



WELFARE RIGHTS &  
ADVOCACY SERVICE

# ANNUAL REPORT

2019-2020



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## Funding and Support provided to Welfare Rights & Advocacy Service in 2019-2020

### COMMONWEALTH GOVERNMENT



DONATIONS

MEMBERSHIPS

### WESTERN AUSTRALIAN GOVERNMENT



## Personnel and Staff Profile 2019-2020

### Board

Owen Whittle  
Sally Fox  
Cindy Labuschagne  
Steen Johansen  
Zaneta Mascarenhas  
Rebecca Dennison  
Philip O'Donoghue  
Sinead Glackin  
Claire Duffy  
Dan Hill

Chairperson  
Deputy Chairperson  
Treasurer to AGM 2019  
Treasurer from AGM 2019  
Secretary to AGM 2019  
Secretary from AGM 2019  
Committee Member to AGM 2019  
Committee Member  
Committee Member  
Unions WA nominee

### Permanent and Contract Staff

Kate Beaumont  
Catherine Eagle  
Chris Belcher  
Jeanie Bryant  
Rhea Thomas  
Debbie Wardle  
Christine Graham  
Kek Quan Yao

Executive Officer  
Principal Solicitor  
Welfare Rights/Tenant Advocate  
Welfare Rights Advocate  
Solicitor/Youth Welfare Rights/Tenant Advocate  
Tenant Advocate  
Bookkeeper/Administrative Officer (to March 2020)  
Administrative Officer

### Volunteers

Cameron Bunney  
Roshni Kaila  
Kek Quan Yao  
Jacinta Cowan

## Chairperson's Report

This AGM marks the end of my fifth and last year as Chairperson of the TLC Emergency Welfare Foundation of Western Australia (Inc.) trading as Welfare Rights & Advocacy Service (WRAS). WRAS continues to deliver a substantial level of quality services within our areas of law to clients to assist with fighting inequality within our community.

The service along with the general community legal sector has seen significant change this year with both increased pressures and demand because of COVID-19. There has been the required adaptation to work in different ways to deliver our services during these uncertain times. WRAS maintained its service delivery through this time to ensure legal assistance continued to be provided safely both for the clients and staff of the service.

As this was the last year of our two main contracts with the Commonwealth and State Attorney Generals Departments and the Department of Mines, Industry Regulation and Safety our core funding has continued with only minor increases to previous levels. The service participated in reviews of both the CLSP and Tenancy Program but despite expectations for program changes and increased resourcing there was a rollover of both contracts for a further year and two years, respectively.

Whilst it would have been helpful to receive additional funding to assist with our response to COVID-19 this was not forthcoming in the current year. Public Purposes Trust funding to undertake a Social Security and Family and Domestic Violence Project has been secured and some additional Commonwealth funding due to COVID-19 for ICT and direct legal services is to occur in the coming year. This additional funding has allowed the service to make some temporary increases to staffing levels to respond to the expected increased demand on the service.

In 2019-2020 we have had the rollout of the NBN in our area. This rollout and the upgrade of some of our computer/IT equipment has allowed the service to be a pilot centre from the CL WA ICT Pilot Project. With this participation the service has now migrated its network to Office365 and SharePoint. These technological changes have facilitated our participation in the community and use technology in the delivery of CLE activities despite ongoing COVID-19 related restrictions.

With the ongoing core funding and good financial management WRAS continues to be in a secure financial position in the short to medium term. However, it is important that we continue working to ensure our sustainability by working to strategic plans and continuing involvement in sustainability discussions with the broader community legal sector.

WRAS continues to contribute to the broader CLC sector with Catherine Eagle convening the CL WA and CLCs Australia PII Committee's work at a local and national level and Rhea Thomas as co-convenor of CL WA CLEWS network. Our service continues to support the work of Economic Justice Australia's work through the provision of bookkeeping assistance and Kate Beaumont continues as Treasurer of that entity.

WRAS is in our final year of completion of the National Accreditation Scheme 2 priorities. The board and staff have continued to work on policies identified in the assessment process. The priority for our recent and future work has been the development of a risk management plan for the organisation.

As part of its ongoing work the Board has recently reviewed the Constitution and Rules of the Association and is recommending changes as Special Business at the 2020 AGM. The proposed changes are the first major review since 2017 and seek to modernise and ensure that the constitution and rules are fit for purpose now and into the future.

A handwritten signature in black ink, appearing to read 'Owen', followed by a long horizontal flourish.

Owen Whittle  
Chairperson

## Objects of the TLC Emergency Welfare Foundation of Western Australia (Inc.)

The Objects of the Association are:

- to provide emergency financial and material support to persons who are homeless, destitute, necessitous, suffering, distressed, disabled, disadvantaged or otherwise stricken by misfortune;
- to provide advice and other forms of welfare, assistance and guidance to those persons and to make representations on behalf of those persons;
- to liaise with, and whenever appropriate request and arrange, the services of public instrumentalities, or of charitable or other bodies which may be able to meet the needs of those persons;
- to cooperate with other organisations having objects similar to those of the Association;
- to assist and represent persons in conducting appeals against administrative decisions by Government agencies, particularly in relation to welfare rights and tenancy;
- to work towards structural change, aimed at the elimination of poverty within the community and seek to empower welfare recipients generally and with respect to their legal, welfare and other rights; and
- to promote the principles of equal opportunity.

## Vision, Mission, Values and Objectives

### Vision

A just and compassionate society.

### Mission

Eliminating disadvantage by assisting people to realise their rights to income and housing.

### Values

We are committed to:

- Client focused ethical practice;
- Social justice and human rights principles;
- Empowering people;
- Collaboration and community engagement; and
- Innovation and creativity.

### Objectives

- Serving individuals through casework, advocacy and advice.
- Increasing the systemic awareness and responsiveness to clients.
- Attracting, retaining and developing capable staff and volunteers.
- Ensure effective governance and reputation.
- Maintain sustainable systems, facilitates and financial management.

## Service Report

### Our work in 2019-2020

In 2019-2020 Welfare Rights & Advocacy Service continued to provide legal help in the areas of Social Security and Family Assistance Law, as well as Social Security Prosecutions and Tenancy Law. The main delivery mechanism for legal assistance by the service is through information and referral, legal advice and casework, duty advocate, court and tribunal representation, community legal education and law and policy reform.

Priority for legal assistance is to those within our geographic catchment area although help is provided to clients outside of our geographic catchment area in some circumstances.

The geographic catchment area for our service delivery varies between our different programs. Welfare Rights assistance is provided to those in the area north of the Swan River to the top of the state and across to the South Australian/Northern Territory border. Tenancy assistance is provided to the Local Government Areas (LGAs) in the Lower North Metropolitan Zone from Mosman Park up to Scarborough and across the City of Perth to Bayswater and Morley. Social Security Prosecution assistance and welfare rights assistance to young people is provided across the entire state.

The community legal education, law reform and legal policy work undertaken by the service is informed by the experience of our clients. The law reform activities of the service are augmented by its direct work with Economic Justice Australia (EJA) formerly the National Social Security Rights Network (NSSRN) and the WA Tenancy Network.

All of the activities undertaken by Welfare Rights & Advocacy Service are in line with the vision, mission, values and objectives of the service and the Objects set out in the Constitution and Rules of the TLC Emergency Welfare Foundation of Western Australia (Inc.).

