

women's  
legal  
service  
tasmania



**2020-2021  
ANNUAL  
REPORT**



## ABOUT US

# IT IS OUR VISION THAT ALL WOMEN HAVE EQUAL ACCESS TO JUSTICE IN TASMANIA.

We empower women to take control of their lives by providing holistic, client-centred legal services.

We do this because women experience specific barriers, structural inequality, on account of their different life experiences of factors like poverty, family violence and pay inequality.

Women's Legal Service Tasmania operates a free and state-wide service, with offices in Hobart, Burnie and Launceston.

From our offices in Hobart we provide confidential and free legal advice and referral to women right across Tasmania through our telephone advice line.

Our highly skilled legal staff are able to provide advice and referral on all legal matters, including family law, family violence, civil and criminal law, as well as estate and property law.

In addition to providing telephone advice, we are at times able to take on casework for clients throughout Tasmania who need representation with their legal matters.

Our Burnie office has been operational since April 2016 after Women's Legal Service Tasmania was chosen to open a specialist family violence unit in the north west of Tasmania as part of the Australian Government's response to rising family violence in our communities.

Our Launceston office operates with funding secured in part as an extension of the Burnie office, and in part through funding provided by the Tasmanian State Government from the Family Violence Action Plan 2015-2020.

Our specialist family violence units can provide legal information, advice and support on any legal matter to those clients in the north of the state who are experiencing family violence.

Women's Legal Service Tasmania are able to provide community legal education sessions and workshops throughout the Tasmanian community. We produce legal information publications such as brochures, fact sheets, websites and podcasts, and strive to make the legal system more accessible and responsive to the issues affecting women through our law reform work.

Women's Legal Service Tasmania is managed and staffed by women who are sensitive to the diverse needs of individual women and groups within the Tasmanian community.

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## STATISTICS

# WE OPERATE WITH INTEGRITY, COMPASSION AND RESPECT.

The figures here illustrate the work achieved for Tasmanian women over the 2020-2021 year.

## 1655

Tasmanian women assisted

## 33

CLE (Legal Education) Sessions

## 2971

legal advice, task and  
information services

## 39

outreach clinics

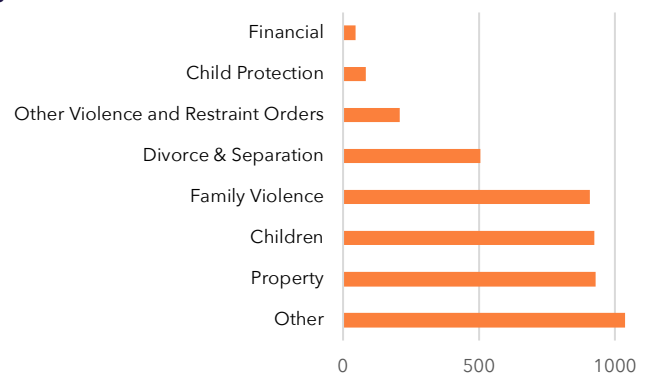
## 157

casework files

## 5

Financial literacy sessions

### services provided for these legal problems



## RULE OF THUMB PODCAST

**Season One: Women and the Law**  
Produced with funding from the Australian  
Government's Women's Safety Package

**6**  
episodes

**900**  
listens

**387**  
hours of listening

**Season Two: Beyond A Bystander**  
Produced with funding from the  
Department of Communities

**8**  
episodes

**1212**  
listens

**521**  
hours of listening



## A MESSAGE FROM THE BOARD OF MANAGEMENT

Renewed Board leadership provided an opportunity to review the way the Board approaches everything - from how it organises its meetings, communicates, and plans this past year. We have been meeting most months, generally alternating between face to face and online, with online participation always an option.

Teamwork is a strong feature of the way the Board approaches its work. Responsibilities have been distributed through the addition of positions of Treasurer (Emily R) and Public Officer (Emily B), formation of sub-committees, as well as enthusiastic volunteering by each member for particular tasks. Mel chairs the CEO Employment and Performance Review Sub-committee, as well as stepping in for Olivia as Chair during a period of unexpected leave in early 2021.

Our year started with a review of the Strategic Plan and welcoming new Board member Katrina. Our skills were also enhanced by training in reading financial reports by our Treasurer, and Good Governance for Board Members training provided externally. We reviewed our Skills Matrix and planned for mid-2021 advertising for expressions of interest for new members of our Board. We were delighted to be overwhelmed with a significant number of applications from excellent candidates and look forward to welcoming some new members at our Annual General Meeting. Olivia (Chair), Molly and Liz are stepping down from the Board at the AGM, and making way for further renewal.

Communication between our operational and governance areas of the organisation was balanced by the Board preparing reports to staff, with presentation at a staff team meeting. This reporting is planned to continue three times a year. This complements the CEO's report to the Board that is received and considered at each Board meeting.

The Chair and the CEO have a telephone conversation the week before and the week after a Board Meeting, which provides support to the CEO and good communication opportunities.

We also created an email account [chair@womenslegaltas.org.au](mailto:chair@womenslegaltas.org.au) to enable people who want to communicate directly with the Board to do so.

