



LEGAL AID
WESTERN AUSTRALIA

Annual Report **2010-2011**

Statement of Compliance

FOR THE YEAR ENDED 30 JUNE 2011

HON CC PORTER MLA

ATTORNEY GENERAL

In accordance with section 63 of the *Financial Management Act 2006*, we hereby submit for your information and presentation to Parliament, the Annual Report of the Legal Aid Commission of Western Australia for the financial year ended 30 June 2011.

The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006* and the *Legal Aid Commission Act 1976*.



Stuart Shepherd
Chairman

Date: 1 September 2011



George Turnbull
Director

Date: 31 August 2011

Contact Details

Postal

GPO Box L916
Perth WA 6842

Street

55 St Georges Terrace
Perth WA 6000

Electronic

Internet: www.legalaid.wa.gov.au

Information Line

General Enquiries: 1300 650 579

Telephone: 61 8 9261 6222

Facsimile: 61 8 9325 5430

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1. CHAIRMAN'S REPORT

2010-11 has been quite a positive year for Legal Aid WA in terms of funding, with strong progress being made at both Commonwealth and State levels.

At the Commonwealth level, the National Partnership Agreement on Legal Assistance Services was ratified. This will result in a 25 per cent increase in Commonwealth funding to Legal Aid WA, and secure funding arrangements through to 2013-14. The new Commonwealth funding will be used to meet the ever-increasing need of the public for information on their rights and obligations under the law.

However, there is still a strong case for a further funding increase, to achieve parity with other State Commissions, particularly given the additional costs involved in providing legal services, due to the vast size of this State.

At the State level, a substantial increase over the forward estimates in the 2011-12 Budget will enable Legal Aid WA to employ an additional ten duty lawyers throughout the State, and to increase the number of grants of aid for matters before the Magistrate Courts.

The breadth of services provided by Legal Aid WA continued to grow during 2010-11. In addition to the traditional areas of legal representation (criminal and family law) Legal Aid WA has provided legal assistance to people who suffered losses following the Carnarvon floods and the devastating bushfires in and around the Perth metropolitan area. Representation was also provided for asylum seekers seeking entry to Australia, and for persons accused of serious people smuggling offences. Aid is currently being provided to a number of people contesting mortgagee sales of their homes.

Those who work for Legal Aid WA are highly skilled and highly motivated men and women. The Commission has been most fortunate to be able to attract and retain such dedicated people. Their high standard of service and commitment makes me very confident that, as I retire after more than 28 years as Chairman of the Legal Aid Commission, its management is in very capable hands, and that the people of Western Australia will continue to receive outstanding value from it.

I wish to acknowledge and thank, in particular, the excellent leadership team headed by George Turnbull, who is widely acknowledged to be an outstanding Director.

I also wish to thank all of my fellow Commissioners who have served with me at various times over the past years, for their support and input. Worthy of special mention is Ray Hughes, who concluded his term as Commissioner in 2010, after over 10 years of service. Ray was a former Chief Executive Officer of the Western Australian Treasury Corporation. His contribution, especially as Chairman of the Audit Committee, was greatly valued.

In 2011 we welcomed Mr Dion Smith as a new member of the Board of Commissioners. His skills and expertise in strategic planning, and people management, will be of great value to the Commission.

As in prior years, I wish to acknowledge and thank the numerous external stakeholders who assist and contribute to the delivery of services by Legal Aid WA: the Commonwealth and State Attorneys General and their departments; the WA Police Service; our Magistrates and Judiciary; the Law Society of WA, and the many private practitioners



who selflessly continue to provide their services for fees well below standard professional rates. Without them, it would not be possible for the Commission to provide legal assistance to those in need to the very considerable extent that it does.

It is a criterion of a just and democratic society that there should be equality before the law, and that none of its members should be without proper legal representation through lack of means. Legal Aid Commissions were established to ensure that criterion is met. The Legal Aid Commission of Western Australia has never lost sight of this, during the period of over 28 years that I have been privileged and proud to be its Chairman, and I am confident that, in the years ahead, it will continue the fine record of commitment and service to the Western Australian community which it has established, and build upon it.

Malcolm McCusker AO QC
Chairman



2. CHIEF EXECUTIVE OFFICER'S REPORT

The role of Legal Aid WA in our community has continued to expand throughout 2010-11, with our representation of people in matters as widespread as home loan foreclosures, people smuggling and corruption inquiries all receiving significant media attention. The feature article 'Dirt road to justice' by The West Australian in September 2011 followed the journey of a Legal Aid WA lawyer on circuit to some of the State's most remote locations; Legal Aid WA lawyers were on location to provide advice and assistance to people affected by the Carnarvon floods and the Perth hills bushfires; and several Legal Aid WA staff were recognised by the local profession for their outstanding skills and contributions.

This reach into our community is reflected by the volume of services provided by Legal Aid WA in 2010-11. During the year there were 64,758 calls to our Infoline service; 43,950 instances of representation in court by Legal Aid WA's duty lawyer service; 14,209 instances of legal advice to clients; 11,556 face-to-face information services; and 9,620 occasions of minor assistance services. Although demand for these services was generally lower than in 2009-10, the number of services provided remains historically high and continues to see Legal Aid WA operating at capacity. It is also important to note that in some areas the scope of service delivery is broadening, with the duty lawyer service, for example, now also providing representation at some pre-trial conferences in the Magistrate's Courts.

Against this background, legal representation and assistance for Western Australians dealing with matters in criminal, family and civil law continued to dominate our deployment of service delivery resources. Although legal representation only accounted for 6 per cent of Legal Aid WA's delivery of outputs in 2010-11, it consumed 52 per cent of resources allocated to service delivery. This statistic reflects the fact that legal representation at any level is complex, time consuming and costly.

In the State jurisdiction the number of applications for legal representation received declined by 1.8 per cent, while the number of applications granted increased by 4.1 per cent. In the Commonwealth jurisdiction the number of applications for legal representation received, increased by 3.3 per cent and the number of applications granted increased by 14 per cent. Both of these statistics indicate a significant improvement in the efficiency of Legal Aid WA's allocation of grant of aid resources.

Legal Aid WA is no different to any other public sector body in that it faces the constant challenge of meeting increased demand for services over time while operating in a constrained funding environment. Our prudent approach to resource management has meant that Legal Aid WA has been able to respond to service delivery demands through a flexible approach to resource allocation, a strong training regime which drives internal efficiencies, and a highly professional and motivated workforce which is committed to the very highest principles of access to justice.

In 2010-11 Legal Aid WA was fortunate to receive additional funding support from the State and Commonwealth Governments. This new money has been directed towards additional grants of aid for criminal matters in the Magistrate's Courts and for family law matters; and towards expanded services in the areas of civil law and community legal information. An additional 10 duty lawyers serving Magistrate's Courts throughout the State will also be employed as a result of the additional State funding.

I am very fortunate as Chief Executive Officer to be supported by a highly competent and well regarded Board of Commissioners. In 2010-11 we farewelled Ray Hughes after more than ten years service as a Commissioner and welcomed Dion Smith as our new Commissioner. On behalf of the management and staff of Legal Aid WA, I would like to record my appreciation of the outstanding contribution made by Mr Hughes over this time.

The other major change at Commissioner level in 2010-11 has been the retirement of our Chairman of 28 years, Mr Malcolm McCusker AO QC. The effect of the leadership shown by Mr McCusker over this time cannot be overstated. He has given the organisation a strong sense of purpose, which when combined with his standing within the profession and the community, has provided Legal Aid WA with a level of legitimacy that has inspired a high level of confidence in all of our day to day activities. We wish Mr McCusker all the very best in his new role as Governor of Western Australia and will remember with great fondness his great part in our organisation over almost three decades.

I am pleased to report that the transition to the new Chairmanship of Mr Stuart Shepherd has been very smooth. Mr Shepherd is a highly regarded Perth barrister who brings to the role a wealth of knowledge and experience as a previous partner of two very large law firms and through his wide ranging practice at the Bar. We look forward to a long and constructive relationship with Mr Shepherd in the years ahead.

In recent years Legal Aid WA has taken the opportunity to use the Annual Report to highlight the work of a number of our legal and administrative team members. This year's Annual Report acknowledges our staff members Bayán Meshgin, Elias Harfouch, Karen Farley, Erin Churchill and Julie Jackson, who have each been externally acknowledged as leaders in their particular fields of practice and endeavour. The fact that Legal Aid WA team members are consistently recognised for their outstanding professional standards is a positive reflection on the high levels of excellence within our organisation and the high regard with which Legal Aid WA is held in the legal profession and across the community.

Finally, I would like to take this opportunity to acknowledge and thank the numerous individuals, government agencies and not-for-profit organisations that work alongside Legal Aid WA in the delivery of justice and legal assistance services.



Our ethos is very much one of collaboration, and we recognise the value the community receives when a very wide range of stakeholders are able to work together towards a common goal.

George Turnbull
Director of Legal Aid

3. OVERVIEW OF AGENCY

3.1 EXECUTIVE SUMMARY

Cost of services and sources of funds

In 2010-11 the total cost of services delivered by Legal Aid WA amounted to \$58.45 million, an increase of \$7.65 million or 15 per cent on the 2009-10 total cost of \$50.8 million. The main sources of expenses were employee costs at \$26.58 million (an increase of 4.4 per cent) and payments to private legal practitioners at \$18.61 million (an increase of 27 per cent). The number of full time equivalent employees as at 30 June 2011 was 288, compared with 293 for the same time in 2010.

Legal Aid WA derives the majority of its funding through Commonwealth and State Government grants. In 2010-11 Commonwealth grants and contributions totalled \$20.92 million, an increase of \$3.64 million or 21 per cent on the Commonwealth contribution for 2009-10. The State Government grant for 2010-11 was \$31.58 million, an increase of \$2.93 million or 10% on the previous year.

A net operating surplus of \$2.51 million was recorded for the 2010-11 financial year.

Outputs

The total number of applications received for legal representation for State and Commonwealth matters did not change significantly in 2010-11, with 13,906 applications received in 2010-11 and 13,954 applications received in 2009-10. This continues to reflect the position, that demand for legal representation as measured by the number of applications is self regulating, with practitioners generally only lodging applications for aid in circumstances where there is a reasonable chance of the application being approved. Within this total, however, there were some significant variations. Applications for family law grants within the Commonwealth jurisdiction increased by 6 per cent notwithstanding a decision by Legal Aid WA to temporarily reduce the scope of matters eligible for a family law grant of aid, and the emergence of complimentary services provided by family

relationship centres funded by the Commonwealth Government. Applications for State civil law matters increased by 25 per cent, reflecting a greater awareness among practitioners of Legal Aid WA's commitment to increasing its level of service delivery in this important area of law.

In 2010-11, 71 per cent of applications for legal representation for State matters were approved, which was four percentage points higher than the approval rate for 2009-10. The approval rate for Commonwealth matters was 67 per cent in 2010-11, slightly up on the 54 per cent approval rate for 2009-10.

Within the State jurisdiction, demand for services other than grants of aid was in most cases slightly lower than in 2009-10. The exceptions to this trend were in the areas of minor assistance services which increased by 10.5 per cent during 2010-11, and legal advice services which increased by 6.4 per cent over the same period. The upward trend in minor assistance services have been significant in recent years, with this service now emerging as a limited substitute in situations where a person with a legal problem is unable to gain access to a grant of aid.

For Commonwealth matters, demand was generally steady across most service areas in 2010-11, with small declines recorded in most areas.

Our clients

Legal Aid WA's client base for grants of aid is overwhelmingly male, with 67 per cent of grants being awarded to males, predominantly in the area of criminal law, where they accounted for 84 per cent of all grants. Women were awarded 70 per cent of all grants of aid in the area of family law. The majority of clients who receive grants of aid fall within the age bracket of 21 to 30 years, with 31 to 40 years also highly represented. Males dominate across all age brackets.

Our organisation

As at 30 June 2011, Legal Aid WA was employing 288 full time equivalent employees.

Legal Aid WA's head office is located at 55 St Georges Terrace, Perth. The organisation also maintains a significant presence in other parts of Western Australia, with regional offices located at Fremantle, Midland, Bunbury, Albany, Kalgoorlie, South Hedland, Broome and Kununurra.