Assistance is provided from our premises at 98 Edward Street, Perth, Monday to Friday from 9.00 am to 5.00 pm except for public holidays and during the Christmas shutdown. Outreach services

are provided at the Perth Magistrates Court, as part of a Tenancy Duty Advocate Program.

Some servicing arrangements were amended during the period from March to June 2020 in line with public health advice relating to COVID-19. The service remained open during the pandemic and moved to a team approach with one team working on site half the week and the other team working on site the remainder of the week. This approach taken was to minimise the risk of infection across the two teams whilst continuing to provide an on-site presence. There was a restriction to the provision of face to face assistance during this time.

The staff of Welfare Rights & Advocacy Service includes a mix of lawyers and paralegals who deliver the core legal services provided to clients. This assistance is augmented by our volunteer program of law students. In 2019-2020 there was an increase in the number of hours contributed. Our law student volunteers contributed 505 hours to the service. This increase in hours was despite the suspension of the volunteer program between March and June 2020.

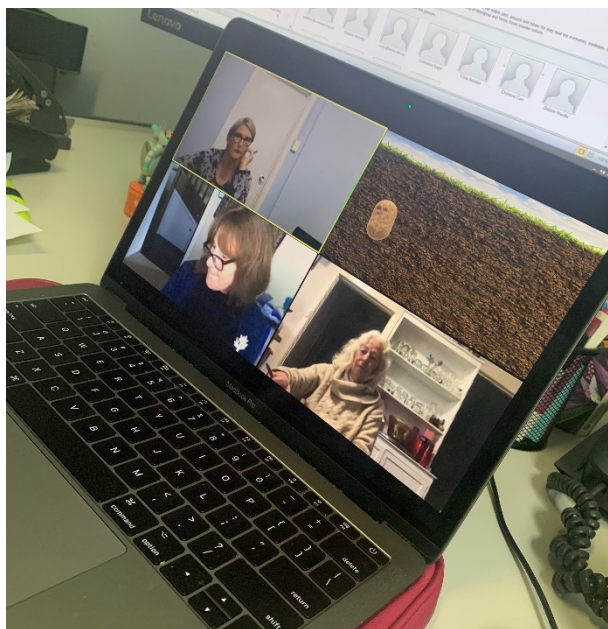
The service has a Disability Action Plan which includes the provision of disability access to its building and ensuring that all facilities hired to conduct education and information sessions are compliant with disability access requirements. Clients with disabilities can use their support workers to enhance access to our service when appropriate. People with disabilities can access feedback and complaint mechanisms by either directly contacting the service for information via a pamphlet or by telephone or email.

Welfare Rights & Advocacy Service encourages feedback and suggestions from all service users and the service website includes a feedback survey. In 2019-2020 client surveys were conducted, as part of the contractual arrangements for the National Partnership Agreement on Legal Assistance Services (NPA).

In 2019-2020 participated as a pilot centre in the CL WA ICT Pilot Project. In order to be a pilot centre the service undertook upgrade of its computer equipment and the rollout of NBN to the premises. With this participation the service migrated its network to Office 365 and SharePoint.



These technological improvements have assisted the service to meet some of the challenges of COVID-19 and better provide services and connect with others in the sector and in the delivery of CLE activities.



## Funding

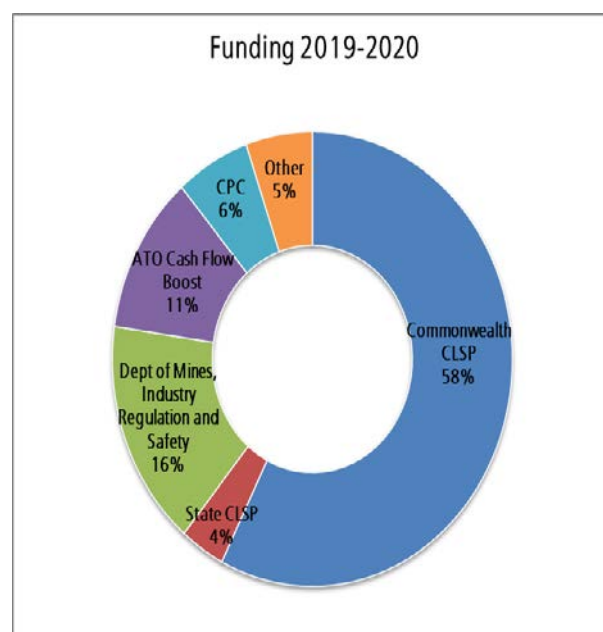
The main source of funding for the service continues to be through the Community Legal Service Program (CLSP) of Commonwealth Attorney General's Department under the National Partnership Agreement on Legal Assistance Services (NPA) which funds the welfare rights assistance provided by the service. This Commonwealth CLSP funding is augmented by State Community Legal Centre funding provided by the Department of Justice.

The second largest source of funding for the service is from the Department of Mines, Industry Regulation and Safety (DoMIRS) for our Tenancy Advice and Education Program (TAEP). In 2019-2020 the service had a rollover of its third full year of reduced funding within the tenancy program. As a result of this reduced funding tenancy assistance is provided on a part time basis 4 days per week.

In 2019-2020 the service received replacement funding as part of the Criminal Property

Confiscation Program from the Department of Justice to fund our Youth Welfare Rights Project for a further year.

Other income included bank interest, donations, memberships and accommodation income from other sources not related to our core funding. In 2019-2020 the service, as a result of government COVID-19 initiatives received the ATO Cash Flow Boost 1 and 2. The service continues to receive income from Economic Justice Australia (EJA) for the bookkeeping work that it undertakes for the EJA Secretariat.



## Legal Assistance

The legal assistance provided by the service is by way of information and referral, legal advice and casework assistance which include other representation, legal task, duty advocate, and court and tribunal representation. The work undertaken is recorded on the Community Legal Assistance Services System (CLASS) data base.

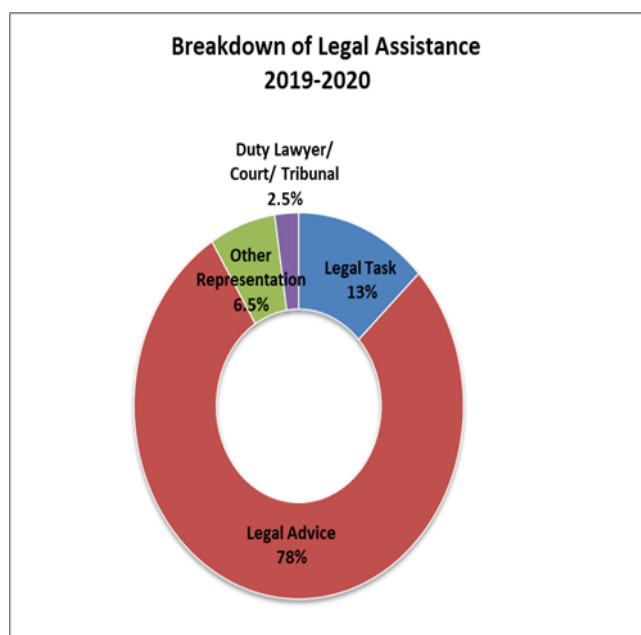
The total number of clients who accessed the service for assistance in 2019-2020 was 836 which was at similar levels to the previous year. Of those clients 81.9% were new clients, 18.8% were repeat clients and there were .01% existing clients at the beginning of the year.