We progressed our policy renewal work in 2021. The following documents were reviewed and/or approved:

- Governance Policy and Procedure
- Policy Development Policy and Procedure
- Quality Assurance Policy and Procedure
- Code of Conduct Policy and Procedure
- Risk Management Policy and Procedure

In addition, we added strategic and governance risks to our risk register (led by Amelia). This is a piece of work we have identified as worthy of our further attention, to guide effective and efficient risk management practices. We also considered issues around gender diversity for our specialist women's service and decided that a policy was not necessary to support the inclusive approach reflected in the Constitution and adopted in practice.

A considerable stressor for the organisation is ongoing uncertainty about funding and terms of funding deeds. This creates challenges for service provision and the ability to provide job security for staff. Ultimately the Board is responsible to ensure the financial viability of the organisation. The Board considered the uses that could be made of the funds held in reserve and has approved spending of these reserves to make up for shortfalls in funding for the service. The Board also decided, with the CEO, that due to the growth of the organisation, it was timely to organise a review of financial practices within the organisation. An external finance review was undertaken, with recommendations considered by the Board in September 2021.

Our future focus has also involved conversations about planning for more adequate, but affordable, premises. We have encouraged our CEO to explore opportunities for co-location with appropriate service providers, as well as larger premises in all three locations. This has required planning for increased rental costs when suitable premises become available.

It has been an honour to serve on the Board of Women's Legal Service Tasmania for the past three and a half years. I have learnt a great deal over that time from all my colleagues and the experience of major organisational change. My three-year term finishes at the 2020-2021 AGM, and I will step aside to make space for a new Chair to lead the Board's governance and strategic work.

Olivia Rundle

Chair

October 2021



## PRINCIPAL SOLICITOR REPORT

The 2020-2021 year saw the splitting of the Principal Solicitor role in two – one position to focus on the south of the state, and the other to focus on the north and north-west.

This was designed to give more targeted and individual support to solicitors across the state. It was also in recognition of the differing funding arrangements within each office, with different requirements to meet.

The northern based Principal Solicitor, Elise, typically splits her time between the two northern offices – three days a week in Launceston and two days in Burnie. This “on the ground” approach allows for better oversight of our specialist DVU solicitors, providing support in person and on a frequent and regular basis.

Deb, Principal Solicitor for the south, works out of the Hobart office and oversees the staff assisting clients through the 1800 telephone advice line as well taking on special projects.

Having two Principal Solicitor roles has fostered a culture of support and encouragement, and helps to mitigate any potential risk in legal practice.

While there are differences between the offices in terms of funding deeds and performance indicators, Elise and Deb have streamlined processes across the state. This includes clarifying eligibility requirements for casework, setting guidelines for a more efficient 1800 telephone advice line, and implementing new procedures, for instance our new Constructive Debrief model. This helps bring staff together through clear and uniform expectations and a shared purpose based on our overarching value of empowering women.

Elise and Deb have redesigned the fortnightly case management meeting to include guest speakers and to integrate further training opportunities.

We have been lucky enough to have many speakers donate their time and resources to us, including Her Excellency the Honourable Barbara Baker AC, Governor of Tasmania, Victims of Crime Commissioner Catherine Edwards, Equal Opportunity Commissioner Sarah Bolt, and members of the Tasmanian legal profession.

Another key focus has been communications and our social media presence. Elise and Deb have put together a Communications Sub-Committee to work on delivering key messages, streamline our social media pages, and ensure consistent branding across our different platforms.

Elise Whitmore

Principal Solicitor





## FINANCE REPORT

As a not-for-profit community legal centre, WLST relies on funding from the Commonwealth and Tasmanian State Governments to be able to provide our core services.

WLST staff strive to ensure that all obligations and targets are met, overseen by the Financial Subcommittee, and in turn the Board of Management. The Financial Subcommittee have done a great job meeting monthly to discuss the finances. The time they contribute is greatly appreciated. A special mention is given to Lisa, who has been proactive throughout the year with managing the finances.

Through the 2020-2021 financial year, WLST has supplemented this core funding through additional grants made available through both government and private sector sources, through service generated income such as donations provided by members of our Tasmanian community and fees for some specialist community education sessions that we have been able to provide.

This additional funding, in conjunction with monies from our reserves, allowed WLST to employ additional staff to go towards meeting the legal and social needs present in the community during COVID-19. We employed three additional solicitors, secured the part-time services of a social worker in our Burnie DVU, and secured a Financial Counsellor to work with our clients and provide community financial education.

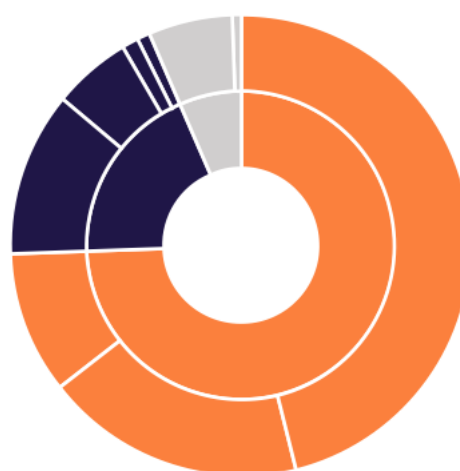
Reporting of revenue has been adjusted as advised by the auditor. Revenue is now recognised under AASB 1058. The impact of this is that the total comprehensive income of \$657,955 is transferred to equity under a restricted reserve account.