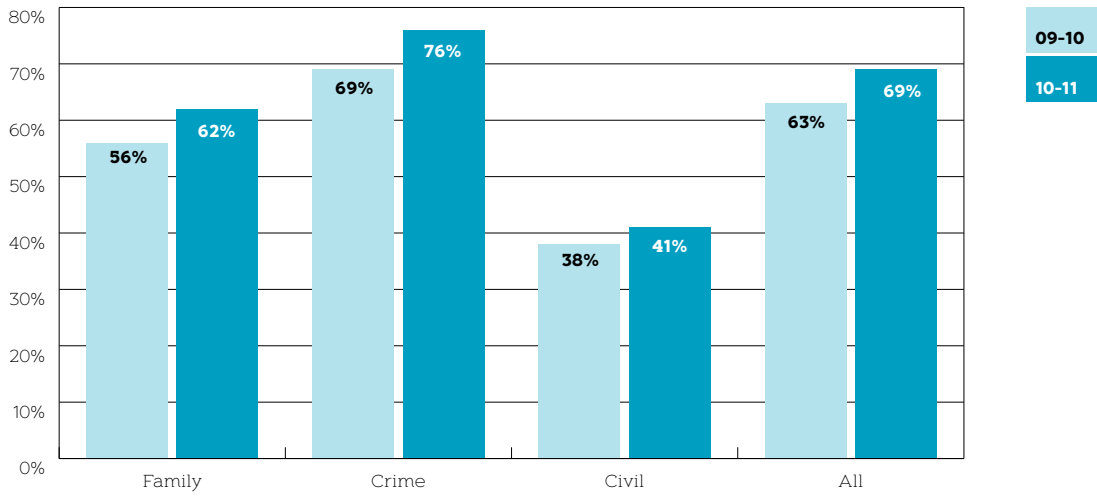
A regional outpost is also maintained on Christmas Island. In addition to the permanent office presence in major regional centres, Legal Aid WA maintains a presence in many towns and remote communities through attendance at circuit court visits and legal education programs.

Julie Jackson

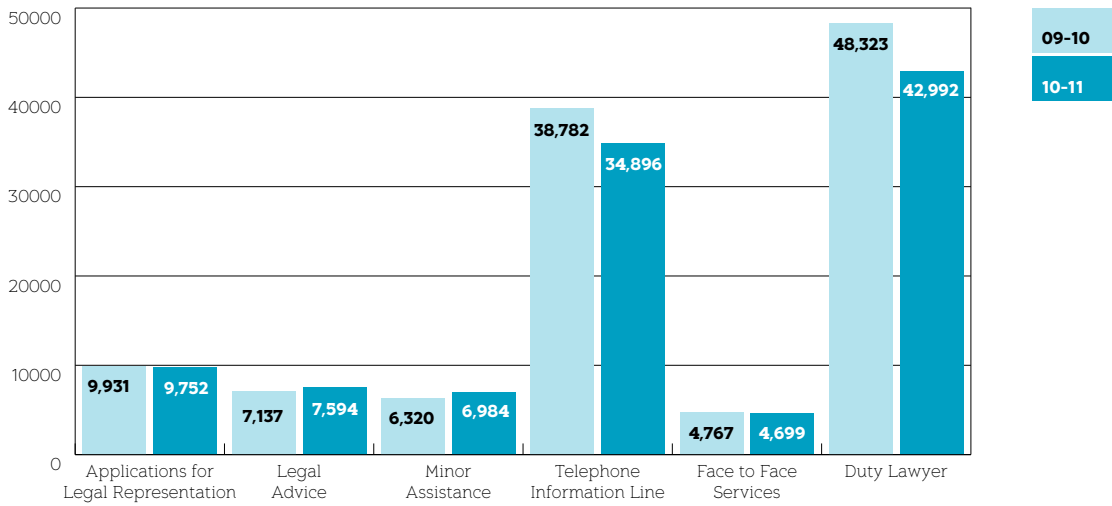
Julie Jackson is Solicitor in Charge of Family Court Services and Children's Court Protection Services. In July 2010 Julie was awarded a Churchill Fellowship to research the integration of Family Court and Children's Court Services in overseas jurisdictions. Julie's work is now playing a guiding role in the consideration of possible reforms to the child welfare jurisdictions of the Family Court of WA and the WA Children's Court. This project is attracting national interest and has received support from the State and Commonwealth Governments. Julie was previously a winner of the WA Woman Lawyer of the Year Award in 2009.



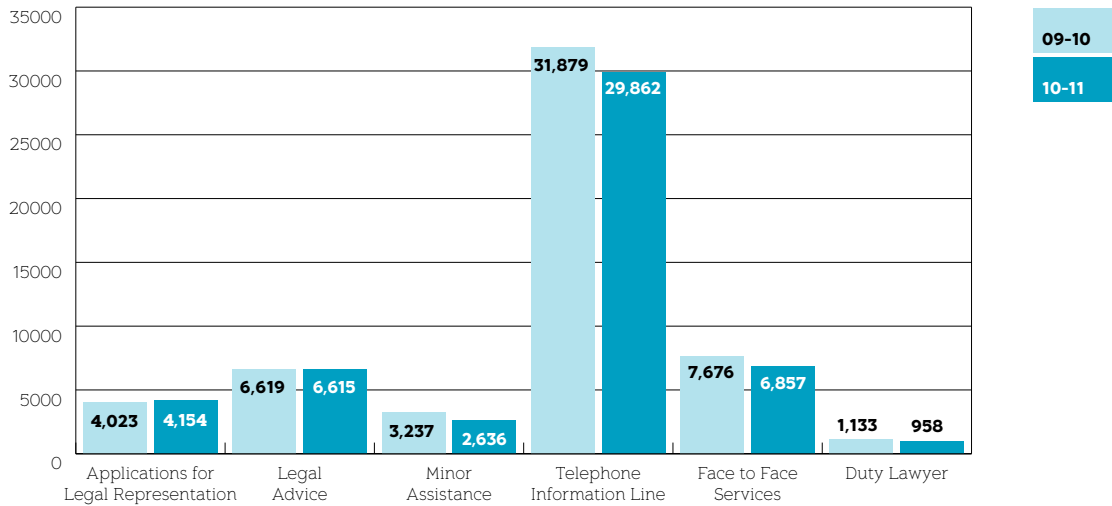
GRANT RATE BY LAW TYPE



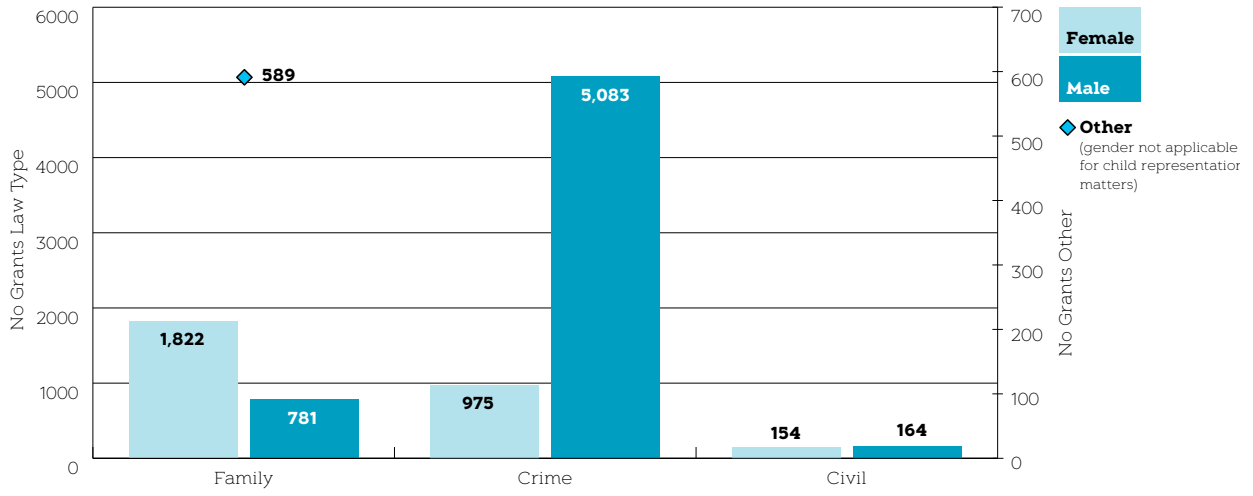
SERVICES OTHER THAN LEGAL REPRESENTATION (STATE)



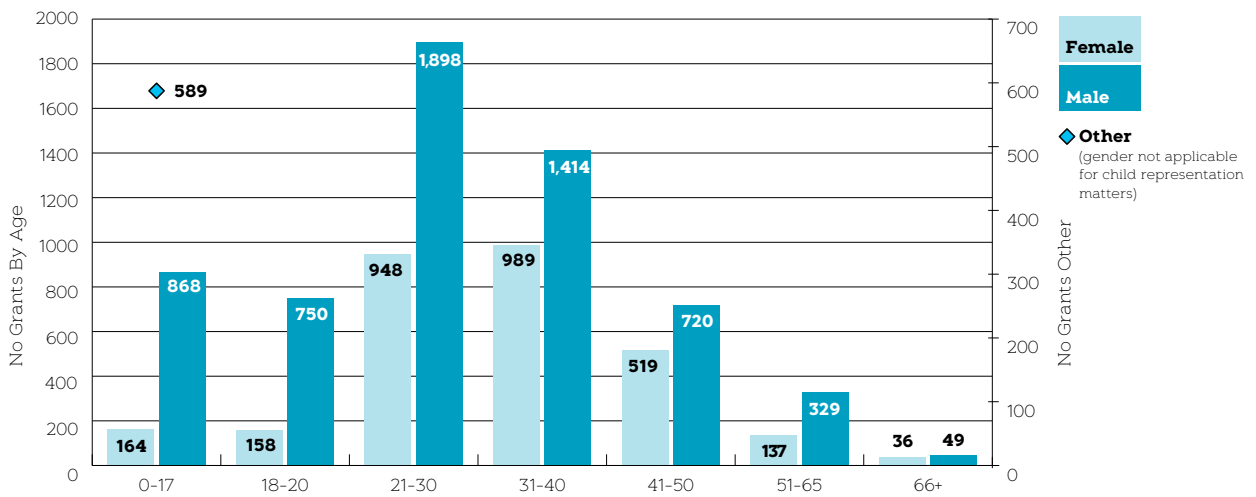
SERVICES OTHER THAN LEGAL REPRESENTATION (COMMONWEALTH)



GRANTS BY GENDER AND LAW TYPE



AID GRANTED BY GENDER AND AGE GROUP





GOING THE DISTANCE

Legal Aid WA provides services to some of the most remote parts of Western Australia, which itself is one of the world's largest legal jurisdictions in terms of distance. Matt Panayi is a solicitor in Legal Aid WA's Kununurra office and spends much of his time following the East Kimberley court circuit. Matt is photographed en route to the remote community of Balgo in the Tanami Desert. After travelling south from Halls Creek, he makes camp overnight at Sturt Creek before completing his journey to Balgo to represent clients at a sitting of the circuit court. (Photo courtesy of Sharon Smith, *The West Australian*).

3.2 OPERATIONAL STRUCTURE

Name of agency

Legal Aid Commission of Western Australia

Enabling legislation

Legal Aid Commission Act 1976

Form of agency

Legal Aid WA is an independent statutory authority

Responsible Minister

Attorney General of Western Australia

Accountable authority

Part II of the Legal Aid Commission Act establishes the Commission and Part III creates the position of Director of Legal Aid and the power to employ staff. The Director and staff of Legal Aid are accountable to the Commission which exists by way of a Board of Commissioners.

The Board of Commissioners meets monthly and as required and consists of:

- a Chairman, who must be a lawyer with at least seven years experience, appointed on the nomination of the State Attorney General;
- four members, nominated by the State Attorney General, two of whom are lawyers nominated by the Law Society of Western Australia and one (not being a lawyer) who has administrative experience at a senior level;
- one member, a non-lawyer, nominated by the Minister for Consumer Protection;
- two members appointed by the Commonwealth Attorney General.

Since April 2000 the Commonwealth Attorney General has declined to replace members whose terms have expired and the Commission has operated without Commonwealth representatives. In December 2010, Cabinet approved the nomination of Mr Dion Smith by the State Attorney General as a replacement for Mr Raymond Hughes who completed his term of appointment in December 2010.

In 2010-11 there were 10 normal meetings of the Commission. The Chairman of the Legal Aid Commission receives \$18,600 per annum and ordinary members who are not public servants receive \$7,400 per annum.

The Board of Commissioners operates with the support of an Audit Committee. The Audit Committee is chaired by Mr Dion Smith. Mr Bradley is a member of the Audit Committee.