Across all service types of legal assistance (excluding information and referral), 78% were provided with legal advice, while 22% had ongoing assistance – almost 6.5% were categorised as other representation, almost 13% had legal tasks completed and 2.5% were assisted by a duty advocate or at a court or tribunal. There were 1083 information and referral activities undertaken in 2019-2020.

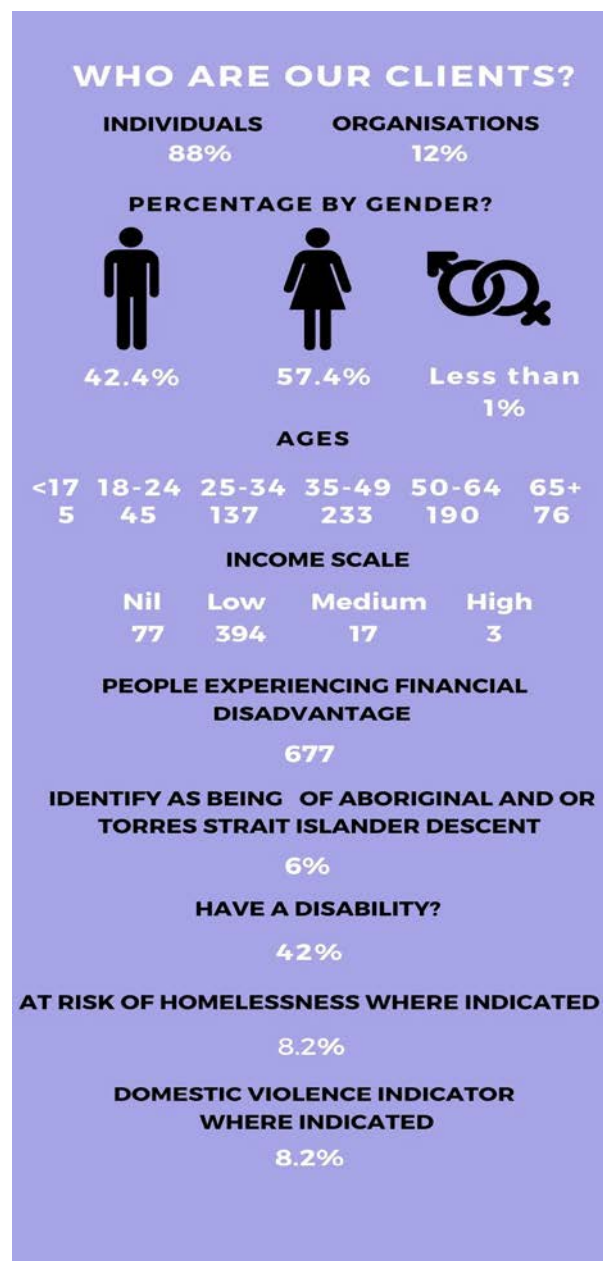
In 2019-2020 of legal advices across all programs 88.4 % were provided by telephone, with 8.6% by letter or email and 3% face to face.

Across all assistance types to individuals 87.7% were delivered to people experiencing financial disadvantage.



The geographic location of those serviced by Welfare Rights & Advocacy Service across its programs included 730 from a Major City location, 29 from an Inner City location, 48 from an Outer Regional location, 9 from a Remote Centre and 8 from a Very Remote Location.

## Our clients

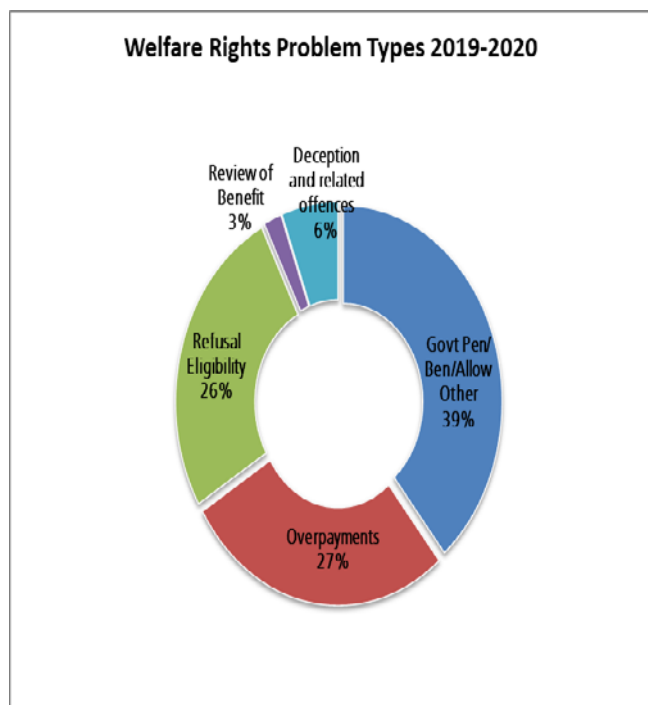


## Welfare Rights

Client numbers have increased slightly from the previous year with a 2.3% increase in clients in the welfare rights program. Of the 646 clients 81% were new clients, 19% were repeat clients and less than 1% were existing clients.

Disability Support Pension (DSP) was the main payment or entitlement type for 29.7% of the welfare rights clients this year. The second largest client groups were those receiving Newstart

Allowance/JobSeeker Payment (23.8%) followed by Age Pension (9.1%) Parenting Payment (8.5%), Family Tax Benefit (7.9%), and Youth Allowance (5.2%).



The main welfare rights problem type for clients was Govt. Pensions/Benefits/ Allowance – Other (39%) which is a catch all to cover the breadth of Social Security work not captured in the CLASS problem type classifications. The second highest occurring problem type is Overpayments (27%) followed by Refusal Eligibility (26%).

There was an increase in the numbers seeking assistance in relation to Centrelink debts and of those debts 20% related to automated debts. This increase occurred in part initially because of the Gordon Legal Class Action and the Government's decision to refund monies recovered relating to automated debts. This was however against a backdrop of a Departmental pause in debt raising activities by Centrelink due to COVID-19 for the last 3 months of the year. There was consistency in the numbers seeking help in relation to Deception and Related Offences (Social Security Prosecutions) with the previous year.

Apart from the usual recording of problem type the service additionally from March 2020 recorded keywords in the CLASS database to track legal

assistance provided where COVID-19 was an aspect of the help provided. In the period from 1 March 2020 to 30 June 2020 in the welfare rights program there were 25 legal advices and 5 legal tasks undertaken related to COVID-19.

Usually the highest demand for welfare rights assistance is in relation to refusal of eligibility for those applying for DSP. There was a significant reduction in the numbers of clients seeking assistance in relation to DSP rejection of claims in 2019-2020. This in part was due to the introduction of the Coronavirus Supplement from 27 April 2020 which doubled the rate of payment to those receiving the JobSeeker Payment. It is likely that demand for help in this area will increase again as higher rates of payments are withdrawn.

It is expected that as other COVID-19 related provisions such as the resumption of both mutual obligation requirements for JobSeeker Payment and the pause on debt raising and recovery that demand for welfare rights assistance will increase.

## Welfare Rights Case Studies

### Welfare Rights Case Study 1

#### Parenting Payment Cancellation

**Nature of the Issue:** The client had been on Parenting Payment Single (PPS) which was cancelled by Centrelink and then when it was restored, she was only being paid less than \$10 a fortnight in Parenting Payment Partnered (PPP).