To assist with this responsibility, WLST has moved this year to a new accounting system, put in place additional compliance measures and financial policies, and post 30 June 2021 and pre this report being issued, engaged

Purpose Accounting to perform a Finance Function Review. This review will assist to ensure that WLST accounts are managed efficiently, and that information sharing between WLST and our funding bodies is clear and concise.

Emily Ridler

Treasurer



WLST Funding for 2020-2021

Commonwealth Funding		
	National Legal Assistance Program	\$1,006,782
	Department of Social Services Pilot Program (for 2021-2022)	\$218,750
	COVID-19 Legal, ICT, Infrastructure and Grant Assistance	\$397,000
State Funding		
	Tasmanian Government NLAP contribution	\$119,954
	Family and Sexual Violence Action Plan	\$250,000
	Communities Tasmania Grant	\$25,000
	Solicitor Guarantee Fund	\$20,000
Other Funding		
	Financial Counselling Foundation	\$130,000
	Service Generated Income and Donations	\$12,293
Total Funding for 2020-2021		\$2,179,779

## CHIEF EXECUTIVE OFFICER'S REPORT

In 2020-2021 we learnt that one in three women were sexually harassed at work. We know that one in four women experienced violence in their homes. One in five experienced sexual assault. Women remain unsafe at work, home and on the streets.

This impacts the ability of women to engage in their communities. This loss of resource and loss of productivity represents a loss in potential revenue to the state.

Our work as a specialist women's legal service, applying a gendered lens, has never been more important. WLST has been part of the national dialogue to engage and educate the community about all forms of violence against women. We addressed the crowd in Hobart at the *March4Justice* rally, and have participated in conversations state wide about what needs to change for women to be safe at work, in their homes, and on the streets.

In 2020-2021, WLST has assisted 1655 women throughout lutruwita. As was the case last year, most of this assistance comprised of legal advice, with 2971 legal advice and information services being given.

### FUNDING CONTRACT

This financial year has ended without having received our funding contract ("Deed"). This resulted in the loss of two Hobart staff positions, and a Hobart office restructure to meet the expected budget shortfall. This has led to increasing anxiety amongst our staff about their positions into the future.

This year, WLST has been unable to assist 220 women who reached out for help who would otherwise have been eligible for representation assistance. This is only a small portion of the unmet need in our community, with under-reporting of need another ongoing theme.

Due to increase in the reporting and compliance requirements for WLST, we have dedicated more resources to our operational

administration to ensure that we are able to comply with the increasing compliance burden generated from multiple funding streams.

We do welcome and recognise the Australian Government's \$129 million commitment to securing more legal services for women which was announced as part of the Women's Budget Statement as funding for women's legal centres. WLST was part of the Women's Legal Services Australia (WLSA) advocacy strategy requesting \$100 million nationally to fill the gaps in national service delivery, with WLST requesting just under an additional \$1.5 million per year in funding.

### CULTURE INTERNALLY

In accordance with our Strategic Plan, our focus on supporting and developing staff has been difficult with funding uncertainty. To this end, WLST restructured the Principal Solicitor role to ensure there was more visibility and on-site support in all three WLST offices. We now have two Principal Solicitors, one in the north and one in the south. This structure enables more support for all staff state wide, and ensured staff can grow and develop while offering quality legal services to our clients.

A cultural review was undertaken which supported this decision. Furthermore, staff supervision has continued, delivered through Relationships Australia, Tasmania. This supervision, or coaching, supports staff in dealing with the mental load of working with family violence matters daily, and also acts as a risk management strategy, enabling us to better manage the WHS risk of vicarious trauma. Access to supervision also became increasingly important during COVID, where working from home limited the normal daily interactions our staff had with their colleagues. WLST has also introduced a constructive debrief process to support staff after difficult client presentations, and when things do not go to plan.

Our focus on organisational culture and alignment of the organisation with our Strategic Plan was recognised by the national accreditor, through the accreditation process.

This resulted in the CEO being invited to the Queensland Community Legal Centres' state conference to speak about leading cultural change and the alignment of service provision to values and purpose. This one-hour presentation was well received, and we will continue to lead these conversations nationally within the community legal centres network through Community Legal Centres Australia over the coming year.

We held a staff retreat in Burnie focussed on integrated service delivery. This provided staff with an opportunity to build skills, understand themselves, develop their own self-awareness, understand their own power, and hear from those with a lived experience of family violence.

Providing opportunities for staff to connect and build their working relationships was an area identified for improvement in our cultural report, supported by the Chair of our Board of Management joining us for training, and another Board member presenting a session on family law.

