Women Safe Program.



In the last 12 months 386 clients have been assisted by the domestic violence team.

AREAS OF ASSISTANCE

RISK ASSESSING

This is the process of walking a client through a series of questions and using professional judgement to determine the risk of re-offence (severity and frequency of further abuse). This is the first step in the process.

SAFETY PLANNING

The caseworker works through safety plans with their client. This can range from encouraging clients to call police to detailing steps on staying in a relationship, exiting during emergencies and safety planning at custody hand overs.

FAMILY VIOLENCE RESTRAINING ORDER APPLICATIONS

This includes completing the application form with the client as well as assisting to complete affidavits- guiding the client to chronologically organise incidents, understand the peripheral abuse and correctly word and elaborate on each issue.

COURT SUPPORT

As advocates, the domestic violence team supports clients gaining Family Violence Restraining Orders. After completing and filing the application, the domestic violence worker will support the client at court through explaining and answering questions about the hearing process and organising legal representation if and when the time is necessary. Most of all, it is a friendly face during the court hearing.

REFERRALS

Referrals to internal and external services is a key factor in the domestic violence role. Referring clients to other service providers allows for case-management and a comprehensive and high-quality provision of service in wrap-around service style.

OUTREACH LEGAL SERVICES

The domestic violence team is located in the South Hedland (DVO and KWS) and Karratha (DVAVSS) covering the entire Pilbara region. The South Hedland portfolios work within the East Pilbara area while the DVAVSS portfolio services the West Pilbara.

The DVO position is funded to conduct regular outreach to the Pilbara region.

On a weekly basis, the DVAVSS worker attends the Roebourne office to comprehensively service Roebourne, Wickham and Point Samson clients. During the COVID-19 restrictions, outreach was not conducted however as restrictions ease and PCLS returns to its normal state of functioning, outreach will resume to communities on a regular rotation with significant preparation for the benefits of our clientele.

KEY ACHIEVEMENTS

NEW TEAM

Sara, Kody and Dorothy commenced their roles as PCLS domestic violence support workers at the beginning of 2020. The new team brings new direction, passion, and an innovative way to service clients.

STAKEHOLDER ENGAGEMENT

New stakeholders have been engaged across the three services displaying the innovative and passionate way the new team aims to service their clients. This includes engaging GIVIT- a charity which assists in slowing the use of brokerage whilst still comprehensively supporting clients- the Protective Group- a group used to increase security around clients houses. The team are also active members of groups such as the Women's Council for Domestic and Family Violence Services (WA) and the National Advocacy Group on Women on Temporary Visas.

Overall the domestic violence team has seen an incredible year with some wonderful success. One client was provided with a security camera and referred to the Protective Group for further assistance. The security camera was such a success for their safety the Protective Group representative has written a report to their funding body to restructure their funding and capabilities to allow for the purchasing of these cameras.

COMMUNITY CAPACITY BUILDING

The domestic violence team is funded to work within the community to educate and upskill communities on domestic violence, relationships and how to support friends in need. This year, due to COVID-19 there was an impact on the provision of the domestic violence service, however it has not stopped the domestic violence team from working with other stakeholders and preparing for post COVID-19 limitations. Attending network meetings to increase PCLS visibility and the understanding of our roles, developing new relations with relevant organisations, and developing MOU's have been on the forefront of the domestic violence teams agenda. Poster boards, relevant tradeshow and other forums have been used to discuss the ever-changing nature of domestic violence and the surrounding body of knowledge, events, and legislative changes.

PROFESSIONAL DEVELOPMENT

The PCLS domestic violence team continues to engage in professional development for the purposes of their own benefits and to better service clients. This includes attending DV- Alert training, attending webinars, and keeping up to date with legislative changes. Domestic violence is continuously being studied with new and alternative practices being founded. PCLS domestic violence worker's stay up to date with this body of knowledge, especially publications by ANROWS and AWAVA.

MEMORANDUM OF UNDERSTANDING

In order to retain knowledge and better pass on knowledge with changing staff, the domestic violence team has been hard at work developing Memorandum of Understandings with local organisations such as with the Karratha Women's Refuge, South Hedland Women's Refuge, and Helping Minds.