Using an interpreter, she told us she had come to Australia as a refugee and had six children living with her. She did not know why her payments had been cancelled.

**Assistance provided:** Centrelink told us that a decision had been made that she was partnered and this was the reason for the rate of payment reducing.

The client then told us: The alleged partner lived overseas (he had never lived in Australia). The client had never lived with him and he did not provide any support to her. He was the father of the client's two youngest children. She had met

him in late 2015 when he was in Australia on a temporary visa but although the relationship had the blessing of a religious person in the community she was never partnered within the meaning of the Social Security Act.

Even with the benefit of an interpreter the client struggled to understand the complexities of the qualification rules for Family Tax Benefit and Parenting Payment and the difference between how each are assessed.

We asked for a review of the Centrelink decision that she was partnered and prepared a submission to Centrelink about the living arrangements of the client considering the five factors used to determine if a person is a member of a couple.

- Financial Circumstances
- Nature of the Household
- Social Aspects
- Nature of Commitment
- Nature of sexual relationship

Case outcome: Centrelink agreed with our submission that the client was not a member of a couple and that her parenting payment should be paid at the single rate. If the client had not been linked in with WRAS it is unlikely that her matter would have been resolved favourably as she did not understand what evidence was relevant to the decision and to the review.

## Welfare Rights Case Study 2

### Disability Support Pension Debt

Nature of the issue: the client had a debt raised. He was receiving disability support pension (DSP) whilst working part-time. The debt covered a 10-year period. He told us that he always worked for the same employer, he told Centrelink when he started work and he reported to the best of his ability.

We requested a copy of his Centrelink file and it was clear that when he had been reporting by going into his local office and when his employer was giving him payslips he had reported correctly. Once payslips were only available to him by logging into a website and he was told by Centrelink to report on his phone via an app the amounts he

reported did not match his actual earnings. He said he did the best he could.

We assisted him to ask for a review of the decision to recover the debt. We argued that the debt should be waived under s1237AAD of the Social Security Act based on:

- His chronic physical health conditions;
- His mental health conditions;
- His learning disability which made it difficult to understand letters or use technology;
- His employer's decision to no longer provide payslips;
- Centrelink's failure to check his variable income for 10 years and insistence on him reporting online;
- His lack of family support.

Case outcome: the authorised review officer agreed that the client should not have to repay the debt.

## Tenancy

Tenancy assistance decreased slightly this year. The service provides help to tenants irrespective of means in line with Tenancy Advice and Education Program (TAEP) contract with the Department of Mines, Industry Regulation and Safety. In the 2019-2020 year 91% of representation services in the tenancy program were to people experiencing financial disadvantage.

In 2019-2020 of tenants with a tenure type recorded 69% were private tenants, 22% were public housing tenants, 3% were either homeless or in transitional housing and 2% were community housing tenants. The remainder of just under 2% were made up of boarders and lodgers and other types of accommodation.

Welfare Rights & Advocacy Service has continued to provide help on an outreach basis as a Duty Advocate at the Perth Magistrates Court on a Thursday morning every three weeks. This assistance is provided in collaboration with Tenancy WA. In the period between March to June 2020 due to COVID-19 and changes at the court this assistance was provided remotely by telephone.

In this role our tenant advocate assists unrepresented tenants who are provided with advice and if appropriate representation at the court on the day. If ongoing assistance is required and the tenant is from our geographic catchment area, they are referred into our service so ongoing representation can be provided. If the tenant is not from our catchment area, they are referred to the Local Service Unit (LSU) in their local area for further help.

The main reason for tenants contacting the service for help was in relation to Tenancy Other which is a catch all category and represented 24% of tenants. Termination by Lessor accounted for 15% of our tenancy work. This was a smaller proportion of work than in the previous year. This reduction may have occurred due to the COVID-19 provisions introduced in April 2020. Bond matters made up 12.5% of assistance to tenants followed closely by Termination by Tenant which accounted for almost 9% and Tenancy Repairs which accounted for 7%.

Apart from the usual recording of problem type the service additionally from March 2020 recorded keywords in the CLASS database to track legal assistance provided where COVID-19 was an aspect of the help provided. In the period from 1 March 2020 to 30 June 2020 in the tenancy program there were 25 legal advices undertaken related to COVID-19.

Welfare Rights & Advocacy Service prioritises help to those facing eviction or at risk of homelessness. Advice and representation at court has been provided to tenants where appropriate to try to stop the tenant's eviction. This is augmented with the work undertaken as Duty Advocate at the Magistrates Court. The service provided Court/Tribunal and Duty Lawyer assistance for 27 tenancy matters and Other Representation assistance in 23 matters in 2019-2020.

## Tenancy Case Studies

### Tenancy Case Study 1

#### Public Housing Eviction

Nature of the Issue: the client was referred to us from a mental health service as he had received a

3rd breach from the Housing Authority (HA) for anti-social behaviour and a letter stating that HA were intending to apply to court to evict him under s75A (3) of the Residential Tenancy Act (RTA). The tenant had serious mental health issues and at the time of the 3<sup>rd</sup> breach he had not taken his medication for a number of days following his discharge from Graylands. The mental health worker told us that since the incident giving rise to the breach the client had been having his medication regularly which had stabilised his condition and behaviour.

Assistance provided: We advised the client that we could represent him in court but that his best chance of defending any application for eviction would be to provide evidence that there had been no further incidents since the breach. The matter was listed for a trial.

Prior to the hearing we contacted HA to discuss a resolution of the matter. We suggested consent orders that would effectively give the tenant 6 months to demonstrate that there were no further issues with the tenancy. The representative for HA initially refused but on the day before the hearing the parties agreed to the orders we proposed.

Case outcome: The outcome of the case is that provided the tenant committed no further breaches of the tenancy agreement then his tenancy would be continued.

### Tenancy Case Study 2

#### Public Housing Eviction

Nature of the Issue: Tenant contacted us 2 days before she had a trial where the HA was seeking termination of her tenancy under s73 of the RTA. HA alleged that the tenant had intentionally or recklessly caused or permitted serious damage to the premises or injury to the lessor or the property manager of the premises or any person in occupation of or permitted on adjacent premises. The matter had previously been adjourned for six months by the court.

There had been an incident near the tenant's accommodation some months earlier where she had damaged the property of a person who lived

down the road from her. She had been charged with trespass and property damage, had pled guilty and had received a spent conviction. The other party had obtained a VRO against the tenant for 6 months, but that order had expired.

Assistance provided: We agreed to assist the tenant with negotiations with the HA in relation to the matter and then to represent the tenant at the trial. We advised the tenant that the HA had commenced the proceedings under the wrong section of the RTA.

At the start of the hearing the Magistrate asked the HA to consider withdrawing the application and briefly adjourned the matter so that the HA Regional Recovery Officer (RRO) could get instructions. The trial proceeded.

Case outcome: The HA application was dismissed by the Magistrate. The tenant and her family were not evicted.

## Community Legal Education

In 2019-2020 the service provided 13 Community Legal Education activities and 1 Community Legal Education resource was developed in the year.

Community education activities were undertaken across our programs and included both one off workshops and the development of information resources. A number of activities were undertaken in person prior to COVID-19, however we have shifted delivery to on line forms such as Zoom, Microsoft Teams and Webinar in the latter part of the year.

In the current year the service undertook a rural, regional or remote CLE visit to Albany (in conjunction with the completion of that centres Cross Check.