#### CULTURE EXTERNALLY

WLST has contributed to the Law Society's CPD program. Our CEO jointly facilitated a three-hour session on family violence, the drivers of family violence and contemporary research with Dr Renata Alexander from the Victorian Bar. We thank Dr Alexander for her investment in developing the skills and competency of the Tasmanian legal profession.

WLST is also part of the conversation about how to deal with sexual harassment within the legal profession through the EDI committee of the Law Society. This issue is also being addressed through the CEO's nomination by Community Legal Centres Tasmania to the Legal Profession Board's investigation of how sexual harassment is dealt with within the profession in Tasmania.

WLST has also partnered with the Hobart Women's Shelter in delivering the *Mentors in Violence Prevention* (MVP) community education program.

The MVP program is a collaboration also with Engender Equality and Women's Health Tasmania to build community understanding of family violence and its drivers, and to build capacity within the community to respond to family violence in all its forms. This MVP program is important as it develops the leadership capacity of all members of the community to confidently respond to family violence when they see it.

#### ACNC ADVOCACY BAN

Gender equality is necessarily a political conversation. WLST will struggle to find a way to navigate community legal education and respond to requests from media entities to share our experiences of existing laws and prospective new laws if we lose the ability to critique the law.

Highlighting the need for systems reforms requires us to speak about the experiences of our clients as they navigate the legal system, and is an important component of our work. It is work that specialist women's legal services are uniquely placed to deliver.

#### ADAPTATION TO COVID-19

The legal environment in which we practice changed markedly over this financial year. The digital divide in lutruwita presented us with challenges to continue to support women access representation, legal advice and information. WLST developed two series of podcasts, supporting the second series, *Beyond A Bystander*, with downloadable fact sheets on the many aspects of family violence. WLST also reviewed and updated all our existing fact sheets and produced additional sheets on COVID-19 and sexual harassment.

WLST remained cognisant of the digital divide and delivered legal information and community education in a different form to meet the need. This extended our reach to women in rural and remote communities, but also ensured those with low literacy still had accessible information around the law in spoken form.



We also introduced targeted online sessions, delivered through Facebook Live, on topics such as discrimination and family violence, eventually moving away from this platform as the state opened back up, and we worked on a more structured and nuanced approach to community education.

WLST has encouraged staff to be vaccinated to meet our social responsibility to the community and to each other in the workplace. We have a business continuity plan at the ready to offer our services remotely at any given time as is necessary into the future.

#### SERVICE CONTRACT DELIVERABLES

Over the 2020-2021 financial year, we have provided 27 community legal education sessions, and had 2577 views of our online fact sheets. We reached around 2112 people through our podcasts, and embraced Facebook, Instagram and Twitter to engage around 3587 followers.

WLST has also actively engaged in community education around non-fatal strangulation, coercive control, sexual harassment, family violence more generally, and have advocated for the *WLSA Five Step Plan* for reforming the family law system.

WLST has continued to advocate for a full suite of specialist women's services to be funded. Housing, health care, counselling and legal services are all part of the gambit of wrap-around supports that women require to be empowered to make choices. All of these services are interrelated.

#### MVP

In the 2020-2021 year, we have delivered eight MVP workshops, reaching a total of 144 people. This program represents our contribution to the cultural change we want to see in the attitudes and conversations within our community which currently support and are permissive of gender inequality, which in turn drives the high incidence of family violence in Tasmania.

#### FINANCIAL COUNSELLING FOUNDATION

In this year, we engaged a qualified financial counsellor to work from our Burnie office. This position was made possible through a grant of funding from the Financial Counselling Foundation as part of a competitive tender process. We are continuing to integrate this service offering.

Additionally, we were able to facilitate the training of a trainee financial counsellor through our Burnie DVU specialist service, with day-to-day support from Anglicare Tasmania, who graduated and commenced providing services to our northern and north-western clients.

#### KEY COLLABORATIONS

Our work with Laurel House is another key collaboration which commenced this year in a more strategic and focussed way. We have commenced developing a joint consent and healthy relationship workshop for delivery to young people and their school communities (parents, carers and teachers). This will be an important preventative instrument. We also continued to provide our fortnightly outreach clinics to Laurel House clients.

We have worked with Tasmania Legal Aid to secure funding for a pilot of Tasmania's first Health Justice Partnership through the Tasmanian Community Fund. We look forward to this program commencing in the next financial year. We also acknowledge the support of Cate Sumner in assisting us build this project proposal, alongside Child Health and Parenting Services.

WLST continue our collaboration with our MVP partners, Hobart Women's Shelter, Engender Equality and Women's Health Tasmania. This preventative program has also been made possible through a grant from the Tasmanian Community Fund.

We continued our collaboration with Anglicare Tasmania to provide financial counselling for our clients, and to support the training of our own in-house financial counsellor. This would not have been possible without the support of Anglicare Tasmania.

We have continued to work with the Tasmanian Council of Social Services (TasCOSS) to secure appropriate funding for all specialist women's services, with a focus on the provision of legal services from a gendered perspective.

We have reinvigorated our working relationship with the Launceston General Hospital, and will look to increase service delivery from this site in the following year.