While there is no formal reporting relationship to a Minister, the Director of Legal Aid provides advice to the Attorney General on an ongoing basis. It is also noted that for budget and general administrative purposes the Attorney General is the responsible Minister for the *Legal Aid Commission Act*.

3.3 COMMISSION MEMBERS

Mr Malcolm McCusker AO QC – Chairman



Malcolm McCusker AO QC was appointed Chairman of the Commission in December 1982 as the Western Australian Attorney General's nominee. After graduating from the University of Western Australia, he returned as a part-time

lecturer and helped to devise the content of the final LLB year. Since his admission to practice in 1961, Mr McCusker has appeared as counsel in a wide range of commercial and criminal cases before the District and Supreme Courts, Federal Court,

High Court and Privy Council. He was appointed Queen's Counsel in January 1982. In 1989, as special inspector, he conducted an investigation into the collapse of the Rothwells Merchant Bank. In 1992-93 he was Chairman of the Western Australian Constitutional Centre Committee and until recently was Chairman of the Advisory Board to the Western Australian Constitutional Centre. From January 2004 to December 2008 he served as Parliamentary Inspector to the Corruption and Crime Commission. In 2005 he was appointed an Officer of the Order of Australia, and later received the award of WA Citizen of the Year for the Professions. In 2010 he received a further award (2010 WA Citizen of the Year for Community Service) and was finalist for the 2011 Australian of the Year. Mr McCusker retired as Chairman in June 2011 upon his appointment as Governor of Western Australia. He attended 10 of the 10 Commission meetings held in 2010-11.

Mr George Turnbull - Director of Legal Aid WA



George Turnbull was appointed Director of Legal Aid WA in June 1999 and was reappointed for a further five year term in 2007. He was first admitted to practice as a barrister and solicitor of the Supreme Court of Victoria in 1973. Mr Turnbull

was until June 1998 the Director of the Victorian office of the Australian Government Solicitor, and was previously Director of the New South Wales and South Australian offices. During the 1980s he was Deputy Crown Solicitor and Director for Western Australia. Mr Turnbull attended 10 of the 10 Commission meetings held in 2010-11.

Mr Raymond Hughes



Raymond Hughes was appointed in January 1999, and is the current nominee of the Western Australian Attorney General as a person with "administrative experience at a senior level". He has held senior positions with the Western

Australian Treasury including that of Assistant Under Treasurer (Finance) and was Chief Executive Officer of the Western Australian Treasury Corporation before he retired from that position in 2003. He has served on a number of statutory and private corporation boards as Chairman and a Director. Mr Hughes is a member of the Australian Society of Certified Practising Accountants and is Chairman of the Audit Committee. Mr Hughes attended 4 Commission meetings prior to completing his term of appointment in December 2010.

Ms Lynda Wennstrom



Lynda Wennstrom was appointed in August 2004. Ms Wennstrom has been employed at the City of Fremantle since 1987 and is Coordinator of Fremantle Community Legal Centre and Warrawee Women's Refuge. Her initial role was as a

welfare rights worker, delivering advocacy in areas such as financial counselling, tenancy and Centrelink. In 1992 she was appointed to the role of Coordinator of the Fremantle Community Legal Centre then in 2007 to the role of Coordinator of Warrawee. Ms Wennstrom has undertaken many roles in the community sector, including serving as the Chairperson and Secretary of the Financial Counsellors Association and Chairperson of the Federation of Community Legal Centres. She is immediate past Chairperson of No Interest Loans WA (Inc) a position which she held for eight years and an Executive Member of the Community Legal Centres Association (Inc). Ms Wennstrom attended 6 of the 10 Commission meetings held in 2010-11.

Mr Rick Cullen



Rick Cullen was appointed a Commissioner in January 1995 as a nominee of the Law Society of Western Australia. He is a graduate of the University of Western Australia in Science and Law and since his admission as a lawyer in 1977 has practised

in a variety of areas, concentrating on commercial litigation over the last 20 years. Mr Cullen was a partner of Dwyer Durack and Gaydens from 1989 to 2004 and has since become managing partner in Cullen Babington Hughes where he is lead partner of a team of 7 litigation lawyers. He was a Councillor of the Law Society of WA for 13 years and was President of the Society in 1992. He has been a member of the Law Council of Australia's Access to Justice Committee since 1987. Mr Cullen attended 10 of the 10 Commission meetings held in 2010-11.

Ms Belinda Lonsdale



Belinda Lonsdale was appointed a Commissioner in January 2006 as a nominee of the Law Society of WA. She graduated from the University of Western Australia in 1991 with a Law degree and again in 1999 with an MBA. Ms Lonsdale was

a Senior Associate with Dwyer Durack from 1997 until 2003 where she practiced principally in criminal law. In 2003 she went to the Bar and joined Albert Wolff Chambers. She was President of the Criminal Lawyers' Association in 2005 and 2006. In 2006 Ms Lonsdale was Convenor of the 10th International Criminal Law Congress, held in Perth. In 2007 she was elected to the Council of the Law Society of WA. Ms Lonsdale attended 8 of the 10 Commission meetings held in 2010-11.

Mr Brian Bradley, PSM



Brian Bradley was appointed a Commissioner in January 2010 as the nominee of the Minister for Commerce. Mr Bradley is the Director General of the Department of Commerce (formerly the Department of Consumer and Employment

Protection). Mr Bradley was first appointed as Commissioner of Worksafe WA in 1998. Mr Bradley has previously served as Chairman of the former Workers' Compensation and Rehabilitation Commission from 2000 to 2005, and was the Western Australian member on the Australian Safety and Compensation Council from 2005 to April 2009. Mr Bradley is currently a member of the Commission for Occupational Safety and Health (since 1998) and WorkCover Board (since 2000). Mr Bradley attended 7 of the 10 Commission meetings held in 2010-11.

Mr Dion Smith



Dion Smith was appointed a Commissioner in December 2010 as a nominee of the Western Australian Attorney General. He is a graduate of the University of Western Australia in Economics, and a University of NSW/ University of Sydney

MBA Alumni. From 1993 to 2007 he worked for Integrated Workforce in various executive and management capacities, his final role there being Chief Operating Officer. He worked for TSS Westaff from 2007 to 2011, in the position of Executive Director. He is currently employed by Mining People International as General Manager Sales and Strategy. He has served on the Board of two publicly listed recruitment and professional services companies as an Executive Director. He was also a Board Member for the WA State Branch of Save the Children from 2006 - 2008. Mr Smith attended 5 of the 6 Commission meetings held since his appointment in December 2010.

3.4 DIRECTOR OF LEGAL AID

The Director, George Turnbull, is also the Chief Executive Officer. Under section 19 of the Legal Aid Commission Act the Director is responsible for:

- administering the scheme of legal assistance established by the Act; and
- providing legal services to assisted persons and arrangement and supervising the provision of such services by practitioners who are members of staff.

The Director is also an ex-officio member of the Commission. The Director is appointed by the Governor on the recommendation of the Commission and was reappointed for a further five year term in May 2007.

3.5 BOARD OF MANAGEMENT

The day to day management of Legal Aid WA is the responsibility of the Director of Legal Aid, who is supported by a Board of Management which consists of the Directors of each of the organisational Divisions.

In line with functions prescribed under section 15 of the Act, Legal Aid WA delivers services in the areas of criminal law, family law, civil law, general legal advice and practice development. The delivery of these services is supported by an internal corporate services function which provides services in the areas of finance, information management and human resources.

More generally, across all divisions Legal Aid WA plays an important role in community legal education and the law reform agenda through its strong expertise in those areas of the law which have a direct impact on the day to day lives of most citizens.

The current Board of Management structure was constituted in 2008. All Directors have legal qualifications and hold a current Practising Certificate for Western Australia.



Erin Churchill

Erin Churchill is a Restricted Practitioner who joined Legal Aid WA's graduate program in 2010, as part of the Country Lawyers Program. In March 2011 Erin was awarded the Liz and Bill Allen Prize by the Australian National University for achieving the highest overall result in the ANU's Practical Legal Training Course. Since 2010 all of Legal Aid WA's graduates-at-law have completed their Practical Legal Training through the ANU's Legal Workshop, where they are awarded a Graduate Diploma in Legal Practice. The ANU course is augmented by a rigorous program of in-house training. Erin completed her law degree at LaTrobe University and is currently based in Legal Aid WA's Kalgoorlie office.



George Turnbull

Director of Legal Aid WA
Joined Legal Aid WA in 1999.



Colleen Brown

Director Client Services
Joined Legal Aid WA in 1996.



Maureen Kavanagh

Director Criminal Law
Joined Legal Aid WA in 1993.



Jane Stewart

Director Legal Practice
Development
Joined Legal Aid WA in 1994.



Bernadette Kasten

Director Family Law
Joined Legal Aid WA in 2008.



Malcolm Bradshaw

Director Business Services
Joined Legal Aid WA in 2009.



Lex Payne

Director Regions
Joined Legal Aid WA in 1985.

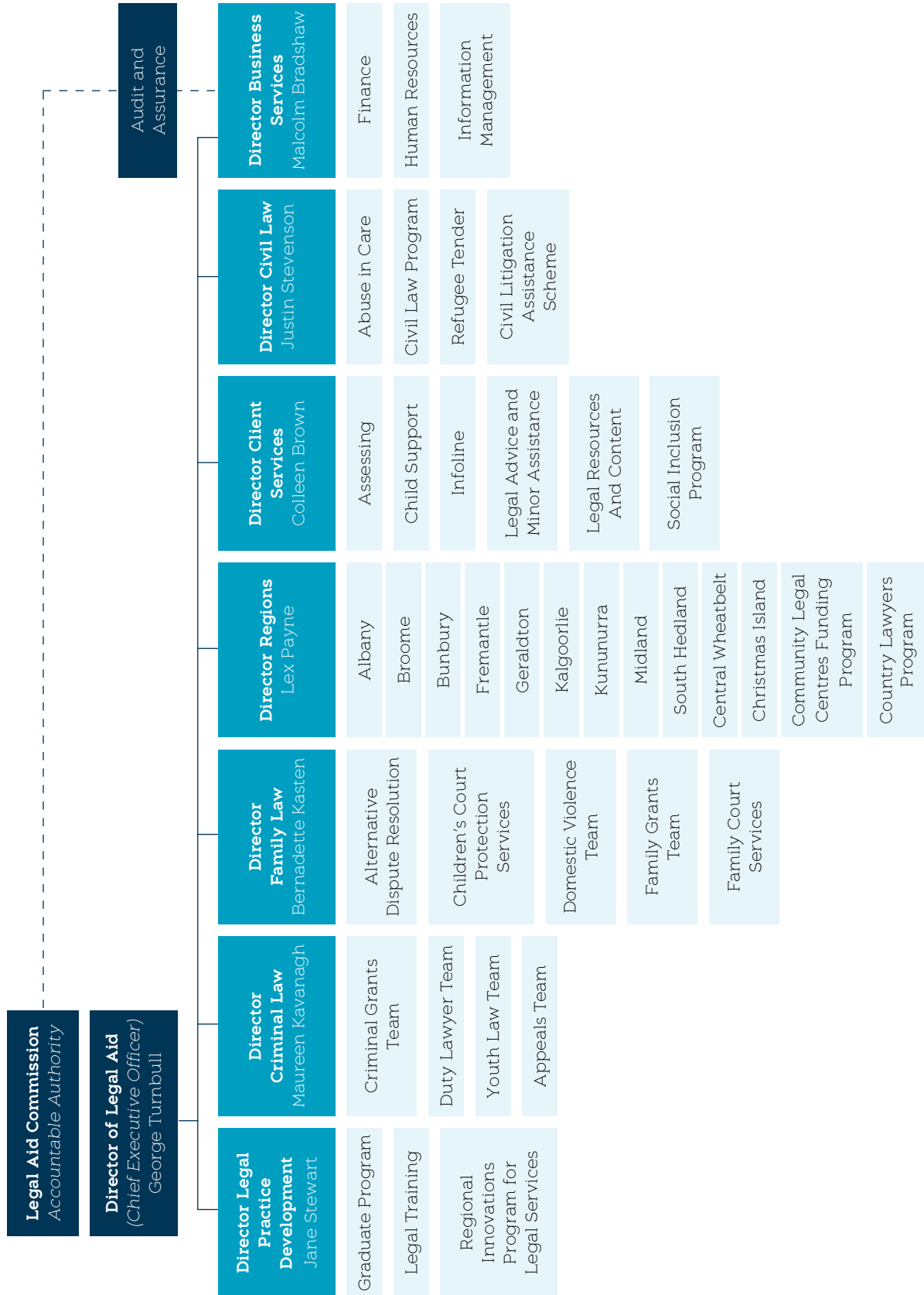


Justin Stevenson

Director Civil Law
Joined Legal Aid WA in 2010.