Sessions were undertaken in the following settings:

- Aboriginal Family Law Services;
- Albany Community Legal Centre;
- DayDawn Advocacy;
- Department of Communities;
- Individual Disability Advocacy Service (IDAS);

- Fibromyalgia Support Network Educational Meeting;
- National Social Security Rights Network Members Meeting;
- National Social Security Rights Network Conference;
- National Association of Community Legal Centres Conference;
- Social Work students at University of Western Australia;
- Riverview Community Church Asylum Seeker Hub; and
- WACOSS Emergency Relief Forum.

An article was written for the National Social Security Rights Network for their Rights Review Newsletter in relation to Self-Disclosure in Cases Involving Domestic Violence.

Our existing suite of Fact Sheets was regularly reviewed and updated in response to changes to ensure their currency.

Rhea Thomas has regularly participated in the CL WA Community Legal Education Workers (CLEWS) Network Meetings and was the Co-Convenor in 2019-2020.

## Law Reform

In 2019-2020 there were increased numbers of law reform activities undertaken by the service. Law reform activities are informed by the experiences of our clients to bring about structural and systemic change.

The law reform work undertaken through the year included a range of activities which included forum participation, submissions, media interviews, and feedback to Services Australia and others on specific issues which related to service delivery and policy. Some of these occurred in the context of activities of the EJA of which we are a member centre.

The service has continued to contribute to the EJA research project on 'Duress and Debt' which builds on previous research work undertaken by NSSRN in relation to: *How well does Australia's social security system support victims of family and*



domestic violence? Available at:  
<http://www.nssrn.org.au/briefing-paper/family-violence-research/>



At a local and national level staff of the service participated in a number of regular meetings and forums and other activities. Some of the regular and ad hoc forums, conferences and meetings and activities in which staff have chaired and/or participated in 2019-2020 have included:

- WA Tenant Advocates' Meetings;
- WA Tenant Coordinators' Meetings;
- Review of Tenancy Advice and Education Program with the Department of Mines, Industry Regulation and Safety;
- Disability Advocacy Program Funding Community Forum;
- DHS Fraud Investigation Meeting;
- DHS Centrepay Forum;
- DHS DV Design Hub;
- Senate Standing Committee on Community Affairs – Centrelink's Compliance Program;
- Patrick Gorman MP – Raise the Rate Permanently;
- CFMEU;
- CLCs Australia PII Committee;
- CL WA Legal Practice and PII Sub Committee;
- CL WA Member Meetings;
- CL WA CLEWS Network Meetings;
- CL WA Quarterly Meetings;
- CL WA Manager's Meetings;
- NSSRN Conference (Brisbane);
- NACLC Conference (Brisbane);
- EJA Members' Meetings;
- EJA Committee Meetings;

- EJA Planning Day;
- EJA Debt and Duress Research Meetings;
- Services Australia Aboriginal Consultative Committee;
- Services Australia Community Consultative Committee;
- Sustainability/Co-Location/Merger Committee.



In 2019-2020 Catherine Eagle continued in her roles as the Convenor of the CLCs Australia Professional Indemnity Insurance (PII) Committee, the WA State Representative on the CLCs Australia PII Committee and as the convenor of the Community Legal WA (CL WA) Legal Practice and PII (LP&PII) Committee. In this role Catherine Eagle provides support and guidance to other CLCs in relation to PII issues and a range of legal practice and ethical issues that arise within a community legal setting.



Welfare Rights & Advocacy Service is an active participant in the EJA (formerly known as the NSSRN). Three staff members participated in the NSSRN Annual Conference in Brisbane in August 2019. In the last year we have convened, chaired and participated in the monthly Members Meetings, various Sub Committees and Committee Meetings of the EJA. These meetings have a focus on casework trends, policy and law reform, as well as the governance of the EJA. These forums have been particularly valuable for the service in the last year with the amount of change, because of COVID-19 in Social Security law.

Kate Beaumont continued in her role as the Treasurer of EJA. As a long-standing committee member this has allowed the service to contribute and engage in the law reform and legal policy work undertaken by EJA on behalf of its members. Staff of the service regularly provide significant input into EJA submissions and have represented EJA on national forums.

## Governance

The governance of the Association rests with the Board of the TLC Emergency Welfare Foundation of Western Australia (Inc.). There were no changes to the Constitution and Rules of the Association, however following a review by the Board constitutional change is to be considered at the Annual General Meeting in October 2020.

Owen Whittle has been the Chairperson since October 2015. The other office bearers were Sally Fox as Deputy Chairperson, Rebecca Dennison as Secretary and Steen Johansen as Treasurer from the AGM in 2019. The latter two replaced Zaneta Mascarenhas and Cindy Labuschagne and who were the Treasurer and Secretary respectively. Continuing on the Board from the previous year were Sinead Glackin and Claire Duffy. Philip O'Donoghue did not stand for re-election at the AGM in 2019. Dan Hill continued as the Unions WA nominee for a third year in 2019-2020.

The Board met 7 times in 2019-2020. Quorum was not achieved for an additional scheduled meeting during the year. In response to health advice the

Board meetings were conducted by Zoom in the period from April to June 2020.

In 2019-2020 the service has continued in its review of its policies and procedures as part of the NACLC National Accreditation Scheme (NAS) Stage 2. The service is due to complete this process in early 2021.

The TLC Emergency Welfare Foundation of Western Australia (Inc.) Enterprise Bargaining Agreement between staff, the Board and the Australian Services Union was registered in September 2016 expired on 30 June 2019. The new EBA between the Board and staff will be finalised soon.

## Future

The services two major funding agreements ended on 30 June 2020 with the end of the National Partnership Agreement on Legal Assistance Services and what should have been the final extension of the Tenancy Contract. Unfortunately, although an active participant in the review of the Tenancy Advice and Education Program in 2019-2020 none of the expected improvements to the program in relation to quality, consistency of service offer or resourcing came to fruition. Instead the previous contract has been extended for a further two years without any increase to resources.

Despite there being a new National Legal Assistance Partnership in place between the Commonwealth and State Attorney General's Department until 2025 our current CLSP agreement has only been extended for a further 12 months. At the same time Program Management for the CLSP program is to move from Legal Aid WA to the Department of Justice at the end of the extension period. It is expected that during the NLAP that we will be subject to a further two contracts spanning 2-year periods despite stipulations to the contrary leading to further uncertainty over funding long term and program requirements into the future.

It is pleasing that the Commonwealth Attorney General's Department has provided additional COVID-19 funding in 2020-2021. COVID-19 funding is to be provided for one off ICT investment and additional COVID-19 legal services over the



next twelve months. The ICT funding will allow the service to undertake additional IT improvement in the short term and allow the service to better meet the technological challenges if there is a recurrence of COVID-19 in WA and improve ways of working both on site and remotely.

Funding from the Public Purposes Trust to undertake a Social Security and Family and Violence Project and the additional COVID-19 legal service funding has permitted the service to recruit additional staff for 2020-2021. Recruitment allows the service to deal with the challenges of renewal with the injection of new staff into the service. These new welfare rights staff will assist in dealing with the anticipated increase in demand as government assistance by way of JobSeeker and JobKeeper Payments are wound back and the debt pause ends.

Shortly the service will be entering the social media space to engage further with the community in relation to changes in the Social Security and Tenancy area. This move builds on community education work being undertaken as part of our FDV Project and ensuring the community is aware of the COVID-19 changes in our areas of law.