#### INTEGRATED SERVICE DELIVERY

Integrated service delivery remains a key focus for our organisation as we continue to develop our skills to deliver legal and social supports in a more integrated and client centred way. WLST recognises that this multi-disciplinary practice is best practice in terms of responding to family violence, and we are working on this being a key component of our DVU service offerings.

WLST has transitioned from a sub-contract arrangement with Anglicare Tasmania to identifying an external financial counselling service to supplement the existing supervision arrangements.

Our 0.4 FTE social worker based in Burnie is currently carrying a high load of client cases. Many of these clients have not previously engaged with other service providers, which presents some challenges and highlights the need for specialist women's legal services to be adequately funded.

#### LEADERSHIP IN THE SPECIALIST WOMEN'S SECTOR

WLST has continued to focus and promote what we do best – the delivery of specialist legal and social support services for women in Tasmania, applying a trauma informed approach.

We continue to seek out and provide training for our staff on what a trauma informed approach looks like. This approach informed our contribution to the WLSA budget bid to the Australian Government. Locally in Tasmania, we also facilitated and will continue to support specialist women's service providers to meet and discuss local issues in order to inform the next Australian Government women's safety plan.

Yvette Cehtel

Chief Executive Officer

October 2021



## THE ROLE OF A FINANCIAL COUNSELLOR

Financial counselling services are non-judgmental, free, independent and confidential, given by qualified professionals to assist clients in financial difficulty with information, advice and advocacy.

In 2020-2021, WLST commenced providing in-house financial counselling services through our DVU program, and through securing additional funding through a grant from the Financial Counselling Foundation.

Our DVU program funding allowed Hannah to begin studying her Diploma of Financial Counselling in April 2020 through the Australian Institute of Professional Counsellors. As a part of Hannah's qualification, she also undertook a work placement program with Anglicare Tasmania, working with Anglicare Financial Counsellor Sandy Neil to provide assistance to WLST clients.

Graduating in April 2021, Hannah was presented her Diploma of Financial Counselling by Senator the Hon Anne Ruston at the Women's Advocacy Breakfast in June.

Hannah's graduation saw her join Burnie-based Jacinta in our Financial Counselling team. Jacinta joined WLST in November 2020 after WLST was successful in obtaining a grant from the Financial Counselling Foundation.

The role of a financial counsellor includes assisting clients with budgeting, providing options to manage debt, advocating and debt negotiation on behalf of clients with creditors. Financial counsellors can also provide clients with appropriate referrals to other service providers and organisations who may be able to assist. Our WLST financial counsellors also facilitate financial literacy and financial abuse community education sessions, and team up with our solicitors to provide outreach services to rural and remote clients.

Hannah says, "Some clients just need the support of someone to sit with them and provide answers for previously unanswered

questions – they could be related to debts, budgeting, payment plans or superannuation or even to do with their MyGov account."

"And some clients," Jacinta adds, "either due to trauma or anxiety require someone to walk beside them and advocate on their behalf. This is what financial counsellors can do for clients."

"Financial counselling is an invaluable service for vulnerable women who have experienced family violence. Having some of the financial stress reduced or removed can have an enormous impact on a woman's wellbeing and ability to move forward."

Hannah and Jacinta can assist WLST clients from around Tasmania, with Hannah's role specifically funded for women in north and north-west Tasmania experiencing family violence. Hannah and Jacinta are able to provide financial counselling and financial literacy services through face-to-face, telephone or video appointments.

Jacinta Morris and Hannah Knowles

Financial Counselling



women's  
legal  
service  
tasmania

### FINANCIAL COUNSELLING

- ☒ Organise budget
- ☒ Financial Literacy
- ☒ Options to manage your debt



## COMMUNICATIONS

When COVID-19 started affecting WLST's ability to provide community legal education, WLST had to look at new ways to do things.

We started presenting weekly Facebook Live sessions in order to get information out into the community, providing friendly, plain English information about topics such as family violence, parenting matters, e-safety and economic abuse.

Our social media presence had been previously limited, but once we saw the way that social media allowed the community to easily engage with us and have ready reference to basic legal information, we realised that this method of communication could actually benefit our community in many ways.

WLST staff formed a Communications Committee to work out a program to better utilise and unify our use of social media platforms, and to look at renewing and revitalising our publications, brochures, posters and other external communications. The Communications Committee looked at our Strategic Plan, and how social media and our publications fit into what our service aims to achieve.

Since working consistently on our Facebook and Twitter social media accounts, and starting up our @womenslegaltas Instagram account, content on all platforms has centred around community education and event promotion, and has been well received.

All platforms are also used to foster engagement with other service providers through sharing their content, events and activities.

The Communications Committee is currently working on increasing the reach and engagement of all platforms, increasing attendance at WLST events through social media promotion, redesigning the WLST service brochure, and developing a communications framework for WLST.

We look forward to progressing these works through the coming year.