CASE STUDY

DOMESTIC VIOLENCE

PCLS client was a 77 year old, residing in their home with their youngest child as a live-in carer. The child had a drug and alcohol addiction and was constantly coming home under the influence. The child was causing extensive property damage, stealing personal items, damaging security cameras and was failing to fulfill their carers duties.

The client had concerns that if they asked the child to leave the house, they would run the risk of having nowhere else to go and would become homeless. After a serious incident within the home, PCLS domestic violence workers along with Mission Australia and WA Police attended the client's home and had the child escorted to the police station to sober up for the night.

PCLS domestic violence workers collaborated with WA Police and the client's eldest son to conduct a safety plan. As part of the safety plan, the client was provided with a phone and assistance to obtain a Family Violence Restraining Order (FVRO). The conditions of the FVRO stated that the child could remain in the property as the client's carer, however prohibited the child from being under the influence of alcohol or drugs whilst at the property.

The clients home environment has improved immensely since steps have been put on place to keep the client safe. PCLS domestic violence worker continues to monitor and support this client.

PCLS has since closed the case with the client as they were able to give them the support they needed and meet their obligations.



REDRESS REPORT

THE REDRESS PROGRAM WAS ESTABLISHED IN JUNE 2019.

In May 2020, the Redress Team was restructured, where one fulltime position was abolished. The two remaining team members are Aboriginal and have a Pilbara and Ashburton Shire brief.

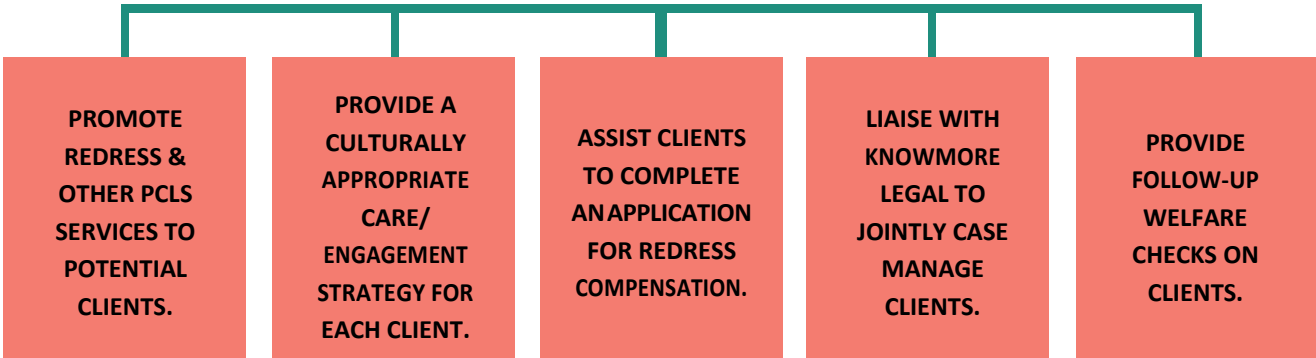


TRACEY HEIMBERGER
COORDINATOR
Funded by the Department of Social Security under the National Redress Scheme



KARLA KELLY
SUPPORT WORKER
Funded by Department of Social Security under the the National Redress Scheme.

REDRESS SCOPE



OUTREACH LEGAL SERVICES

The redress team receives annual core funding from the Department of Social Services and outreach service delivery is included in the funding.

The outreach service was impacted by travel restrictions due to COVID-19 for a large part of 2020. Regular outreach services to outreach areas have now resumed with scheduled trips to outreach destinations.

REGION	FREQUENCY / OTHER INFO
ROEBOURNE, PILBARA	OFFICE BASE
KARRATHA, PILBARA	FREQUENTLY [HEAD OFFICE]
SOUTH HEDLAND, PILBARA	FORTNIGHTLY
WICKHAM, PILBARA	REGULARLY
SHIRE OF ASHBURTON, ONSLOW [INCLUDING BINDI BINDI]	6 WEEKLY

COMMUNITY LEGAL EDUCATION

The redress team has worked alongside other teams and been involved in two community education sessions. One in Onslow and the other in Roebourne.