LEGAL AID WA ORGANISATION STRUCTURE

As at 30 June 2011



3.7 PERFORMANCE MANAGEMENT FRAMEWORK

Government Goal

Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

Agency Level Government Desired Outcome

Equitable access to legal services and information.

Agency Services Delivered

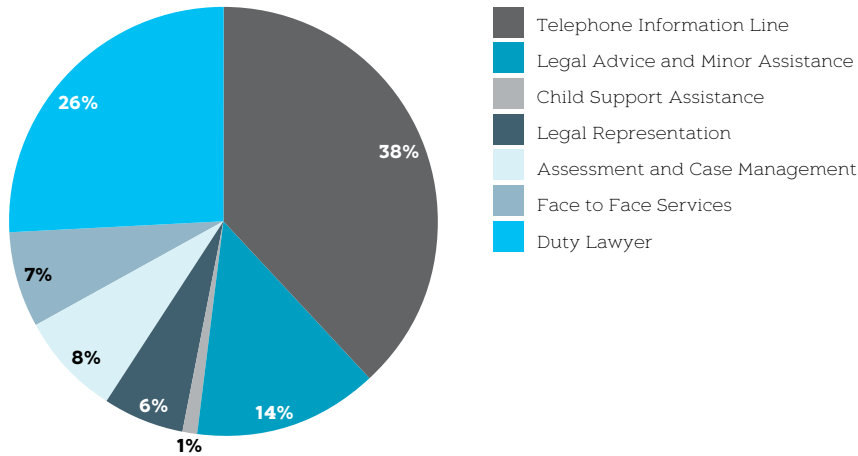
The community and target groups require access to and the provision of quality legal services. This is achieved through the provision of eligibility and merit tests to enable legal representation to be provided to legally aided clients by grants of aid and assignment of cases to in-house or private practitioners. Legal Advice, duty lawyer services and community legal education is provided to assist the wider community to access fair solutions to legal problems at the earliest opportunity.

OUR SERVICES

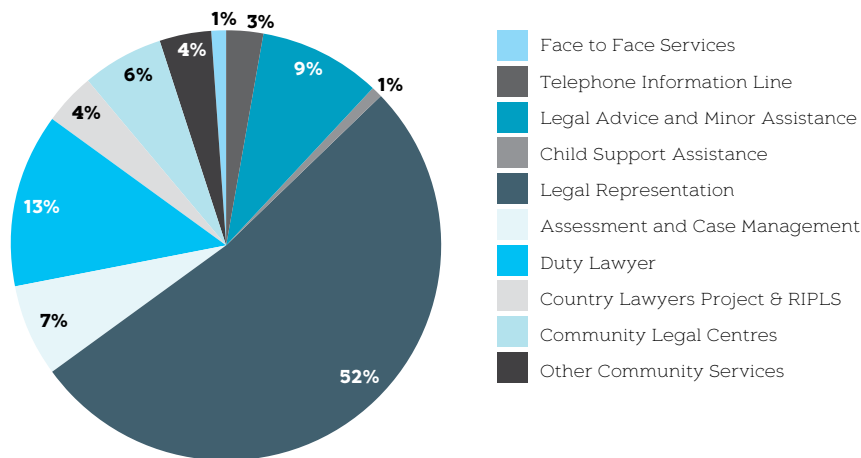
For the community		For target groups			For legal service providers
Information and advice	Duty lawyer services	Legal advice and Minor assistance	Legal representation	Community education services	Regional initiatives for legal practice
To assist members of the public to identify legal problems, understand the alternatives for resolution and the resources available to them in pursuing a legal solution. Includes referral to other agencies and is delivered through public counters in all offices and by 1800 INFOLINE	To ensure that members of the public brought before the courts have access to legal advice so that they understand the options available for responding to legal proceedings in which they are involved. Available at all Magistrate's Court sittings throughout WA, the Family Court of WA and the Children's Court.	To assist people facing legal issues with advice and practical help, including telephone advocacy, drafting of negotiating letters and the preparation of court documentation. Delivered by lawyers and at all office locations, and by paralegal staff under supervision of Solicitors.	To ensure persons from priority groups are legally represented to the extent that is necessary and commensurate with their particular individual need. Includes assessment and case management for persons who are refused assistance. Includes all services provided pursuant to a grant of aid, including Alternative Dispute Resolution (ADR).	To ensure priority groups and partner organisations have access to relevant publications, self help kits, community legal education and knowledge resources sufficient to build their capacity and self-reliance in navigating the justice system. Includes electronic access to some legal aid systems and resources, by partner agencies.	To increase the presence of lawyers in regional and remote areas of Western Australia and to ensure legal practice training and professional development is available to providers of legal services in regional and remote areas of Western Australia. Country lawyers are employed, trained and supervised by Legal Aid WA and training and professional development is delivered through legal practice training and interactive online learning systems.

Determining the type and extent of assistance provided to people is critical to Legal Aid WA's operations. Decisions about the appropriateness of the service provided are regulated by policies and procedures relating to the client's means, the nature and seriousness of their legal problem and the availability of resources.

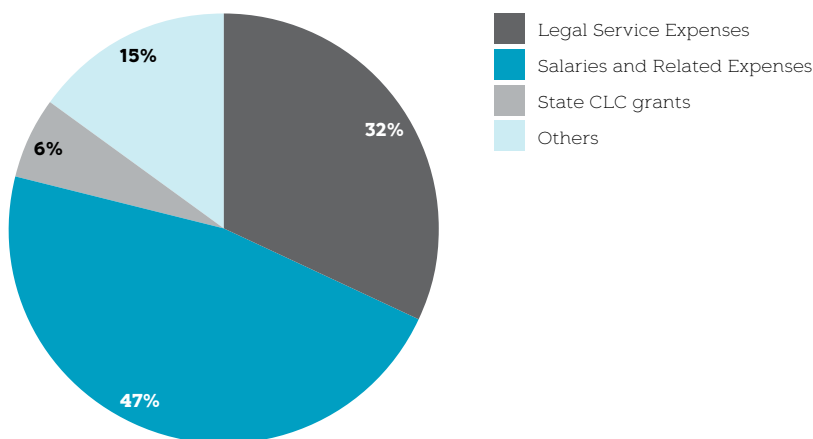
OUTPUTS BY SERVICE TYPE 2011



RESOURCES BY SERVICE TYPE 2011



ALLOCATION OF RESOURCES 2011



Changes to Outcome Based Management Framework

Legal Aid WA's Outcome Management Framework changed during 2010-11. The agency level government desired outcome changed from 'The right to justice and safety for all people in Western Australia is preserved and enhanced' to 'Equitable access to legal services and information'. The previous high level outcome was intended to relate to the entire justice system of Western Australia and did not directly relate to the services delivered by Legal Aid WA. The new outcome aligns directly to the services provided by Legal Aid WA and is set at a level that facilitates performance measurement by way of the key performance indicators.

Equitable access to legal services is measured by the proportion of eligible applicants who receive a grant of aid and the extent to which duty lawyer services are available to ensure that all members of the public brought before the courts have access to legal advice, so that they understand the options available for responding to legal proceedings in which they are involved. Determining the type and extent of assistance provided to people is critical

to Legal Aid WA's operations. Decisions about the appropriateness of the service provided are regulated by policies and procedures relating to client's means, the nature and seriousness of their legal problem and the availability of resources.

Equitable access to legal information is measured by the extent to which members of the public are able to access Legal Aid WA's Infoline service to identify legal problems, understand the alternatives for resolution and the resources available in pursuing a legal and non-legal solution.

Legal Aid WA's key effectiveness indicators changed to directly measure achievement of the new outcome 'Equitable access to legal services and information', and the key efficiency indicators have been consolidated to reduce the number of key efficiency indicators in the framework. A new key efficiency indicator has also been included in the framework to measure the average cost of delivering initiatives for legal practice into regional and remote Western Australia.

Shared Responsibilities with Other Agencies

The Legal Aid Commission did not share any responsibilities with other agencies in 2010-11

3.8 AGENCY PERFORMANCE

ACTUAL RESULTS VERSUS BUDGET TARGETS

FINANCIAL TARGETS

	2010-11 Target \$000 ⁽¹⁾	2010-11 Actual \$000	Variation \$000 ⁽²⁾
Total Cost of services	56,470	58,450	1,980 ^(a)
Net Cost of services	28,676	29,065	389
Total Equity	8,545	18,350	9,805 ^(b)
Net increase/(decrease) in cash held	-3,240	2,413	5,653 ^(c)
Approved full time equivalent (FTE) staff level	305	288	-17 ^(d)

1. As specified in the budget statements for 2010-11.

2. Further explanations are also contained in Note 32 'Explanatory statement' to the financial statements.

- The variation is due to additional other expenses for grants to State Community Legal Centres (\$1,110,000) and additional legal service expenses incurred for grants of legal aid relating to criminal expensive cases (\$2,707,000), offset by lower than expected employee benefit expenses for salaries and staff related expenses (\$1,529,000).
- The variation is mainly due to a correction in prior years to recognise government grant funding when received (\$3,080,000), and the net increase in cash held explained below (\$5,773,000).
- The variation is due to additional receipts for grants to State Community Legal Centres (\$1,322,000), additional State Government grant funding (\$828,000), additional Commonwealth Government grant funding (\$1,087,000), deferral of capital expenditure until 2011-12 (\$800,000) and lower than expected employee benefit payments for salaries and staff related payments (\$2,930,000), offset by lower than expected other receipts recouped from the Country Lawyers Program (\$1,194,000).
- In accordance with standard attrition rates there were a number of resignations from the CLP program and a reduction in the number of Country Lawyer placements available in stakeholder non-government organisations during 2010-11 (14 FTE). It is expected that additional law graduates will be recruited into the Country Lawyer Program and for placement at Legal Aid regional offices during 2011-12.



Elias Harfouch

Elias is a coordinator in Legal Aid WA's Criminal Law Division. In October 2010 Elias won the Law Society of WA's Outstanding Contribution Award for Law Office Support Staff. His role in the Criminal Law Division is multi-faceted and includes organising the resources of the Division and developing new systems to improve day to day service delivery. Elias has been instrumental in introducing iPad technology for duty lawyers, which provide instant and portable access to information which in this situation were previously accessible only through bound volumes, held by the lawyer. Elias holds a BA in Criminology and Criminal Justice from Griffith University and recently completed a Master of Governance and Public Policy degree from the University of Queensland, where he received the Executive Dean Award for High Academic Achievement.



BEFORE THE SUPREME COURT

Legal Aid WA is directly involved in some of the most serious criminal cases before the Western Australian courts. Jim Brash and Victoria O'Brien are lawyers in Legal Aid WA's Criminal Law Division. They are photographed mid way through the trial of a person charged with murder, with Jim and Victoria acting as instructing solicitors. This type of experience improves the capacity of Legal Aid WA's in-house criminal practice to handle complex criminal matters.

4. REPORT ON OPERATIONS

4.1 CRIMINAL LAW DIVISION

Main functions

- Legal representation for clients where grants of aid have been awarded.
- Duty lawyer services in the Magistrate's Courts and Children's Court.
- Legal advice and minor assistance to clients on criminal matters.
- Preparation and presentation of matters to the Court of Appeal.
- Prison visiting information service.

Issues and achievements for 2010-11

- Continued high levels of demand for services in the Commonwealth jurisdiction, particularly in relation to people facing charges in relation to people smuggling. This has necessitated the deployment of additional lawyers to Christmas Island during periods of peak demand.
- Demand for duty lawyer representation before the courts was lower than 2009-10, although this was largely offset by increased grants of aid and the increased complexity of matters considered in the Magistrate's Courts.
- Successful introduction of iPad technology for duty lawyers undertaking court duties, providing better and more portable access to legal information.

Issues and challenges for 2011-12

- Monitor the impact of the reported withdrawal of the Aboriginal Legal Service from some metropolitan courts and if necessary adjust the allocation duty and trial lawyer resources to the extent that this is possible.
- Expand community legal education in the area of criminal law, with a particular focus on early intervention and youth.
- Enhance the capacity of the in-house practice to take on more case work, particularly in the Magistrate's Courts.