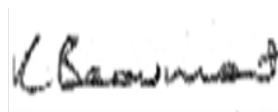
Welfare Rights & Advocacy Service will continue to explore ways in which the service is able to be more sustainable into the future through pursuing options available for merger, co-location and shared services within the sector through the sustainability project.

## Acknowledgement and Thanks

I would like to acknowledge the work and support of the Board over many years to Welfare Rights & Advocacy Service. Of note is the contribution made by Owen Whittle who will be stepping down from the Board at the 2020 AGM. He will be sorely missed. I am confident that the new Board which includes a mix of existing and returning members will work to consolidate on the work undertaken over recent years.

The service has over an extended period maintained a stable staff. In 2019-2020 Christine Graham moved from the dual role of Bookkeeper and Administrative Officer to solely working as Bookkeeper for the service. Kek Quan Yao has taken on the role of part time Administrative Officer since March 2020. Apart from paid staff we have maintained a group of volunteers who have provided support and assistance in our core work.

I would like to recognise the contribution of the staff and volunteers of the service who in this last year have responded to the challenges of COVID-19. They continue to provide quality help to our clients assisting to resolve their legal issue whilst maintaining a sense of humour.



Kate Beaumont  
Executive Officer

## Treasurer's Report

It would seem that no Treasurer's report should begin without reference to funding, or more specifically, the lack there of, making this year a most unique one.

In the age of COVID-19 there have been many challenges, fear and uncertain financial outcomes among them. I thank the WRAS staff for their ability to innovate and maintain the service, especially over the last seven months.

An unusual outcome of the pandemic has been the receipt of additional government funding, both as stimulus and funding for expected additional demand currently and into the next financial year.

It pleases me to present the 2019-2020 audited Special Purpose Financial Report. Australian Audit conducted our financial audit and have again issued an unmodified opinion.

The Operating surplus for the year before Capital Grants and Other Comprehensive income amounted to \$93,201. Our core income for services for the year was \$517,554 and was received from:

- the Commonwealth and State Attorney General's Department (CLSP – Welfare Rights Contract) an increase of 5.7%; and
- the Department of Mines, Industry Regulation and Safety (Tenancy Advice and Education Program Contract) an increase of 2.3%; and an unchanged amount for
- the CPC/Legal Contributions Trust Replacement from the Department of Justice (LCT – Youth Welfare Rights Project).

Long Service Leave accrual continued to outpace leave taken and increased 12% in the year. The decision to retain a redundancy reserve in the retained earnings saw this allocation increase from \$52,000 to \$54,000.

Due to a downturn in Perth property prices, 98 Edward Street has been reduced to a carrying amount of \$900,000.

WRAS ended the financial year with a cash position of \$561,000, as well as prepayments of \$51,000 against liabilities of \$224,000.

The service remains in a financially strong position and the Board continues to actively pursue opportunities relating to future sustainability.



Steen Johansen  
Treasurer

## Special Purpose Financial Report

**T.L.C. Emergency Welfare Foundation of Western  
Australia Inc. trading as Welfare Rights &  
Advocacy Service**

ABN 95 512 184 786

**Special Purpose Financial Report - 30 June 2020**

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights &  
Advocacy Service  
Contents  
30 June 2020**

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Boards' declaration	7
Statement of profit or loss and other comprehensive income	8
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Statement of changes in equity	10
Statement of cash flows	11
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**General information**

The financial statements cover T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service as an individual entity. The financial statements are presented in Australian dollars, which is T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service's functional and presentation currency.

T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service is a not-for-profit incorporated association, incorporated and domiciled in Australia. Its registered office and principal place of business is:

98 Edward Street, PERTH, WA 6000

A description of the nature of the incorporated association's operations and its principal activities are included in the Boards' report, which is not part of the financial statements.

The financial statements were authorised for issue on 21 September 2020.

# AUSTRALIAN AUDIT

## DIRECTORS:

ROBERT CAMPBELL RCA, CA, CPA, MSW

VIRAL PATEL RCA, CA, CPA

ALASTAIR ABBOTT RCA, CA, M.FORENSIC ACCOUNTING

CHASSEY DAVIDS RCA, CA, AMILA, BCOM

## AUDITOR'S INDEPENDENCE DECLARATION

To the Board of T.L.C. Emergency Welfare Foundation of WA Inc.

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* and section 80 of the *Associations Incorporation Act 2015 (WA)*, in relation to our audit of the financial report of T.L.C. Emergency Welfare Foundation of WA Inc. for the year ended 30 June 2020, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit;
- b) No contraventions of the auditor independence requirements of the *Associations Incorporation Act 2015 (WA)* in relation to the audit; and
- c) No contraventions of any applicable code of professional conduct in relation to the audit.



**Alastair Gordon Abbott, CA**

Registered Company Auditor number 486826

**Director**

**Australian Audit**

Perth, Western Australia

Dated: 29 October 2020

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Page 2 of 19



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## DIRECTORS:

ROBERT CAMPBELL RCA, CA, CPA, MSW

VIRAL PATEL RCA, CA, CPA

ALASTAIR ABBOTT RCA, CA, M.FORENSIC ACCOUNTING

CHASSEY DAVIDS RCA, CA, AMIA, BCOM

## INDEPENDENT AUDITOR'S REPORT

To the members of T.L.C. Emergency Welfare Foundation of WA Inc.

### Report on the Audit of the Financial Report Opinion

We have audited the financial report of T.L.C. Emergency Welfare Foundation of WA Inc. (the Entity), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by the Board.

In our opinion the accompanying financial report has been prepared in accordance with requirements of the *Associations Incorporation Act 2015 (WA)* and Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a) giving a true and fair view of the Entity's financial position as at 30 June 2020, and of its financial performance and its cash flows for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Entity to meet the requirements of the *Associations Incorporation Act 2015 (WA)* and the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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### Responsibilities of the Board for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act 2015 (WA)* and the *ACNC Act* and the needs of the members. The responsibility of Board also includes such internal control as Board determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, Board is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless Board either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Board.
- Conclude on the appropriateness of Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a



going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### Report on Other Legal and Regulatory Requirements

In our opinion, T.L.C. Emergency Welfare Foundation of WA Inc. has complied with 60-30(3)(b), (c) and (d) of the *ACNC Act* and 82(1)(b), (c) and (d) of the *Associations Incorporation Act 2015 (WA)*:

- by providing us with all information, explanation and assistance necessary for the conduct of the audit;
- by keeping financial records sufficient to enable a financial report to be prepared and audited;
- by keeping other records required by Part 3-2 of the *ACNC Act*, including those records required by Section 50-5 that correctly record its operations, so as to enable any recognised assessment activity to be carried out in relation to the entity; and
- by keeping other records required by Part 5 of the *Associations Incorporation Act 2015 (WA)*, including those records required by Section 66 that correctly record its operations, so as to enable true and fair financial statements to be prepared.

**Alastair Gordon Abbott, CA**

Registered Company Auditor number 486826

**Director**

**Australian Audit**

Perth, Western Australia

Dated: 29 October 2020

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights &  
Advocacy Service  
Boards' report  
30 June 2020**

The Board presents the report on the T.L.C. Emergency Welfare Foundation of Western Australia Inc. for the financial year ended 30 June 2020.

The Board have been in office since the start of the financial year to the date of this report unless otherwise stated.