Jade Standaloft

Communications Committee



### INSTAGRAM

FOLLOWERS	671
AVERAGE POST REACH	150
MONTHLY ENGAGEMENTS	300



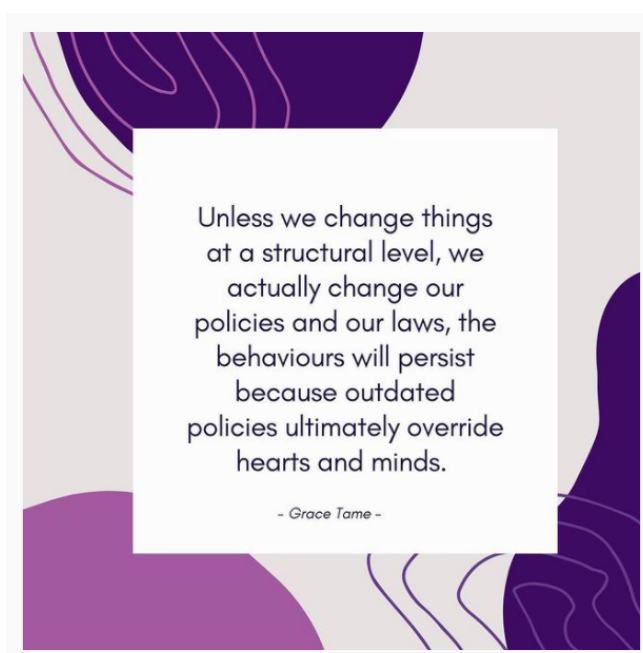
### TWITTER

FOLLOWERS	934
IMPRESSIONS PER DAY	600
DAILY ENGAGEMENTS	15



### FACEBOOK

FOLLOWERS	1982
AVERAGE POST REACH	500
DAILY ENGAGEMENTS	17



## COLLABORATIONS

Mentors in Violence Prevention (MVP) is a violence primary prevention program that encourages non-violent bystander intervention that gives individuals the chance to explore and challenge the attitudes, beliefs and cultural norms that underpin gender-based violence.

MVP promotes gender equality and advances respect for women, capacity building communities to be safe and free from violence. Partnering organisation Women's Legal Service Tasmania has done a great job in ensuring project delivery is on track to meet its KPIs. The feedback from participants and facilitators is overwhelmingly positive, well exceeding the expectations of the program.

This collaboration between Hobart Women's Shelter, Women's Legal Service Tasmania, Engender Equality and Women's Health Tasmania has been central in the way we work and deliver MVP. The combination of effort and expertise produces benefits greater than those working alone.

Janet Saunders

Chief Executive Officer  
Hobart Women's Shelter

September 2021



Engender Equality is a specialist family violence counselling service. We collaborate intensively with Women's Legal Service Tasmania on a number of opportunities.

We co-facilitate the Tasmanian Community Fund program Mentors in Violence Prevention (MVP) in the north and north-west of the state. We co-support mutual clients through the legal and police response where the shared support of the two organisations can produce a considerable positive impact for women.

The two organisations connect in a number of interagency meetings, with mainstream media and in social media where we reinforce key messaging that aligns the two organisations to improve conditions for victim-survivors.

Alina Thomas

Chief Executive Officer  
Engender Equality

October 2021



The Launceston General Hospital Social Work Department would like to express our gratitude for the professional and timely service provided to our vulnerable patients by your solicitor.

Our Emergency Department and Women's and Children's Services Social Workers have had the pleasure of liaising with your solicitor, Kate Willis to support a number of women in our hospital who have presented with domestic violence, assault and homelessness.

With your support, we have been able to facilitate safe discharges from hospital back into the community. On behalf of our department and the whole services, we thank you for supporting our vulnerable female patients and helping the hospital with bed flow and discharges.

Please extend our gratitude to Kate and the rest of your team who provide invaluable support to women in our community. We appreciate the ongoing support from your service.

Rokhsar Hussain

Allied Health Services  
Launceston General Hospital



## ACKNOWLEDGEMENTS

We sincerely thank all our supporters for their generosity and encouragement to continue our work throughout Tasmania.

### VOLUNTEER & STUDENT PLACEMENTS

Women's Legal Service Tasmania fosters a learning environment for students and young lawyers, and offers several opportunities throughout the year for volunteer and student placements to occur.

These volunteers and student placements assist our solicitors with casework and valuable research. Our thanks this year to:

Ann Kho  
Andrea Ting

### IN KIND CONTRIBUTIONS

We highly value those contributions made by individuals and businesses in private enterprise and private legal practice. These contributions enable women to access services and assistance that may not otherwise have been available. Thank you to the following people who have assisted Women's Legal Service Tasmania this year:

Dr Renata Alexander  
Geoff Arnott  
Her Excellency the Honourable Barbara Baker AC,  
Governor of Tasmania  
Margaret Chandler  
Jack Dalby  
Ross Hart  
Kim Heap  
Bri Lee  
Kate Mooney SC  
Roger Murray  
Rebecca Phelps  
Mary Anne Ryan  
Cate Sumner  
Her Honour Justice Sandra Taglieri SC  
Deborah Thomson  
Kristen Wiley  
Angela Wilson

### DONATIONS & FUNDRAISING

We are very grateful that many individuals and groups in our community have continued their ongoing support of Women's Legal Service Tasmania, some through philanthropic donations, and some through a financial commitment from their weekly or fortnightly salaries. We sincerely thank all of these individuals for their generosity and ongoing support.