4.2 FAMILY LAW DIVISION

Main functions

- Legal representation for parties involved in family law disputes or child protection matters.
- Operating the Domestic Violence Team within Legal Aid WA.
- Duty lawyer services in the Family Court and the Children's Court.
- Legal representation for children as the independent child representative in family law disputes or child protection matters.
- Family Dispute Resolution services.

Issues and achievements for 2010-11

- Managed the Signs of Safety pilot program which seeks to divert care and protection matters from the Children's Court, in conjunction with the Department for Child Protection and King Edward Memorial Hospital. The pilot has now been completed after a 12 month trial.
- A Reference Group, under the management of Legal Aid WA, was convened to consider the merits of integrating the care and protection jurisdiction of the Children's Court of WA into the Family Court of WA. The Reference Group was established with the endorsement of the State Attorney General and includes representation from the Department for Child Protection, the Children's Court of WA, Family Court of WA and the Commonwealth Attorney-General's Department.

Issues and challenges for 2011-12

- Continue to work in conjunction with key stakeholders to assess the merits and benefits of potentially incorporating the care and protection jurisdiction of the Children's Court of Western Australia into the Family Court of Western Australia, with the aim of presenting a series of recommendations to the Attorney General during the reporting period.

- Evaluate the effectiveness of the Signs of Safety pilot program and seek government support for ongoing funding of the program if this is considered to be appropriate by the agencies participating in the program.
- Considerable input will continue to be given to State and Commonwealth law reform initiatives in the area of family law, child protection and domestic violence. Teams in the Division will have ongoing input into a range of Commonwealth and State initiatives and reviews, both through National Legal Aid and internally.
- Legal Aid WA is the lead agency for the WA pilot of the Coordinated Family Dispute Resolution model, which is now underway. The purpose of the pilot is to test new ways of helping separating families where there is family violence, through improved collaboration between lawyers, family dispute resolution practitioners and domestic violence services for victims and perpetrators. Throughout 2011-12 the Division will convene conferences as part of the pilot, in addition to professional development for practitioners in the field and the development of information resources.

4.3 CIVIL LAW DIVISION

Main functions

- Advice and representation in a limited range of civil cases, such as medical negligence, motor vehicle accidents and debt.
- Conducting abuse in care cases referred from the Department for Child Protection.
- Criminal injuries compensation.
- Immigration and refugee issues.
- Criminal injuries compensation.
- Social security law matters, including a fortnightly duty lawyer service at the Administrative Appeals Tribunal.
- Administering the Civil Litigation Assistance Scheme.
- Guardianship and administration matters before the State Administrative Tribunal.

Issues and achievements for 2010-11

- Provided assistance to people affected by the Carnarvon floods in late 2010 and the Perth Hills bushfires in early 2011.
- Provided assistance with claims for refugee status for asylum seekers, including assistance with remedies under administrative law.
- Provided general immigration advice and assistance including to victims of domestic violence.

Issues and challenges for 2011-12

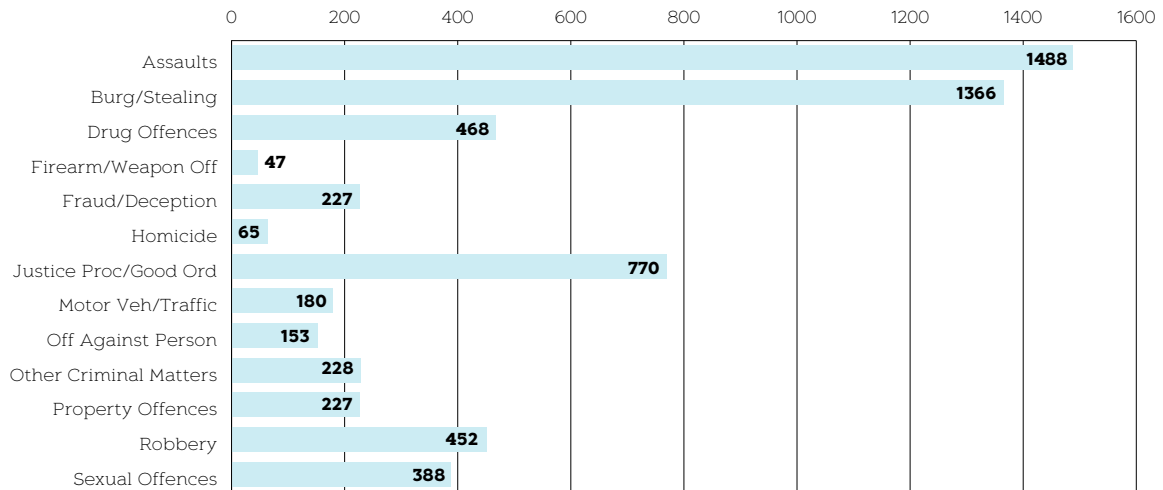
- Continue to develop the civil law program, working with the Client Services Division to establish and resource the Social Inclusion Program which will focus on the provision of early intervention and preventative legal services.
- Improved liaison with Client Services, Legal Practice Development and Regions in relation to the provision of quality civil law information, advice, representation, training and community education throughout the organisation including through the reactivation of the Civil Law Network.
- Increase awareness in the legal community of Civil Litigation Assistance Scheme and modify its guidelines to improve the success rate of applications to the Scheme.

4.4 REGIONS DIVISION

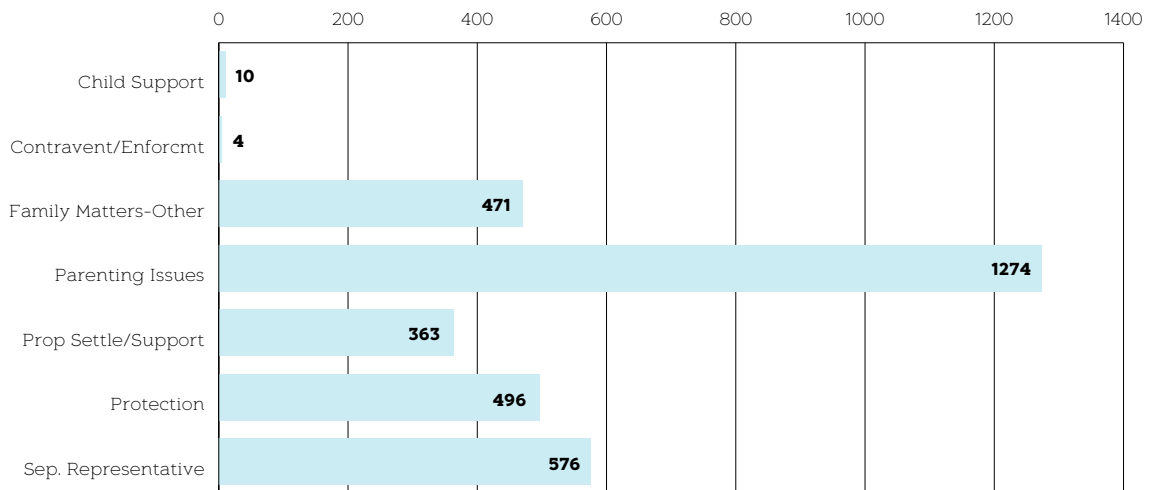
Main functions

- Operates regional offices at Fremantle, Midland, Bunbury, Albany, Geraldton, Kalgoorlie, South Hedland, Broome, Kununurra and Christmas Island, all providing access to the full range of Legal Aid WA services.
- Provides duty lawyer services to circuit courts visiting many regional and remote communities throughout Western Australia.
- Oversees the distribution of Commonwealth funding to autonomous community legal centres throughout Western Australia.
- Administers the Country Lawyers Program.

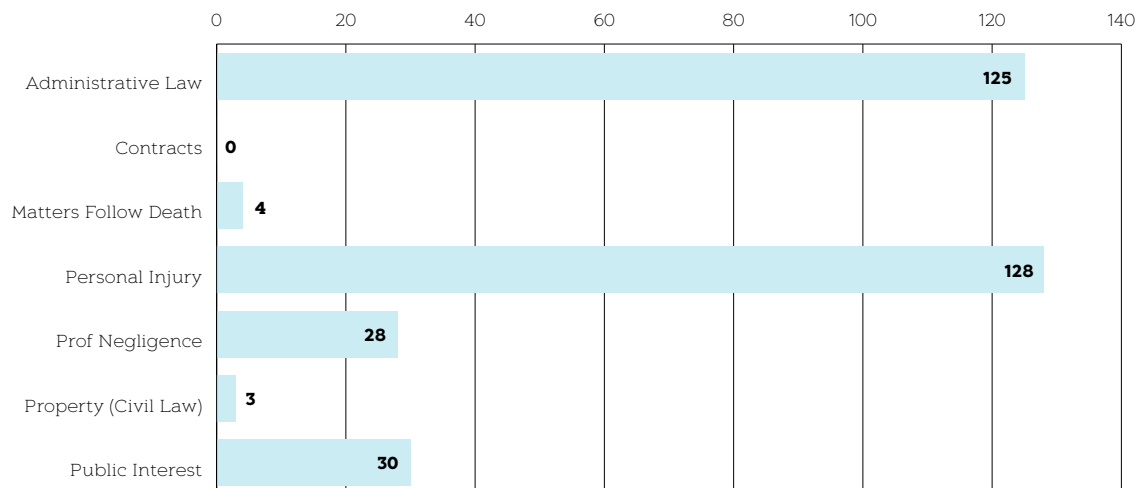
CRIMINAL LAW GRANTS OF AID BY TYPE



FAMILY LAW GRANTS OF AID BY TYPE



CIVIL LAW GRANTS OF AID BY TYPE



Issues and achievements for 2010-11

- Demand for duty lawyer services at some circuit courts continued to reach extremely high levels, with instances of courts sitting through the day and into the early evening to finalise matters. The State Government responded to this concern through the allocation of additional duty lawyer resources in the 2011 State Budget.
- Finalised the construction of new leased premises for Legal Aid WA in Kununurra. This facility will provide a base for Legal Aid WA's operations in the West Kimberley.

Issues and challenges for 2011-12

- Establish a permanent Legal Aid Western Australia presence in Carnarvon to service the needs of the Gascoyne region, potentially with funding support through the Royalties for Regions program.
- Ongoing responsibility for the administration of the Country Lawyers Program. A priority in this regard will be to target the recruitment of 2 to 3 law graduates to maintain an appropriate balance of junior and supervisory level practitioners, and to also ensure the continued succession of available lawyers within the Program.
- Recruit and deploy an additional 5 duty lawyers to newly created positions in regional Western Australia.

COMMUNITY LEGAL CENTRE FUNDING 2010-2011

Centres	Common-wealth CLC Funding	Common-wealth One-Off CLC Funding	Family Relationships Centre Funding	Legal Contribution Trust Funding	State Community Legal Centre Funding	TOTALS
Albany CLS	\$250,520	\$10,000	\$16,876	\$53,500		\$330,896
Bunbury CLC	\$180,872	\$10,000	\$13,500		\$43,945	\$248,317
CASE for Refugees	\$118,572	\$10,000			\$5,167	\$133,739
Citizens Advice Bureau				\$81,400	\$43,945	\$125,345
CLC Association					\$121,501	\$121,501
Consumer Credit Legal Service	\$130,316				\$304,086	\$434,402
Environmental Defenders Office (WA)	\$91,844	\$35,000			\$98,667	\$225,511
Fremantle CLC	\$84,368	\$130,000	\$12,500		\$124,979	\$351,847
Geraldton RC	\$326,236	\$60,000	\$25,876		\$110,509	\$522,621
Goldfields CLC	\$248,704	\$10,000	\$15,876			\$274,580
Gosnells CLC	\$218,208	\$50,000	\$12,500		\$174,866	\$455,574
Kimberley CLS	\$370,400	\$60,000	\$16,876	\$111,119		\$558,395
Mental Health Law Centre					\$586,744	\$586,744
Northern Suburbs CLC	\$267,500		\$12,500	\$300,000		\$580,000
Peel CLC			\$22,500		\$337,033	\$359,533
Pilbara LS	\$306,316	\$75,000				\$381,316
SCALES	\$185,392		\$12,500		\$124,979	\$322,871
Street Law Centre WA Inc	\$70,000	\$32,000		\$105,000		\$207,000
Sussex Street CLS	\$313,264	\$20,000	\$12,500	\$114,120	\$5,683	\$465,567
Tenants Advice Service	\$137,388	\$10,000				\$147,388
Welfare Rights & Advocacy Service	\$191,856	\$27,451		\$37,200	\$11,108	\$267,615
Wheatbelt CLC				\$160,000		\$160,000
Women's Special Project				\$80,000		\$80,000
Women's Law Centre	\$401,364	\$95,686	\$19,848			\$516,898
Youth Legal Service WA	\$82,548	\$20,000		\$71,000	\$181,121	\$354,669
TOTAL ALLOCATED FUNDS	\$3,975,668	\$655,137	\$193,852	\$1,113,339	\$2,274,333	\$8,212,329

4.5 LEGAL PRACTICE DEVELOPMENT DIVISION

Main functions

- Ensure that all legal staff at Legal Aid WA maintain appropriate levels of professional practice development in accordance with the requirements of the *Legal Profession Act 2008*.
- Develop and convene continuing professional programs for Legal Aid WA staff and the broader profession.
- Manage the recruitment and training of graduates-at-law and restricted practitioners.
- Partner with the Australian National University's Legal Workshop to deliver practical legal training for graduates-at-law.