The net surplus of T.L.C. Emergency Welfare Foundation of Western Australia Inc. for the financial year ended 30 June 2020 amounted to \$93,201.

The principal activity of the association during the financial year was the provision of independent information, advice, advocacy and referral to disadvantaged people, social security recipients and low waged workers.

During the period, the T.L.C. Emergency Welfare Foundation of Western Australia Inc. applied the accounting policies described in Note 1 to these financial statements.

On behalf of the Board



Chairperson



Treasurer

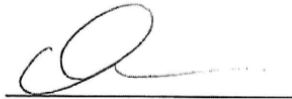
21 September 2020

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights &  
Advocacy Service  
Boards' declaration  
30 June 2020**

In the Boards' opinion:

- the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in Note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and Western Australian legislation the Associations Incorporation Act 2015, the Charitable Collections Act 1946 and associated regulations;
- the attached financial statements and notes comply with the Accounting Standards as described in Note 1 to the financial statements;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2020 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the Board



Chairperson



Treasurer

21 September 2020

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service**  
**Statement of profit or loss and other comprehensive income**  
**For the year ended 30 June 2020**

	Note	2020 \$	2019 \$
<b>Revenue</b>			
Grant income	3	517,554	494,758
Donations		830	1,100
Interest income		8,361	11,374
Accommodation income		10,000	10,000
Economic Justice Australia		8,000	8,000
ATO cash flow boost		70,500	-
Other income		6,177	6,135
Total revenue		<u>621,422</u>	<u>531,367</u>
<b>Expenses</b>			
Administrative costs		(24,258)	(21,472)
Audit fees		(6,500)	(3,500)
Computer expenses		(4,225)	(1,690)
Conference fees		(715)	(2,324)
Employment costs	4	(452,025)	(452,202)
Insurance		(8,010)	(5,731)
Occupancy costs		(22,389)	(31,314)
Travel		(4,473)	(5,762)
Equipment repairs and maintenance		(2,720)	(2,881)
Minor equipment		(768)	(1,504)
Depreciation expense		(2,138)	(2,148)
Total expenses		<u>(528,221)</u>	<u>(530,528)</u>
<b>Surplus for the year</b>		93,201	839
<b>Other comprehensive income</b>			
<i>Items that will not be reclassified subsequently to profit or loss</i>			
Loss on the revaluation of land and buildings		<u>(100,000)</u>	<u>(32,599)</u>
Other comprehensive income for the year		<u>(100,000)</u>	<u>(32,599)</u>
<b>Total comprehensive income for the year</b>		<u><u>(6,799)</u></u>	<u><u>(31,760)</u></u>

*The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes*

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights &  
Advocacy Service  
Statement of financial position  
As at 30 June 2020**

	Note	2020 \$	2019 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	5	561,396	496,834
Trade and other receivables	6	51,311	12,064
Total current assets		<u>612,707</u>	<u>508,898</u>
<b>Non-current assets</b>			
Property, plant and equipment	7	905,205	1,006,525
Total non-current assets		<u>905,205</u>	<u>1,006,525</u>
<b>Total assets</b>		<u>1,517,912</u>	<u>1,515,423</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	8	6,351	16,569
Provisions	9	217,271	196,636
Total current liabilities		<u>223,622</u>	<u>213,205</u>
<b>Non-current liabilities</b>			
Provisions	10	10,159	11,288
Total non-current liabilities		<u>10,159</u>	<u>11,288</u>
<b>Total liabilities</b>		<u>233,781</u>	<u>224,493</u>
<b>Net assets</b>		<u>1,284,131</u>	<u>1,290,930</u>
<b>Equity</b>			
Reserves	11	711,529	809,623
Retained surpluses		<u>572,602</u>	<u>481,307</u>
<b>Total equity</b>		<u>1,284,131</u>	<u>1,290,930</u>

*The above statement of financial position should be read in conjunction with the accompanying notes*

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service**  
**Statement of changes in equity**  
**For the year ended 30 June 2020**

	<b>Redundancy Reserve \$</b>	<b>Revaluation Reserve \$</b>	<b>Retained surpluses \$</b>	<b>Total equity \$</b>
Balance at 1 July 2018	54,425	790,000	478,265	1,322,690
Surplus for the year	-	-	839	839
Other comprehensive income for the year	-	(32,599)	-	(32,599)
Total comprehensive income for the year	-	(32,599)	839	(31,760)
Transfer from reserve	(2,203)	-	2,203	-
Balance at 30 June 2019	<u>52,222</u>	<u>757,401</u>	<u>481,307</u>	<u>1,290,930</u>
	<b>Redundancy Reserve \$</b>	<b>Revaluation Reserve \$</b>	<b>Retained surpluses \$</b>	<b>Total equity \$</b>
Balance at 1 July 2019	52,222	757,401	481,307	1,290,930
Surplus for the year	-	-	93,201	93,201
Other comprehensive income for the year	-	(100,000)	-	(100,000)
Total comprehensive income for the year	-	(100,000)	93,201	(6,799)
Transfer to reserve	1,906	-	(1,906)	-
Balance at 30 June 2020	<u>54,128</u>	<u>657,401</u>	<u>572,602</u>	<u>1,284,131</u>

*The above statement of changes in equity should be read in conjunction with the accompanying notes*

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights &  
Advocacy Service  
Statement of cash flows  
For the year ended 30 June 2020**

	Note	2020 \$	2019 \$
<b>Cash flows from operating activities</b>			
Receipts from customers (inclusive of GST)		573,814	519,993
Payments to suppliers and employees (inclusive of GST)		<u>(516,795)</u>	<u>(516,155)</u>
Net cash from operating activities	16	<u>57,019</u>	<u>3,838</u>
<b>Cash flows from investing activities</b>			
Payments for property, plant and equipment	7	(818)	(663)
Interest received		<u>8,361</u>	<u>11,374</u>
Net cash from investing activities		<u>7,543</u>	<u>10,711</u>
Net cash from financing activities		<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents		64,562	14,549
Cash and cash equivalents at the beginning of the financial year		<u>496,834</u>	<u>482,285</u>
Cash and cash equivalents at the end of the financial year	5	<u><u>561,396</u></u>	<u><u>496,834</u></u>

*The above statement of cash flows should be read in conjunction with the accompanying notes*



**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service**  
**Notes to the financial statements**  
**30 June 2020**

**Note 1. Significant accounting policies**

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**New or amended Accounting Standards and Interpretations adopted**

The incorporated association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

**Basis of preparation**

In the Boards' opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and Western Australian legislation the Associations Incorporation Act 2015, the Charitable Collections Act 1946 and associated regulations. The Board have determined that the accounting policies adopted are appropriate to meet the needs of the Board of T.L.C. Emergency Welfare Foundation of Western Australia Inc trading as Welfare Rights & Advocacy Service.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for profit oriented entities.

*Historical cost convention*

The financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of financial assets and liabilities at fair value through profit or loss, financial assets at fair value through other comprehensive income, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

*Critical accounting estimates*

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

**Revenue recognition**

The incorporated association recognises revenue as follows:

*Revenue from contracts with customers*

Revenue is recognised at an amount that reflects the consideration to which the incorporated association is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the incorporated association: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights & Advocacy Service**  
**Notes to the financial statements**  
**30 June 2020**

**Note 1. Significant accounting policies (continued)**

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

*Grant revenue*

Grant revenue is recognised in profit or loss when the incorporated association satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before the incorporated association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

*Donations*

Welfare Rights & Advocacy Service receives non-reciprocal contributions of assets from the government and other parties for no or a nominal consideration. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the profit or loss.