The monthly PCLS newsletter, PCLS website, brochures and fact sheets contain information on specific areas of information from the National Redress Scheme, as well as promoting the support service. Redress brochures detailing the program and who to contact are freely available at organisations across the Pilbara and Shire of Ashburton areas.

KEY ACHIEVEMENTS

NUMBER OF CLIENTS & COMPENSATION PAYMENTS

The program has nine clients, scattered from Newman to Onslow. 99% of the clients are Aboriginal males. All clients prefer to work with female Aboriginal support workers due to being sexually abused and traumatised by men. The new emerging trend is that clients abusers were older Aboriginal males (16-19 years old) and in some instances were family members.

- One Karratha client has already received a payment well above the national average of \$80 000 being, \$132 000.
- A plan for outreach was developed.
- Radio messages commenced on Ngaarda Media in August. Ngaarda Media is broadcast on the National Indigenous Radio Service, across PCLS footprint area and broader, nationally.
- Redress and PCLS' services were promoted at three NAIDOC activities in 2019, in South Hedland, Karratha and Roebourne.
- Reconciliation Action Plan- reviewed by CEO and sent to Reconciliation Australia for review and comments.

PARTNERSHIPS

- The Redress Team negotiated on-loan-use of

painted canvas art form Roebourne Art Group. The works of art will be changed once every 6 months. This program aims to encourage locals to walk into PCLS offices and be comfortable and promote the sales of it.

- Reconciliation morning tea.
- Referrals have also been conducted where appropriate and relevant.

PROFESSIONAL DEVELOPMENT

The redress team attend training as needed and relevant. Training is negotiated with Knowmore legal

(Melbourne), as required. Knowmore legal are funded to provide training to support services nationally.

CHALLENGES TO DELIVERY OF SERVICES

- Most of the clients are spread out across the Pilbara and Ashburton Shire. Travel to meet clients was an issue, up until May 2020.
- Most clients are Aboriginal males over the age of 60 years old and many of them cannot read or write well. One client is completely illiterate. More intensive work is required to be done in these cases.
- Contacting clients can be an issue. Phones are stolen or lost; or the chargers are lost. The main one being credits. Most of the clients have pre-paid phones and are on a form of welfare (aged or disability pension) and so cannot afford to buy phone credits.
- Competing interests may be of a higher priority, see case study below.
- Relationships are critical. Developing a good relationship or having a connection with the community is a critical ingredient to forming a good rapport with clients.

CASE STUDY

REDRESS CLIENT

PCLS' redress team works with clients in the most appropriate manner possible, making every attempt to understand and address all clients on an individual basis.

This PCLS client lives in a remote town with no local Redress support service, their community is classified as an Outreach service. The client is 72 years of age and was made a ward of the Western Australian state government when he was 7 years old.

This client is traditionally oriented and has cultural and family obligations expected of them. Lore and culture time can happen anytime between October and February in the northwest of Western Australia. When the client attends lore and culture activities, they can be busy from anywhere between one week to three months. This means anything else that happens during this time is competing with his lore and culture obligations.

Government and non-government agencies are normally told not to attempt to conduct any business during this time, as it is not guaranteed that Traditional Owners will be available. If the workers from these agencies do follow this advice, a meeting could be agreed upon, but no Traditional Owners will be available to attend meetings. The last defense of a Traditional Owner, is to please and say what they think the visitors want to hear.