Issues and achievements for 2010-11

- Delivered the annual Summer Series of legal professional development for the local profession, with Legal Aid WA providing a complimentary subscription to lawyers operating in the not-for-profit sector.
- Provided a number of programs to promote the physical and mental health, and personal safety, of Legal Aid WA staff who work in frontline positions. The various programs are consistent with a growing awareness across the profession that legal professionals are subject to high levels of stress and work related health issues.
- Developed online training material to enable legal practitioners to fulfil their continuing professional development requirements. This will be of particular assistance to lawyers in regional and remote Western Australia for whom access to face to face professional development can be difficult.

Issues and challenges for 2011-12

- Commence the delivery of online professional development materials.
- Continue to enhance Legal Aid Western Australia's delivery of accredited in-house training for Graduates-at-Law, in partnership with the Australian National University.

- Continue to deliver programs to strengthen the personal and professional resilience of practitioners and other staff who, through the nature of their day-to-day work, are placed in situations of extreme pressure.
- Develop and implement online and in person safety training for all relevant Legal Aid staff.

4.6 CLIENT SERVICES DIVISION

Main functions

- Assessing applications for grants of aid.
- Providing an information and telephone referral service for queries of a general nature from members of the public.
- Providing a Legal Advice Bureau and Minor Assistance Program for members of the public requiring initial advice and/or assistance with handling their own legal issues.
- Providing legal information and education on a range of legal issues to the public and external stakeholders through various options, including the internet and intranet services.
- Briefing the private profession to act in a wide range of criminal, family and civil law matters.

Issues and achievements for 2010-11

- Increased the level of audit scrutiny of private practitioners who accept assigned grants of aid to ensure that the acquittal of all funds from Legal Aid WA is undertaken in accordance with relevant Legal Aid WA guidelines.
- In response to the service delivery priorities identified in the National Partnership Agreement for Legal Assistance Services, identified areas of unmet and under-resourced legal need which would benefit from preventative law initiatives.
- In response to a growing need for electronic access in the community, redesigned the website to allow easier access to legal information

Issues and challenges for 2011-12

- In response to the priorities of social inclusion and preventative law identified under the National Partnership Agreement for Legal Assistance Services, a key goal in 2011-12 will be the establishment of the Social Inclusion Program, in conjunction with the Civil Law Division.
- The target demographic will be people at risk of social exclusion, such as the intellectually impaired, financially disadvantaged, illiterate or with low levels of education, youth, older people, mentally ill, indigenous, homeless, those with a physical disability. Typically, this group faces legal problems in the areas such as debt, consumer disputes, employment, elder abuse, discrimination, fines enforcement and Centrelink disputes.
- The key deliverables of the Social Inclusion Program will be:
 - Targeted advice and minor assistance which is beyond the scope of usual legal advice bureau or minor assistance services provided by Legal Aid WA, including advice which may stretch across multiple legal problems;
 - collaboration and sharing of knowledge and resources with community legal centres and other key stakeholders; and
 - prevention and alleviation of disadvantage to people facing social exclusion by ensuring that they receive legal assistance that helps resolve their legal problem/s.
- In conjunction with the Criminal Law and Business Services Divisions, consider approaches for optimising the allocation of grant of aid resources between in-house service delivery and external private practitioners.
- The development of a replacement grants management system and finalising its implementation will continue to be a high priority.

TOP 30 LEGAL AID WA FEE EARNERS

Ian Hope	\$530,715.49
Bannerman Solicitors	\$486,404.48
Reader Lawyers & Mediators	\$328,176.25
Donna M Webb And Associates	\$315,271.84
J D Hawkins And Associates	\$264,786.74
McDonald & Sutherland	\$243,025.99
Holden Barlow	\$235,607.00
Andrew Maughan & Associates Solicitors	\$232,126.38
Calverley Johnston	\$231,672.70
Frances Veltman	\$221,677.82
Carol Penn Lawyer	\$209,297.00
Simon Freitag	\$209,018.45
David Mckenzie Legal Pty Ltd	\$202,601.75
Thames Legal	\$197,433.37
Lisa McShane - Barrister	\$190,994.37
Marc Saupin	\$187,283.35
Pacy Solicitors	\$181,565.55
CPK Legal	\$172,492.50
Corinne Griffin & Co	\$172,044.35
Millington Legal Pty Ltd	\$168,165.77
Ferrier Athanasiou & Kakulas Pty Ltd	\$164,122.09
Susan Jean Crisp	\$161,272.00
George Giudice Law Chambers	\$151,922.51
David Manera	\$142,586.99
Griffiths Rice	\$132,768.00
Hall & Hall Lawyers	\$128,822.27
Shane Rebbeck	\$128,612.16
Gary Rodgers Barrister & Solicitor	\$126,143.00
Shadgett Legal	\$125,998.83
David Bodeker Barrister & Solicitor	\$124,202.91

4.7 BUSINESS SERVICES DIVISION

Main functions

- Finance, including overall financial management, internal audit and administration services.
- Information management, including management of information systems and technology.
- Human resources, including training, recruitment, performance monitoring and payroll services.
- Providing administrative and policy assistance to the practice Divisions in their interaction with other areas of government.
- Providing secretarial and governance services to the Board of Commissioners.

Issues and achievements for 2010-11

- Continued to project manage the replacement of LA Office, Legal Aid WA's principal client information management system.
- Assisted The West Australian newspaper to document the work of Legal Aid WA lawyers on circuit in the Kimberley region, resulting in the publication of the feature article 'Dirt Road to Justice' in September 2010.
- Developed a comprehensive risk management framework endorsed by the Legal Aid WA Board of Commissioners (through the Audit Sub-Committee).

Issues and challenges for 2011-12

- Replacing the LA Office information system continues to be a priority issue. During 2011-12 the implementation of a replacement system will be a key deliverable.
- A review will be conducted to determine approaches for optimising the allocation of grant of aid resources, between in-house service delivery and assignment to external private practitioners. The aim of the review will be to improve the efficiency of existing resource allocation and to formulate a model which will ensure the sustainability of the in-house practice and external provider arrangements.
- Continue to develop a comprehensive risk management strategy, which includes ongoing management of Legal Aid Western Australia's Risk Register and risk treatment plans, as well as business continuity and disaster recovery plans for the organisation.
- Ensure Legal Aid WA has appropriate mechanisms in place to ensure that the organisation complies with proposed new occupational health and safety laws, due to commence in 2012.
- Develop a strategy to address Legal Aid WA's office accommodation needs beyond the expiry of the existing lease at 55 St Georges Terrace in 2015.

Karen Farley

Karen Farley is the Senior Criminal Law Consultant at Legal Aid WA. In March 2011 Karen was awarded Senior Woman Lawyer of 2011 at the Annual Women Lawyers Dinner. Karen originally came to Legal Aid in 1987 from Phillips Fox where she was a Senior Associate. She was quickly appointed Solicitor in Charge of the Criminal Law Section, a position she held until 1990. Between 1994 and 1998 Karen worked as a Senior Solicitor in the Youth Law Section at Legal Aid WA. She commenced work in the Unrepresented Criminal Appellants Scheme in 2000 and has maintained a close involvement since its inception, moving with the scheme from UWA to the University of Notre Dame and then to Legal Aid WA.

Karen has been a member of the Law Society's, Criminal Law Committee and the Criminal Law Association of WA for over 20 years, and also performs a valuable mentoring role for women lawyers through the Law Society of WA.





Bayán Meshgin

Bayán Meshgin is a lawyer in the Criminal Law Division of Legal Aid WA. In October 2010 Bayán won the Andrew Hodge Memorial Award for criminal lawyers with less than five years post-admission experience. Bayán was admitted to practice in 2006 and joined Legal Aid WA in May 2007. Previously, in 2004, Bayán was selected to complete an Internship as a member of the team prosecuting suspected war criminals from the former Yugoslavia. Bayán's role involved research, preparing submissions, proofing and examining witnesses during trials conducted at the International Criminal Court at The Hague. He also acted as assistant to the Lead Prosecutor at trial.

In 2005, Bayán completed a further Internship as a member of the team prosecuting suspected war criminals at the Special War Crimes Court at Bosnia and Herzegovina.

5. SIGNIFICANT ISSUES IMPACTING THE AGENCY

5.1 AVAILABILITY OF LEGAL ASSISTANCE SERVICES IN CARNARVON AND THE GASCOYNE REGION

The services provided by Legal Aid WA are heavily focussed towards the regions, with offices at Bunbury, Albany, Kalgoorlie, Geraldton, South Hedland, Broome and Kununurra. A limited service is also provided at Christmas Island. Each of these offices serves as a regional base, with other more remote centres serviced through the attendance of Legal Aid WA lawyers at circuit courts. Approximately 30 per cent of Legal Aid WA clients are currently drawn from areas outside of Perth.

Carnarvon and its immediate surrounds have been identified by Legal Aid WA as a region of significant unmet legal need. A full time Magistrate's Court operates in Carnarvon, with the local Magistrate undertaking circuit court duties to more remote locations within the Gascoyne region. (The Carnarvon circuit currently includes Wiluna, Meekatharra, Mount Magnet, Tom Price, Paraburdoo, Onslow, Cue, Shark Bay and Exmouth). From a geographical perspective, a significant gap exists between Legal Aid WA's offices at Geraldton and South Hedland. As a consequence, in addition to the central Midlands region which is part of Geraldton's natural hinterland, Legal Aid WA's Geraldton office undertakes circuit duties to centres including Carnarvon and Paraburdoo, with currently no capacity to service Meekatharra and other communities on the Carnarvon circuit.

This major regional responsibility places a significant burden on Legal Aid WA's Geraldton office, which provides the service with a staffing complement appropriate for the city of Geraldton and its immediate surrounds only. Perhaps more importantly, the Carnarvon Magistrate's Court, which sits for the majority of the year, has the services of Legal Aid WA lawyers on an irregular basis when the Geraldton lawyers are available for circuit duties.

The decision of the government to invest \$52 million towards a new police and justice complex in Carnarvon recognises the need to improve the level of service delivery related to law and order and justice in Carnarvon and the Gascoyne region. In 2009-10, 11 per cent of Legal Aid WA's regional clients were drawn from this region. For this reason Legal Aid WA considers the establishment of a regional office in Carnarvon to be an urgent priority.

The decision of the State Government to provide funding for an additional 10 duty lawyers across the State will enable Legal Aid WA to provide a single dedicated lawyer to the Carnarvon region. This will provide a significant short term improvement to legal representation for the Carnarvon community. In the longer term it is important that a fully resourced regional office is established to ensure that the region has fair access to Legal Aid WA's full range of services in the areas of criminal, family and civil law, as well complementary legal information and education services.

6. DISCLOSURES AND LEGAL COMPLIANCE

6.1 AUDITOR GENERAL'S OPINION ON FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS



Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

LEGAL AID COMMISSION OF WESTERN AUSTRALIA

Report on the Financial Statements

I have audited the accounts and financial statements of the Legal Aid Commission of Western Australia.

The financial statements comprise the Statement of Financial Position as at 30 June 2011, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

Commission's Responsibility for the Financial Statements

The Commission is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and for such internal control as the Commission determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements based on my audit. The audit was conducted in accordance with Australian Auditing Standards. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Commission's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Commission, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Legal Aid Commission of Western Australia at 30 June 2011 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

Legal Aid Commission of Western Australia

Report on Controls

I have audited the controls exercised by the Legal Aid Commission of Western Australia. The Commission is responsible for ensuring that adequate control is maintained over the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by the Commission based on my audit conducted in accordance with Australian Auditing Standards.