Donations and bequests are recognised as revenue when received.

*Interest*

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

*Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

**Income tax**

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

**Current and non-current classification**

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

**Cash and cash equivalents**

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

**T.L.C. Emergency Welfare Foundation of Western Australia Inc. trading as Welfare Rights &  
Advocacy Service  
Notes to the financial statements  
30 June 2020**

**Note 1. Significant accounting policies (continued)**

**Trade and other receivables**

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

The incorporated association has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue.

Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

**Property, plant and equipment**

Land and buildings are shown at fair value, based on periodic, at least every 3 years, valuations by external independent valuers, less subsequent depreciation and impairment for buildings. The valuations are undertaken more frequently if there is a material change in the fair value relative to the carrying amount. Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset. Increases in the carrying amounts arising on revaluation of land and buildings are credited in other comprehensive income through to the revaluation surplus reserve in equity. Any revaluation decrements are initially taken in other comprehensive income through to the revaluation surplus reserve to the extent of any previous revaluation surplus of the same asset. Thereafter the decrements are taken to profit or loss.

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Plant and equipment	3-5 years
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The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss. Any revaluation surplus reserve relating to the item disposed of is transferred directly to retained profits.

**Trade and other payables**

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

**Employee benefits**

*Short-term employee benefits*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

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Notes to the financial statements  
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**Note 1. Significant accounting policies (continued)**

*Other long-term employee benefits*

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

**Goods and Services Tax ('GST') and other similar taxes**

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

**New Accounting Standards and Interpretations not yet mandatory or early adopted**

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the incorporated association for the annual reporting period ended 30 June 2020. The incorporated association has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

**Note 2. Critical accounting judgements, estimates and assumptions**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

*Coronavirus (COVID-19) pandemic*

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the incorporated association based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the incorporated association operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the incorporated association unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.



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**Note 2. Critical accounting judgements, estimates and assumptions (continued)**

*Estimation of useful lives of assets*

The incorporated association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

*Employee benefits provision*

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

**Note 3. Grant income**

	2020 \$	2019 \$
Community Legal Centre recurrent (Comm)	297,100	290,648
Community Legal Centre SACS supplementation (Comm)	60,098	50,969
Community Legal Centre recurrent (State)	22,421	17,510
Department of Mines, Industry Regulation and Safety	100,735	98,431
CPC - Legal Contribution Trust Replacement	37,200	37,200
	<u>517,554</u>	<u>494,758</u>

**Note 4. Employment costs**

	2020 \$	2019 \$
Salaries	392,350	396,283
Annual leave	4,599	4,037
Long service leave	14,907	13,813
Superannuation	37,273	36,020
Other employment costs	2,896	2,049
	<u>452,025</u>	<u>452,202</u>

**Note 5. Cash and cash equivalents**

	2020 \$	2019 \$
Cash on hand	200	200
Cash at bank	561,196	496,634
	<u>561,396</u>	<u>496,834</u>

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**Note 6. Trade and other receivables**

	2020 \$	2019 \$
Trade receivables	943	-
Prepayments	11,271	10,910
BAS and PAYG receivables	36,243	-
Other receivables	2,854	1,154
	<u>51,311</u>	<u>12,064</u>

**Note 7. Property, plant and equipment**

	2020 \$	2019 \$
Land and buildings - at valuation	900,000	1,000,000
Plant and equipment - at cost	47,744	57,593
Less: Accumulated depreciation	(42,539)	(51,068)
	<u>5,205</u>	<u>6,525</u>
	<u>905,205</u>	<u>1,006,525</u>

*Valuations of land and buildings*

The basis of the valuation of land and buildings is fair value. The land and buildings were last revalued on 22 June 2020 based on independent assessments by a member of the Australian Property Institute having recent experience in the location and category of land and buildings being valued. The Board does not believe that there has been a material movement in fair value since the revaluation date. Valuations are based on current prices for similar properties in the same location and condition.

**Note 8. Trade and other payables**

	2020 \$	2019 \$
Trade payables	49	718
Accrued expenses	6,283	3,500
BAS and PAYG payable	-	12,315
Membership in advance	19	36
	<u>6,351</u>	<u>16,569</u>

**Note 9. Provisions**

	2020 \$	2019 \$
Annual leave	85,360	80,761
Long service leave	131,911	115,875
	<u>217,271</u>	<u>196,636</u>

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**Note 10. Provisions**

	2020 \$	2019 \$
Long service leave	10,159	11,288

**Note 11. Reserves**

	2020 \$	2019 \$
Revaluation surplus reserve	657,401	757,401
Redundancy reserve	54,128	52,222
	<u>711,529</u>	<u>809,623</u>

*Revaluation surplus reserve*

The reserve is used to recognise increments and decrements in the fair value of land and buildings, excluding investment properties.

*Redundancy reserve*

The Redundancy reserve is a provision required in the TLC Emergency Welfare Foundation of Western Australia Inc. Enterprise Bargaining Agreement 2016.

**Note 12. Related party information**

*a) Members of the Board*

The members of the Board who served for the whole of the financial year, unless otherwise indicated, are as follows:

Owen Whittle	Chairperson	
Sally Fox	Deputy Chairperson	
Cindy Labuschagne	Treasurer	to 18 October 2019
Steen Johansen	Treasurer	from 18 October 2019
Zaneta Mascarenhas	Secretary	to 18 October 2019
Rebecca Dennison	Secretary	from 18 October 2019
Philip O'Donoghue	General Member	to 18 October 2019
Sinead Glackin	General Member	
Claire Duffy	General Member	
Dan Hill	Unions WA Nominee	
Kate Beaumont	Ex Officio - EO	

*b) Related party transactions*

There were no related party transactions requiring disclosure during the financial year.



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**Note 13. Remuneration of auditors**

During the financial year the following fees were paid or payable for services provided by, the auditor of the incorporated association:

	2020 \$	2019 \$
<i>Audit services -</i>		
Audit of the financial statements	6,000	6,000

The auditor remuneration in note above may be slightly different from the audit fees expense listed on page 8. Where the final cost of audit services differs from what was originally accrued in the accounts, note 13 has been updated to reflect the exact amount that was invoiced or is expected to be invoiced for audit services.

**Note 14. Economic dependence**

The incorporated association is dependent on funding from Federal and State Government bodies to conduct its current activities. Should this funding not be made available in future, the incorporated association may not be able to continue to conduct its current activities. At the date of this report, management has no reason to believe that this financial support will not continue.

**Note 15. Events after the reporting period**

The impact of the Coronavirus (COVID-19) pandemic is ongoing and while it has been financially positive for the incorporated association up to 30 June 2020, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

**Note 16. Reconciliation of surplus to net cash from operating activities**

	2020 \$	2019 \$
Surplus for the year	93,201	839
Adjustments for:		
Depreciation and amortisation	2,138	2,148
Interest received	(8,361)	(11,374)
Change in operating assets and liabilities:		
Decrease/(Increase) in trade and other receivables	(39,247)	1,443
Decrease in trade and other payables	(10,218)	(7,115)
Increase in employee benefits	19,506	17,897
Net cash from operating activities	57,019	3,838