Jardin Anderson  
Cinzia Barry  
Environment Protection Authority Tasmania  
Esmerelda Enterprises Environmental  
Marianne Hevern  
Marilla Lowe  
Vaani Mangat  
Karen Anne Mathieson  
Chelsea Menzie  
Paypal Giving Fund  
Elizabeth Richardson  
Jeffrey Schneider  
Brianna Smyth  
Tasmania University Law Society  
James Turner





## OUR PEOPLE

## BOARD OF MANAGEMENT

Olivia Rundle  
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 Melissa Harback  
 Amelia Higgs  
 Liz Leslie  
 Emily Ridler  
 Katrina Spark

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 Amelia Baker      Senior Solicitor  
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 Mary-Clare Nichols      Administration  
 Lillian King Roberts      Solicitor  
 Ali Sawyer      Solicitor  
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 Hannah Scollard      Senior Solicitor  
 Elise Whitmore      Principal Solicitor  
 Kate Willis      Solicitor

*Burnie*

Kyra Foster      Solicitor  
 Jacinta Morris      Financial Counsellor  
 Jade Standaloft      Solicitor  
 Dawn Woolley      Social Worker  
 Ann Wright      Administration

## AUDITOR'S REPORT

*This is an extract of the WLST Audited Financial statements for the year ended 30 June 2021.  
A complete copy of the Audited Financial Report is available upon request.*

### **Women's Legal Service (Tasmania) Inc.**

**Board's Report**  
**30 June 2021**

#### **3. Other items**

##### **Significant changes in state of affairs**

No other significant changes in the Association's state of affairs occurred during the financial year.

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

Board member: 

Board member: 

Dated this 19 day of 11 2021.

## Women's Legal Service (Tasmania) Inc.

### Board's Declaration - per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013

The Board declare that in the Board's opinion

- there are reasonable grounds to believe that Women's Legal Service (Tasmania) Inc is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Signed in accordance with a resolution of the Board:

Board Member  .....

Board Member  .....

Dated this 19 day of 11 2021.

## Women's Legal Service (Tasmania) Inc.

For the Year Ended 30 June 2021

### Statement of Comprehensive Income

	Note	2021 \$	2020 \$
<b>Income</b>			
Revenue	2	2,462,765	1,416,921
Service fees		57,003	3,584
Interest income		10,132	12,850
Other income		78,025	72,210
<b>Total Income</b>		<b>2,607,925</b>	<b>1,505,565</b>
<b>Less: Expenses</b>			
Advertising		477	-
Audit fees		5,650	6,468
Bank fees		3,286	3,007
Cleaning		6,981	3,091
Client disbursements		33,388	26,195
Depreciation		106,779	44,646
Electricity		9,400	6,650
Financial counselling		-	87,254
Fuel		3,466	2,606
Insurance		12,655	9,808
Interest expenses		4,250	3,779
Internet expenses		2,846	3,441
IT Expenses		3,394	7,000
Memberships and subscriptions		13,038	43,589
Motor vehicle expenses		395	-
Office supplies		23,264	28,290
Other expenses		43,713	-
Parking		288	473
Printing and stationery		8,889	9,185
Professional fees		53,229	12,965
Rental outgoings		24,769	50,935
Repairs and maintenance		4,771	856
Security costs		1,852	3,430
Staff amenities		1,805	1,617
Staff training		28,389	18,990
Staffing costs		1,508,755	1,049,693
Sundry expenses		1,406	-
Telephone		9,420	7,486
Travel expenses		31,456	7,148
Vehicle registration and maintenance		1,959	4,961
<b>Total Expenses</b>		<b>1,949,970</b>	<b>1,443,563</b>
<b>Net Surplus/ (Deficit) for the Year</b>		<b>657,955</b>	<b>62,002</b>
Other Comprehensive Income		-	-
<b>Total Comprehensive Income</b>		<b>657,955</b>	<b>62,002</b>

The accompanying notes form part of these financial statements.



## Women's Legal Service (Tasmania) Inc.

### Statement of Financial Position As At 30 June 2021

	Note	2021 \$	2020 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	1,520,576	1,019,610
Trade and other receivables	4	9,484	129,883
<b>TOTAL CURRENT ASSETS</b>		<b>1,530,060</b>	<b>1,149,493</b>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	5	-	4,260
Right-of-use assets	6	128,564	72,133
<b>TOTAL NON-CURRENT ASSETS</b>		<b>128,564</b>	<b>76,393</b>
<b>TOTAL ASSETS</b>		<b>1,658,624</b>	<b>1,225,886</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	7	148,744	92,822
Contract Liabilities	8	-	365,388
Employee benefits	9	116,892	90,061
Lease liabilities	10	3,219	-
<b>TOTAL CURRENT LIABILITIES</b>		<b>268,855</b>	<b>548,271</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	9	18,973	24,561
Lease liabilities	10	133,342	73,555
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>152,315</b>	<b>98,116</b>
<b>TOTAL LIABILITIES</b>		<b>421,170</b>	<b>646,387</b>
<b>NET ASSETS</b>		<b>1,237,454</b>	<b>579,499</b>
<b>EQUITY</b>			
Accumulated surpluses		568,987	567,499
Restricted reserve	1(o)	656,467	-
Community development reserve		12,000	12,000
<b>TOTAL EQUITY</b>		<b>1,237,454</b>	<b>579,499</b>

The accompanying notes form part of these financial statements.