Opinion

In my opinion, the controls exercised by the Legal Aid Commission of Western Australia are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Legal Aid Commission of Western Australia. The Commission is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions.

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the key performance indicators based on my audit conducted in accordance with Australian Auditing Standards.

Opinion

In my opinion, the key performance indicators of the Legal Aid Commission of Western Australia are relevant and appropriate to assist users to assess the Commission's performance and fairly represent indicated performance for the year ended 30 June 2011.

Independence

In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and the Australian Auditing Standards, and other relevant ethical requirements.



COLIN MURPHY
AUDITOR GENERAL
11 August 2011

Disclosures and Legal Compliance

Financial Statements

Certification of Financial Statements

For the year ended 30 June 2011

The accompanying financial statements of the Legal Aid Commission of Western Australia have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2011 and the financial position as at 30 June 2011.

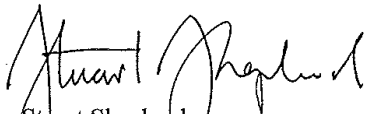
At the date of signing we are not aware of any circumstances which could render the particulars included in the financial statements misleading or inaccurate.



Lee Baker
Chief Finance Officer
Date: 5/8/2011



George Turnbull
Director
Date: 5/8/2011



Stuart Shepherd
Chairman
Date: 8.8.2011

**LEGAL AID COMMISSION OF WESTERN AUSTRALIA
STATEMENT OF COMPREHENSIVE INCOME**

For the year ended 30 June 2011

	Note	2011 \$	2010 \$
COST OF SERVICES			
Expenses			
Employee benefits expense	6	26,583,001	24,564,389
Supplies and services	7	4,884,726	4,093,033
Depreciation and amortisation expense	8	638,533	711,533
Accommodation expenses	9	2,706,499	2,523,968
Legal services expenses	10	18,609,382	14,746,631
Loss on disposal of non-current assets	16	-	-
Other expenses	11	5,027,433	4,165,301
Total cost of services		58,449,573	50,804,855
Income			
<i>Revenue</i>			
User charges and fees	12	2,903,392	2,054,605
Commonwealth grants and contributions	13	20,921,670	17,275,577
Interest revenue	14	1,313,536	841,294
Other revenue	15	4,190,712	3,363,051
Total Revenue		29,329,309	23,534,527
<i>Gains</i>			
Gain on disposal of non-current assets		55,247	38,223
Total Gains	16	55,247	38,223
Total income other than income from State Government		29,384,556	23,572,750
NET COST OF SERVICES	28	(29,065,018)	(27,232,105)
Income from State Government			
State Government grant		31,578,459	28,650,696
Total income from State Government	17	31,578,459	28,650,696
SURPLUS/(DEFICIT) FOR THE PERIOD	27	2,513,441	1,418,591
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus		274,680	4,680
Changes in asbestosis reserve		-	6,583
Gains/(losses) recognised directly in equity		-	-
Total other comprehensive income	27	274,680	11,263
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		2,788,121	1,429,854

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

**LEGAL AID COMMISSION OF WESTERN AUSTRALIA
STATEMENT OF FINANCIAL POSITION**

As at 30 June 2011

	Note	2011 \$	2010 \$
ASSETS			
Current Assets			
Cash and cash equivalents	28	22,354,547	20,011,849
Restricted cash and cash equivalents	18, 28	1,213,163	1,232,900
Receivables	19	3,922,444	2,944,363
Other current assets	20	12,359	44,114
Total Current Assets		27,502,512	24,233,226
Non-Current Assets			
Restricted cash and cash equivalents	18, 28	450,041	359,732
Receivables	19	3,258,426	3,048,495
Property, plant and equipment	21	2,596,944	2,017,358
Intangible assets	22	533,346	189,601
Total Non-Current Assets		6,838,758	5,615,187
TOTAL ASSETS		34,341,270	29,848,413
LIABILITIES			
Current Liabilities			
Payables	24	10,186,052	8,540,711
Provisions	25	3,672,004	3,389,397
Other current liabilities	26	545,606	853,867
Total Current Liabilities		14,403,662	12,783,975
Non-Current Liabilities			
Provisions	25	1,587,168	1,502,120
Total Non-Current Liabilities		1,587,168	1,502,120
TOTAL LIABILITIES		15,990,830	14,286,095
NET ASSETS		18,350,440	15,562,319
EQUITY			
Contributed equity	27	595,669	595,669
Reserves		1,769,567	1,494,887
Accumulated surplus/(deficit)		15,985,204	13,471,763
TOTAL EQUITY		18,350,440	15,562,319

The Statement of Financial Position should be read in conjunction with the accompanying notes.

**LEGAL AID COMMISSION OF WESTERN AUSTRALIA
STATEMENT OF CHANGES IN EQUITY**

For the year ended 30 June 2011

	Note	Contributed equity \$	Reserves \$	Accumulated surplus/(deficit) \$	Total equity \$
Balance at 1 July 2009	27	595,669	1,483,624	12,053,172	14,132,466
Changes in accounting policy or correction of prior period errors		-	-	-	-
Restated balance at 1 July 2009		595,669	1,483,624	12,053,172	14,132,466
Total comprehensive income for the year		-	11,263	1,418,591	1,429,854
Transactions with owners in their capacity as owners:					
Capital appropriations		-	-	-	-
Other contributions by owners		-	-	-	-
Distributions to owners		-	-	-	-
Total		-	11,263	1,418,591	1,429,854
Balance at 30 June 2010		595,669	1,494,887	13,471,763	15,562,319
Balance at 1 July 2010		595,669	1,494,887	13,471,763	15,562,319
Total comprehensive income for the year		-	274,680	2,513,441	2,788,121
Total		595,669	1,769,567	15,985,204	18,350,440
Balance at 30 June 2011		595,669	1,769,567	15,985,204	18,350,440

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

**LEGAL AID COMMISSION OF WESTERN AUSTRALIA
STATEMENT OF CASH FLOWS**

For the year ended 30 June 2011

	Note	2011 \$	2010 \$
CASH FLOWS FROM STATE GOVERNMENT			
State Government Grant		31,460,795	28,650,696
Net cash provided by State Government		31,460,795	28,650,696
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(26,101,774)	(24,386,199)
Supplies and services		(4,755,262)	(4,276,044)
Accommodation		(2,624,499)	(2,488,995)
Legal services		(17,297,999)	(15,366,103)
GST payments on purchases		(3,505,023)	(2,839,226)
Other payments		(5,032,583)	(4,017,993)
Receipts			
User charges and fees		2,525,891	2,273,158
Commonwealth grants and contributions		20,921,670	17,275,577
Interest received		1,331,746	756,556
GST receipts on sales		298,812	147,723
GST receipts from taxation authority		3,086,641	2,770,664
Other receipts		3,336,791	3,403,796
Net cash provided by/(used in) operating activities	28	(27,815,589)	(26,747,086)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments			
Purchase of non-current assets	16	(1,329,126)	(379,821)
Receipts			
Proceeds from sale of non-current physical assets		97,188	70,546
Net cash provided by/(used in) investing activities		(1,231,938)	(309,276)
Net increase/(decrease) in cash and cash equivalents		2,413,268	1,594,334
Cash and cash equivalents at the beginning of period		21,604,481	20,010,146
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	28	24,017,750	21,604,481

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

6.2 FINANCIAL STATEMENTS AND NOTES

NOTE 1. AUSTRALIAN ACCOUNTING STANDARDS

General

The Commission's financial statements for the year ended 30 June 2011 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

The Commission has adopted any applicable new and revised Australian Accounting Standards from their operative dates.

Early adoption of standards

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. No Australian Accounting Standards that have been issued or amended [but not operative] have been early adopted by the Commission for the annual reporting period ended 30 June 2011.

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) General statement

The financial statements constitute general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's instructions to vary application, disclosure, format and wording.

The *Financial Management Act* and the Treasurer's instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

(b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for land and buildings which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest (\$).

Note 3 'Judgements made by management in applying accounting policies' discloses judgements that have been made in the process of applying the Commission's accounting policies resulting in the most significant effect on amounts recognised in the financial statements.

Note 4 'Key sources of estimation uncertainty' discloses key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

(c) Reporting entity

The reporting entity comprises the Commission. There are no related bodies. Refer to note 36 'Related bodies'.

(d) Contributed equity

AASB Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed equity.

The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal.

(e) Income

Revenue recognition

Revenue is recognised and measured at the fair value of consideration received or receivable. The following specific recognition criteria must also be met before revenue is recognised for the major business activities as follows:

Sale of goods

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership transfer to the purchaser and can be measured reliably.

Provision of services

Revenue is recognised on delivery of the service to the client or by reference to the stage of completion of the transaction.

Interest

Revenue is recognised as the interest accrues.

Service appropriations

Service Appropriations are recognised as revenues at fair value in the period in which the Commission gains control of the appropriated funds. The Commission gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury. See also note 17 'Income from State Government' for further information.

Grants, donations, gifts and other non-reciprocal contributions

Revenue is recognised at fair value when the Commission obtains control over the assets comprising the contributions, usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Royalties for Regions funds are recognised as revenue at fair value in the period in which the Commission obtains control over the funds. The Commission obtains control of the funds at the time the funds are deposited into the Commission's bank account.

Gains

Realised and unrealised gains are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

(f) Property, plant and equipment

Capitalisation/expensing of assets

Items of property, plant and equipment costing \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total. The group of similar items can be formed as one group of similar items at one location or items of a same/ similar nature in different regional locations which are recorded separately in the asset register).

Initial recognition and measurement

Property, plant and equipment are initially recognised at cost.

For items of property, plant and equipment acquired at no cost or for nominal cost, the cost is the fair value at the date of acquisition.

Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land and buildings and historical cost for all other property, plant and equipment. Land and buildings are carried at fair value less accumulated depreciation (buildings only) and accumulated impairment losses. All other items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Where market-based evidence is available, the fair value of land and buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

In the absence of market-based evidence, fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the depreciated replacement cost. Where the fair value of buildings is determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

Land and buildings are independently valued annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Derecognition

Upon disposal or derecognition of an item of property, plant and equipment, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 21 'Property, plant and equipment'.

Depreciation

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Depreciation is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable assets are:

Buildings on freehold land	50 years
Furniture and fixtures	5 to 13 years
Leasehold improvements	6 to 20 years
Office equipment	5 to 10 years
IT equipment	3 to 4 years
Motor vehicles	2 to 3 years

Land is not depreciated.

(g) Intangible assets

Capitalisation/expensing of assets

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$50,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

The cost model is applied for subsequent measurement requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

The expected useful lives of each class of intangible asset are:

Software ^(a)	10 years
(a) Software that is not integral to the operation of any related hardware	
<u>Licences</u>	
Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.	
<u>Development costs</u>	
Research costs are expensed as incurred. Development costs incurred for an individual project are carried forward when the future recoverability can reasonably be regarded as assured and the total project costs are likely to exceed \$50,000. Other development costs are expensed as incurred.	
<u>Computer software</u>	
Software that is an integral part of the related hardware is recognised as property, plant and equipment. Software that is not an integral part of the related hardware is recognised as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.	

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life which is reviewed annually) on the straight line basis. All intangible assets controlled by the Commission have a finite useful life and zero residual value.

(h) Impairment of assets

Property, plant and equipment and intangible assets are tested for any indication of impairment at the end of each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Commission is a not-for-profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of

consumption or expiration of the asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

Intangible assets with an indefinite useful life and intangible assets not yet available for use are tested for impairment at the end of each reporting period irrespective of whether there is any indication of impairment.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to market-based evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period.

(i) Grant of aid

Grants of Aid are recognised as a liability on approval of a grant of aid based on a provisional cost estimate. The provisional cost estimate reflects the estimated cost of the assignment based on the relevant scale of fees.

Levies towards the cost of aid by Legal Aid clients are recognised as an asset on approval of the grant of aid. Provision for bad debts is provided for in accordance with note 19 (i) 'Receivables'.

(j) Leases

Finance lease rights and obligations are initially recognised, at the commencement of the lease term, as assets and liabilities equal in amount to the fair value of the leased item or, if lower, the present value of the minimum lease payments, determined at the inception of the lease. The assets are disclosed as plant, equipment and vehicles under lease, and are depreciated over the period during which the Commission is expected to benefit from their use. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability, according to the interest rate implicit in the lease.

Operating leases are expensed on a straight line basis over the lease term as this represents the pattern of benefits derived from the leased properties.