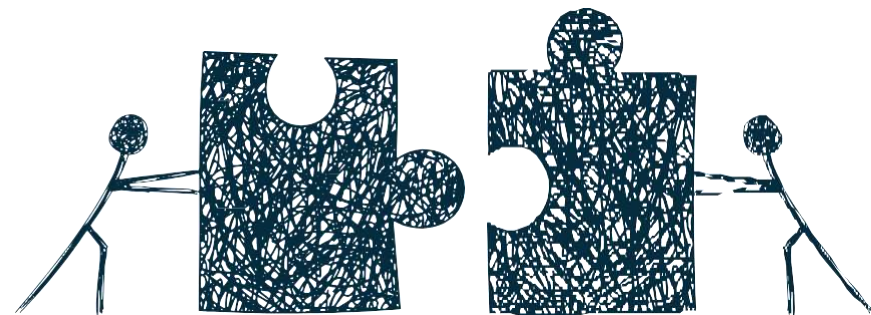
This client also comes from a large family and is expected to attend all funerals of his direct and indirect family. The burden of ill-health for Aboriginal people outweighs that of non-Aboriginal people, so there can be many funerals to attend. The funerals are not always in towns close by, travel can take up to two days or more, one way. Then client will be expected to meet with the entire family which could take another two or three days. The client could be gone for a funeral over the course of ten days.

In addition and most unfortunately, this client has had a child die in custody. Travel to and from inquests and hearings was the clients number one priority. **Nothing will compete with this matter.** Even if the client has made prior commitments, anything related to the death of a clients child arises the client will not attend to them.

**TRACEY
HEIMBERGER**

REDRESS COORDINATOR
Pilbara Community Legal
Services, Redress Team.

PILBARA HOUSING SUPPORT SERVICE



NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS [NPAH]



**ANGIE
MITCHELL**

ROEBOURNE

Funded by Department of Communities under the National Partnership Agreement on Homelessness [NPAH]



**KARLA
KELLY**

KARRATHA

Funded by Department of Communities under the National Partnership Agreement on Homelessness [NPAH]



**ANNE
LUFF**

SOUTH HEDLAND

Funded by Department of Communities under the National Partnership Agreement on Homelessness [NPAH]



**ELISA
BLACKWELL**

SOUTH HEDLAND

Funded by Department of Communities under the National Partnership Agreement on Homelessness [NPAH]

SERVICE DESCRIPTION

The Housing Support Service and NPAH service is a Commonwealth and State funded initiative that provides specialist support and assistance to individuals and families that are experiencing homelessness or are at risk of homelessness. Housing support workers (HSW) across all four offices assist people that are facing difficulty in securing and maintaining safe and stable accommodation.

Families and individuals are supported to access mainstream services as appropriate, such as referrals to drug and alcohol counselling, domestic violence, financial counselling, mental health, further education and training. The housing support service also accepts referral from Department of Communities, mental health, Corrective Services, self-referrals and other non-Government organisations.

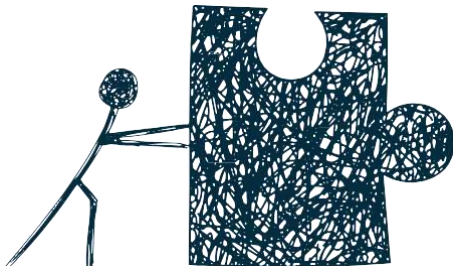
20 properties are allocated by the Department of Communities each financial year across the 4 offices, under the National Partnership Agreement on Homelessness Program (NPAH).

These properties are allocated to applicants who are homeless and have been approved by Department of Communities/Housing for priority housing.

This is aimed to break the cycle of homelessness and sustain at risk tenancies for the most vulnerable in the community. Where a client has been allocated a property under NPAH, the HSW uses a case management approach for 12 months where intense support is provided and decreasing once the tenancy is stable. For some clients this may be their first ever tenancy.

THE SERVICE FOCUSES ON 3 KEY STRATEGIES:

Breaking the cycle of homelessness to help vulnerable people get 'back on their feet' and find stable accommodation.



A better connected service system that will build integrated and responsive services to assist clients such as links to alcohol and other drug treatment programs, mental health, family violence support, financial community and justice support, education and training.

Supporting individuals and families referred from Department of Communities to maintain at vulnerable tenancies to avoid the risk of becoming homeless.

CHALLENGES IN THE LAST 12 MONTHS

NPAH was originally developed to assist the transition from homelessness to a stable tenancy either in public housing or the private sector. However unlike the metropolitan and southern regional specialist services and more affordable accommodation options, Regional North West rely on public housing to provide long term stability. The current public housing stock does not meet the demand of the Public waitlist and accessing private rental is not an option due to the inflated rent prices in the Pilbara.