## Women's Legal Service (Tasmania) Inc.

### Statement of Changes in Equity For the Year Ended 30 June 2021

#### 2021

	Restricted reserves \$	Community development reserve \$	Accumulated surpluses \$	Total \$
Balance at 1 July 2020	-	12,000	567,499	579,499
Net surplus/(deficit) for the year	-	-	657,955	657,955
Transfer to/(from) reserve	656,467	-	(656,467)	-
<b>Balance at 30 June 2021</b>	<b>656,467</b>	<b>12,000</b>	<b>568,987</b>	<b>1,237,454</b>

#### 2020

	Restricted reserves \$	Community development reserve \$	Accumulated surpluses \$	Total \$
Balance at 1 July 2019	-	-	517,497	517,497
Net surplus/(deficit) for the year	-	-	62,002	62,002
Transfer to/(from) reserve	-	12,000	(12,000)	-
<b>Balance at 30 June 2020</b>	<b>-</b>	<b>12,000</b>	<b>567,499</b>	<b>579,499</b>

The accompanying notes form part of these financial statements.

## Women's Legal Service (Tasmania) Inc.

### Statement of Cash Flows For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		201,541	-
Receipts from government		2,398,654	1,233,083
Payments to suppliers and employees		(2,009,164)	(1,264,237)
Interest received		10,131	12,850
Net cash provided by/ (used in) operating activities	13	<u>601,162</u>	<u>(18,304)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Payments for property, plant and equipment		<u>(24,051)</u>	<u>-</u>
Net cash provided by/ (used in) investing activities		<u>(24,051)</u>	<u>-</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Repayment of lease liability		<u>(76,145)</u>	<u>(96,873)</u>
Net cash provided by/ (used in) financing activities		<u>(76,145)</u>	<u>(96,873)</u>
Net increase/(decrease) in cash and cash equivalents held		500,966	(115,177)
Cash and cash equivalents at beginning of year		<u>1,019,610</u>	<u>1,134,787</u>
Cash and cash equivalents at end of financial year	3	<u><u>1,520,576</u></u>	<u><u>1,019,610</u></u>

The accompanying notes form part of these financial statements.

## Women's Legal Service (Tasmania) Inc.

### Notes to the Financial Statements For the Year Ended 30 June 2021

#### 2 Revenue

	2021	2020
	\$	\$
Commonwelath grant funding	1,126,737	1,118,070
Family Violence Action Plan grant	250,000	214,161
COVID-19 legal assistance grant	347,000	-
Other grants - Federal, State and Financial Counselling Foundation	373,750	13,761
Funds Brought Forward	365,278	70,929
	<u>2,462,765</u>	<u>1,416,921</u>

#### 3 Cash and Cash Equivalents

	2021	2020
	\$	\$
Cash on hand	420	435
Bank balances	753,364	262,378
Short-term deposits	766,792	756,797
	<u>1,520,576</u>	<u>1,019,610</u>



**Crowe Audit Australia**  
 ABN 13 969 921 386  
 Level 1, 142-146 Elizabeth Street  
 Hobart TAS 7000 Australia  
 GPO Box 392  
 Hobart TAS 7001 Australia  
 Tel 03 6210 2525  
 Fax 03 6210 2524  
[www.crowe.com.au](http://www.crowe.com.au)

## Women's Legal Service (Tasmania) Inc.

### Auditors' Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commissions Act 2012 (Cth)

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commissions Act 2012 (Cth)* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

*Crowe Audit Australia*

**Crowe Audit Australia**

Alison Flakemore  
**Senior Partner**

Dated this...6th....day of.....October.....2021.

Hobart, Tasmania.

*Liability limited by a scheme approved under Professional Standards Legislation.*

*The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.*

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**Crowe Audit Australia**  
 ABN 13 969 921 386  
 Level 1, 142-146 Elizabeth Street  
 Hobart TAS 7000 Australia  
 GPO Box 392  
 Hobart TAS 7001 Australia  
 Tel 03 6210 2525  
 Fax 03 6210 2524  
[www.crowe.com.au](http://www.crowe.com.au)

## Women's Legal Service (Tasmania) Inc.

### Independent Audit Report to the members of Women's Legal Service (Tasmania) Inc.

We communicate with the Board 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 the audit.

*Crowe Audit Australia*

**Crowe Audit Australia**

**Alison Flakemore**  
**Senior Partner**

Dated this 22nd day of November 2021.  
 Hobart, Tasmania.

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*The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.*

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