KEY ACHEIVEMENTS

INCREASE IN SERVICE DELIVERY

Since the termination of the Support and Tenant Education Program (STEP) in September 30th 2019 there was a need to increase the provision of service in Newman and have a permanent HSW in Roebourne. As of October 1st the service now operates 0.9 across all four offices.

Over 350 people were assisted in the last financial year with over 959 contacts, NPAH allocations in Hedland are at capacity having occupied the 10 allocated properties. There has been a substantial increase in individuals and families that are homeless seeking assistance with Priority Housing approval from Department of communities.

STAKEHOLDER ENGAGEMENT

HSW continues to engage and network regularly with stakeholders and other community service providers to

service, refer and collaboratively case manage families and individuals.

An example of this was the HSW team in Hedland successfully networked and negotiated to secure a reduced weekly rate at a local caravan park (subject to availability). Team members were also able to negotiate a weekly fixed rate that includes meals with a local accommodation managed by Pilbara Meta Maya. This provides clients that are homeless and are willing to commence further education or training a safe and stable place to live whilst empowering and education themselves.

SAVED TENANCIES

Prior to March 2020 and the change in legislation due to COVID- 19 HSW's were able to prevent the termination of four properties at risk of eviction due to poor property standards that were referred by Department of Communities.

Education and support was provided to clients on their responsibilities and obligations as a tenant, brokerage was used to purchase household cleaning products and HSW's provided practical housekeeping and education to tenants. HSW worked collaboratively with Department of Communities and Bloodwood Tree Aboriginal Association and the families and individuals were empowered to better manage their tenancies and avoided termination.

The last financial year 100% of referred 'at risk tenancies' and NPAH allocations are maintaining their tenancies.

PROFESSIONAL DEVELOPMENT

The Housing Support worker team continue to engage and update in professional development to improve service delivery and to meet the needs of families and individuals. This can be in the context of online Webinars or local face to face training.

FOR EXAMPLE:

Karratha and Roebourne HSW have assisted 45 families/individuals alone, with normal wait turn and priority housing application, of those, 7 were NPAH applications and 4 were Priority applicants, this still leaves 34 clients either homeless or without stable accommodation.

COVID-19 and the travel restrictions that came with it, impacted the number of clients that were able to access our services. There was no allocation of properties to HSW clients during COVID-19.

The closure of PCLS offices impacted clients who had limited access to technology such as phones and computers. HSW did their best to service what clients they could, amidst travel restrictions and social distancing, by providing telephone and Internet advices wherever possible.

The use of PCLS Facebook site and monthly newsletter were utilised to provide current housing information to the community regarding traveling during COVID-19, the closure of remote indigenous communities and where to obtain information.

CASE STUDIES



CLIENT
[one]

Client was referred to PCLS by Hon Stephen Dawson office for assistance with emergency and priority housing. Client had been of no fixed address for 12 years and had been experiencing mental health issues and AOD dependence due to their housing crisis. With the assistance of the HSW client was successful in being approved for Priority Housing for Public Housing and later approved for the NPAH program.

With the assistance of HSW and other service providers client was able to receive ‘wrap around’ services that addressed their issues and through negotiation of HSW secured appropriate accommodation that met their immediate needs. Client continues to attend their counselling appointments, has secured employment and feels they now have a purpose in life.

CLIENT
[two]

Client, their children and their elderly mother had moved from interstate to the Pilbara and were staying with family. Client sought assistance from the HSW for a Public Housing application and was successful in gaining priority housing approval. Unfortunately due to family violence client sought accommodation at the Women’s Refuge, it was only due to COVID that the family was able to stay longer. Client had to leave the Refuge as their animals in care were being

neglected they chose to leave the Refuge and camped temporarily on the beach, client was becoming overwhelmed with their predicament and it was starting to affect their mental health and the health of their mother. With support from HSW who advocated on clients behalf with Department of Communities/ Housing client was allocated a property and was supported by HSW and other service providers to furnish the property and brokerage was used to pay in goings.

FINANCIAL COUNSELLING REPORT



JAYNE JARITO

**ACCREDITED SUPERVISOR
FINANCIAL COUNSELLOR**
Funded by the
Department of
Communities under the
Financial Counselling
Program



SUSANNE ROONEY

**ACCREDITED FINANCIAL
COUNSELLOR**
Funded by the
Department of
Communities under the
Financial Counselling
Program



KAREN GARLETT

**ASSOCIATE FINANCIAL
COUNSELLOR**
Funded by the
Department of
Communities under the
Financial Counselling
Program



MELANNIA MULEYA

**ASSOCIATE FINANCIAL
COUNSELLOR**
Funded by the
Department of
Communities under the
Financial Counselling
Program

AREAS OF ASSISTANCE

DEBTS – Private debt issues such as credit card, personal loans, contract disputes, payday lender, facing legal actions regarding debts, and bankruptcy.

MORTGAGE ISSUE – Primary residence and investment property.

SPENDING BEHAVIOUR / MONEY MANAGEMENT – Gambling and addictive spending problems, budget management and preparation, access to micro finance, Facilitate Early Release of Superannuation

PERSONAL FINANCIAL CRISIS – Loss of, or under employment, unforeseen changes to personal situations such as relationship breakdowns, health, family death.

UTILITIES / ESSENTIAL SERVICES – Electricity, Water, Gas and Communication Utilities.

ACCOMMODATION – Housing Authority and private housing repossession and eviction.

PCLS financial counsellors have assisted 593 Individuals & Families, provided 741 advices & case management & 338 Information & Referrals.

OUTREACH SERVICES

There has been an improvement in service engagement resulting in consistent usage of the service and strong referrals from community organisations such as Puntukurnu Aboriginal Medical Service Outreach Team.

The financial counselling team have met with staff at Nullagine Community Resource Centre to improve referrals from the Irrungadji Community, attended Shire Interagency Meetings in Newman to liaise with outreach service providers such as World Vision, Mission Australia and Population Health.

The team has visited Tom Price and met with Gumala Aboriginal Corporation and IBN to ascertain the needs of the community and the residents of Wakathuni.

Aswel as visited Jigalong Community and spoke to the CEO about the financial counselling needs of the community. Met with the Social Program Support Officer and Organisational Manager at Kanyirrinpa Jukurrpa.

They also partnered with Roebourne Regional Prison to extend the financial counselling service to the prisoners for the early intervention and to avoid further debt trap once they are released from incarceration.

KEY ACHIEVEMENTS

Financial counselling in the Pilbara region is an established and one of the vital community services. Financial counsellors provide universal access to individuals and families that are struggling in their financial situation. The team of financial counsellors have expertise in handling the unique and complex cases that are specific to the region.

This year the team have implemented “paperless” casework—a significant change in the system which has paved the way for the team to increase its capacity.

The Hedland Financial Counselling Service received a nomination for “Best Established Practice” at the Financial Counselling Conference in October of 2019. The financial counsellors have also participated as speakers at the said conference to share “Success Stories” in respective practices.

The financial counsellors contributed in Designing a National Indigenous Financial Capability Strategy through the consultation conducted by ASIC.

98%

CLIENTS WHO RECEIVED FINANCIAL COUNSELLING SERVICE HAVE IMPROVED THEIR ECONOMIC CIRCUMSTANCES THROUGH ADVOCACY & NEGOTIATION WITH THIRD PARTIES.

99%

CLIENTS WHO SOUGHT ASSISTANCE ON THEIR HOUSING AUTHORITY ISSUES MAINTAIN THEIR STABLE HOUSING ARRANGEMENTS.

95%

CLIENTS WHO RECEIVED FINANCIAL COUNSELLING SERVICE WERE IN CONTROL OF THEIR FINANCES & ABLE TO MANAGE THEIR MONEY.

98%

CLIENTS WHO RECEIVED FINANCIAL COUNSELLING SERVICE HAD A GOOD UNDERSTANDING OF THEIR FINANCIAL SITUATION AND ENTITLEMENTS.

**94%
94%**

CLIENTS WHO SOUGHT ASSISTANCE ON THEIR UTILITIES MAINTAIN A CONNECTION TO ESSENTIAL UTILITIES SUCH AS ELECTRICITY.

We have achieved \$1,550,000 worth of debt waivers for clients with a massive amount of debts & avoiding bankruptcy.

CHALLENGES

Many individuals and families in the community are becoming vulnerable due to the ongoing COVID-19 pandemic; these include small business owners. Plans have been put in place to extend and provide service

to the small business sector who are heavily affected by the current pandemic. Financial counsellors will be equipped, specifically the Karratha and Hedland through training provided by the sector.

FINANCIAL STATEMENTS

Pilbara Community Legal Service Inc.
ABN 43 336 581 511
Auditors Independence Declaration

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020 there have been no contraventions of:

- (i) the auditor independence requirements as set out in the Associations Incorporation Act 2015 (WA) and Australian Charities and Non-for-profits Commission Act 2012 in relation to the audit, and
- (ii) any applicable code of professional conduct in relation to the audit.

Name of Firm: Letizia Palmer Chartered Accountants



Name of Auditor: Leon Stielow

Address: Level 1, 544 Beaufort Street, Mt Lawley WA 6050

Date this day of 5th October 2020

Pilbara Community Legal Service Inc.
ABN 43 336 581 511
Statement of Profit or Loss and Other Comprehensive Income
For the year ended 30 June 2020

Note	2020 \$	2019 \$
Revenue:		
Grants Received	4,240,393	3,485,691
Other Income	43,494	14,613
Interest Received	5,326	10,830
ATO Cash flow Boost	50,000	0
Donations	55,205	0
Total Revenue	<u>4,394,418</u>	<u>3,511,134</u>
Expenditure:		
Marketing	(29,556)	(19,756)
Selling expenses	(116,708)	(89,295)
Employment & Training expenses	(2,134,869)	(2,326,895)
Administration expenses	(663,971)	(745,357)
Total Expenditure	<u>(2,945,104)</u>	<u>(3,181,303)</u>
Net Profit	<u>1,449,314</u>	<u>329,831</u>
Other comprehensive income:		
Other Comprehensive income	-	-
Total other comprehensive income for the year, net of tax		
Total comprehensive income for the year	<u>1,449,314</u>	<u>329,831</u>
Provisions	<u>0</u>	<u>0</u>
Total Non-Current Liabilities	<u>0</u>	<u>0</u>

The accompanying notes form part of these financial statements.

Pilbara Community Legal Service Inc.
ABN 43 336 581 511
Statement of Financial Position as at 30 June 2020

Note	2020 \$	2019 \$
Assets		
Current Assets		
Cash assets	2,875,768	2,110,007
Receivables	527	0
Other	<u>86,731</u>	<u>87,903</u>
Total Current Assets	<u>2,963,024</u>	<u>2,197,910</u>
Non-Current Assets		
Property, plant and equipment	1,791,433	2,249,595
Total Non-Current Assets	<u>1,791,433</u>	<u>2,249,595</u>
Total Assets	<u>4,754,458</u>	<u>4,447,505</u>
Liabilities		
Current Liabilities		
Payables	220,445	756,632
Current tax liabilities	49,269	114,220
Provisions	<u>161,437</u>	<u>211,776</u>
Total Current Liabilities	<u>431,151</u>	<u>1,082,629</u>
Non-Current Liabilities		
Total Liabilities	<u>431,151</u>	<u>1,082,629</u>
Net Assets	<u>4,323,306</u>	<u>3,364,877</u>
Equity		
Reserves	2,873,992	3,035,046
Retained profits	1,449,314	329,831
Total Members' Funds	<u>4,323,306</u>	<u>3,364,877</u>

The accompanying notes form part of these financial statements.

THANK YOU

To the Board of Management, staff, volunteers and partners,, the Pilbara Community Legal Service inc. team thank you for your ongoing support. We are looking forward to the challenges and opportunities ahead and can't wait to share the experience with you all in the year to come.



2019 / 2020

COMBINED ANNUAL REPORT

PILBARA COMMUNITY LEGAL SERVICE INC.

KARRATHA OFFICE

08 9185 5899
admink@pcls.net.au

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