(k) Financial instruments

In addition to cash, the Commission has two categories of financial instrument:

- Loans and receivables; and
- Financial liabilities measured at amortised cost

Financial instruments have been disaggregated into the following classes:

Financial Assets

- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables

Financial Liabilities

- Payables

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

(l) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

(m) Accrued salaries

Accrued salaries (see note 24 'Payables') represent the amount due to staff but unpaid at the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Commission considers the carrying amount of accrued salaries to be equivalent to its net fair value.

The accrued salaries suspense account consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur instead of the normal 26. No interest is received on this account (see note 18 'Restricted cash and cash equivalents').

(n) Receivables

Un-secured debtors

Unsecured debtors are recognised at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Commission will not be able

to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 42 days.

Secured debtors

Secured debtors are recognised at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). Secured receivables are only payable to the Commission on the sale or other alienation of the secured property. Due to the long term nature of these receivables, a provision for discount is raised which enables the receivable to be shown at Net Present Value. The collectability of secured receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off.

(o) Payables

Payables are recognised when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days.

Grant of aid commitments are settled as the case progresses and matters can be outstanding for between 3 months and 2 years. The Commission considers the carrying amount of grant of aid commitments to be equivalent to the net fair value (see note 24 'Payables').

(p) Provisions

Provisions are liabilities of uncertain timing or amount and are recognised where there is a present legal or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period.

Provisions - employee benefits

All annual leave and long service leave provisions are in respect of employees' services up to the end of the reporting period.

Annual leave

The liability for annual leave expected to be settled within 12 months after the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Annual leave not expected to be settled within 12 months after the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as the experience of employee departures and periods of service. The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

The provision for annual leave is classified as a current liability as the Commission does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

Long service leave

A liability for long service leave is recognised after an employee has completed four years of service based on remuneration rates current at the end of the reporting period.

An actuarial assessment of long service leave undertaken by PricewaterhouseCoopers Actuaries at 30 June 2011 determined that the liability measured using the short-hand measurement technique above was not materially different from the liability determined using the present value of expected future payments. This calculation is consistent with the Commission's experience of employee retention and leave taken.

Unconditional long service leave provisions are classified as current liabilities as the Commission does not have an unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. Conditional long service leave provisions are classified as non-current liabilities because the Commission has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

Sick leave

Liabilities for sick leave are recognised when it is probable that sick leave paid in the future will be greater than the entitlement that will accrue in the future.

Past history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised in the Statement of Comprehensive Income for this leave as it is taken.

Deferred leave

The provision for deferred leave relates to Public Service employees who have entered into an agreement to self-fund an additional 12 months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. This liability is measured on the same basis as annual leave. Deferred leave is reported as a non-current provision until the fifth year.

Purchased leave

The provision for purchased leave relates to Public Service employees who have entered into an agreement to self-fund up to an additional 10 weeks leave per calendar year. The provision recognises the value of salary set aside for employees and is measured at the nominal amounts expected to be paid when the liabilities are settled. The liability is measured on the same basis as annual leave.

Superannuation

The Government Employees Superannuation Board (GESB) administers public sector superannuation arrangements in Western Australia in accordance with legislative requirements.

Eligible employees contribute to the Pension Scheme, a defined benefit pension scheme closed to new members since 1987, or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme closed to new members since 1995.

The GSS is a defined benefit scheme for the purposes of employees and whole-of-government-reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the Commission to GESB extinguishes the agency's obligations to the related superannuation liability.

The Commission has no liabilities under the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits attributable to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Commission to the GESB.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension Scheme or the GSS became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Commission makes concurrent contributions to GESB on behalf of employees in compliance with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS.

The GESB makes all benefit payments in respect of the Pension Scheme and GSS, and is recouped from the Treasurer for the employer's share. See also note 2(q) 'Superannuation expense'.

Provisions - other

Employment on-costs

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Commission's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

(q) Superannuation expense

The superannuation expense in the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), WSS, and the GESBS.

(r) Books and technical journals

Books and technical journals are recognised as an expense as they are acquired.

(s) Resources received free of charge or for nominal cost

Resources received free of charge or for nominal cost that can be reliably measured are recognised as income at fair value. Where the resource received represents a service that the Commission would otherwise pay for, a corresponding expense is recognised. Receipts of assets are recognised in the Statement of Financial Position.

Assets or services received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

(t) Jointly controlled operations

The Commission has no interest in joint ventures that are jointly controlled operations.

(u) Comparative figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

NOTE 3. JUDGEMENTS MADE BY MANAGEMENT IN APPLYING ACCOUNTING POLICIES

The preparation of financial statements requires management to make judgments about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Commission evaluates these judgements regularly.

Operating lease commitments

The Commission has entered into a number of leases for buildings for branch office accommodation. Some of these leases relate to buildings of a temporary nature and it has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, these leases have been classified as operating leases. Also, the Commission has entered into a number of leases for motor vehicle. These leases relate to motor vehicle leases of a temporary nature and it has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, these leases have been classified as operating leases.

NOTE 4. KEY SOURCES OF ESTIMATION UNCERTAINTY

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Technological equipment

The Commission's management determines the estimated useful lives and related depreciation charges for its plant and equipment. This estimate is based on projected useful lives of the assets and it could change significantly as a result of technical innovations. Management will increase the depreciation charge where useful lives are less than previously estimated lives, or it will write-off or write-down technically obsolete or non-strategic assets that have been abandoned or sold.

Grants of aid

Grants of aid are recognised as a liability initially on the basis of a provisional cost estimate. These estimates are revised as the litigation proceeds and realistic information on associated costs become available.

Leasehold improvements

Leasehold improvements are amortised over the initial term of the lease even though an option for extending the lease exists. Should the lease agreement be extended before the expiration of the initial term, the period of amortisation of any unamortised balance of leasehold improvements is revised to include the extended term.

Long service leave

Several estimations and assumptions used in calculating the Commission's long service leave provision include expected future salary rates, discount rates, employee retention rates and expected future payments. Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

Non-current debtors – provision for discount

Secured non-current debtors for contributions due to the Commission are expected to fully settle their liabilities on sale or other alienation of their properties. These debts are presented at their discounted value to take account of the expected long repayment period. The Commission uses its judgement to determine the average repayment period for settlement of these debts and the selection of an appropriate discount rate.

NOTE 5. DISCLOSURE OF CHANGES IN ACCOUNTING POLICY AND ESTIMATES

Initial application of an Australian Accounting Standard

The Commission has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2010 that impacted on the Commission.

2009-5	<p><i>Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117,118,136 & 139]</i></p> <p>Under amendments to AASB 117, the classification of land elements of all existing leases has been reassessed to determine whether they are in the nature of operating or finance leases. As leases of land and buildings recognised in the financial statements have not been found to significantly expose the Commission to the risks/rewards attributable to control of land, no changes to accounting estimates have been included in the Financial Statements and Notes to the Financial Statements.</p> <p>Under amendments to AASB 107, only expenditures that result in a recognised asset are eligible for classification as investing activities in the Statement of Cash Flows. All investing cashflows recognised in the Commission's Statement of Cash Flows relate to increases in recognised assets.</p>
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Future impact of Australian Accounting Standards not yet operative

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. Consequently, the Commission has not applied early any of the following Australian Accounting Standards that have been issued that may impact the Commission. Where applicable, the Commission plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 2009-11	<p><i>Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023, & 1038 and Interpretations 10 & 12].</i></p> <p>The amendment to AASB 7 <i>Financial Instruments: Disclosures</i> requires modification to the disclosure of categories of financial assets. The Commission does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.</p>	1 January 2013
AASB 2009-12	<p><i>Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052]</i></p> <p>The Standard introduces a number of terminology changes. There is no financial impact resulting from the application of this revised Standard.</p>	1 January 2011
AASB 1053	<p><i>Application of Tiers of Australian Accounting Standards</i></p> <p>This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements.</p> <p>This Standard does not have any financial impact on the Commission. However it may affect disclosures in the financial statements of the Commission if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.</p>	1 July 2013
AASB 2010-2	<p><i>Amendments to Accounting Standards arising from Reduced Disclosure Requirements</i></p> <p>This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities.</p> <p>The Standard is not expected to have any financial impact on the Commission. However, this Standard may reduce some note disclosures in the financial statements of the Commission. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2013
AASB 2011-2	<p><i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project - Reduced Disclosure Requirements [AASB 101 & 1054]</i></p> <p>This Amending Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2011

AASB 2010-5	<p><i>Amendments to Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 & 1038 and Interpretations 112, 115, 127, 132, & 1042] (October 2010)</i></p> <p>This Standard introduces a number of terminology changes as well as minor presentation changes to the Notes to the Financial Statements. There is no financial impact resulting from the application of this revised Standard.</p>	1 January 2011
AASB 2010-6	<p><i>Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets [AASB 1 & AASB 7]</i></p> <p>This Standard makes amendments to Australian Accounting Standards, introducing additional presentation and disclosure requirements for Financial Assets.</p> <p>The Standard is not expected to have any financial impact on the Commission. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2011
AASB 9	<p><i>Financial Instruments</i></p> <p>This Standard supersedes <i>AASB 139 Financial Instruments: Recognition and Measurement</i>, introducing a number of changes to accounting treatments.</p> <p>This Standard was reissued on 6 Dec 2010 and the Department is currently determining the impact of the Standard. DTF has not yet determined the application or the potential impact of the Standard for agencies.</p>	1 January 2013
AASB 2010-7	<p><i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023, & 1038 and Interpretations 2, 5, 10, 12, 19 & 127]</i></p> <p>This Amending Standard makes consequential adjustments to other Standards as a result of issuing <i>AASB 9 Financial Instruments</i> in December 2010. DTF has not yet determined the application or the potential impact of the Standard for agencies.</p>	1 January 2013
AASB 1054	<p><i>Australian Additional Disclosures</i></p> <p>This Standard, in conjunction with <i>AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project</i>, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.</p>	1 July 2011
AASB 2011-1	<p><i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project [AASB 1, 5, 101, 107, 108, 121, 128, 132, and Interpretations 2, 112, & 113]</i></p> <p>This Amending Standard, in conjunction with <i>AASB 1054 Australian Additional Disclosures</i>, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.</p>	1 July 2011

NOTE 6. EMPLOYEE BENEFITS EXPENSE

	2011 \$	2010 \$
Wages and salaries ^(a)	23,977,481	22,416,158
Annual leave ^(b)	140,451	(51,511)
Long service leave ^(b)	216,209	132,612
Deferred leave	-	-
Purchased leave	22,897	(4,454)
Superannuation - defined contribution plans ^(c)	2,225,963	2,071,584
	26,583,001	24,564,389

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Leave entitlements include a superannuation contribution component.

(c) Defined contribution plans include West State, Gold State and GESB Super Scheme (contribution paid).

Employment on-costs expenses, such as workers' compensation insurance are included at note 11 'Other expenses'.

Employment on-costs liability is included at note 25 'Provisions'.

NOTE 7. SUPPLIES AND SERVICES

Communications	627,409	546,581
Consumables	974,189	842,257
Maintenance ^(b)	582,263	498,154
Travel	522,665	485,777
Information technology	956,616	602,155
Other ^(a)	1,221,585	1,118,109
	4,884,726	4,093,033

(a) Includes audit cost, see note 35 'Remuneration of auditor'.

(b) Comparative figure restated to correctly classify building maintenance to accommodation expense.

NOTE 8. DEPRECIATION AND AMORTISATION EXPENSE

	2011 \$	2010 \$
<u>Depreciation</u>		
Buildings	4,680	4,680
Office equipment	2,914	4,356
IT equipment	280,108	280,738
Motor vehicles	26,177	62,568
Fixtures and fittings	1,392	1,896
Leasehold improvements	266,477	300,546
Furniture	35	-
Total depreciation	581,784	654,784
<u>Amortisation</u>		
Intangible assets	56,749	56,749
Total amortisation	56,749	56,749
Total depreciation and amortisation	638,533	711,533

NOTE 9. ACCOMMODATION EXPENSES

Lease rentals	2,636,493	2,478,930
Repairs and Maintenance ^(a)	70,006	45,038
	2,706,499	2,523,968

(a) Comparative figure restated to correctly classify building maintenance to accommodation expense from supplies and services.

NOTE 10. LEGAL SERVICES EXPENSES

<u>Grant of aid expenses</u>		
- Assignment costs	18,315,111	14,457,542
	18,315,111	14,457,542
<u>Other service expenses</u>		
- Legal advice	197,535	208,506
- Duty lawyer	96,736	80,582
	294,272	289,088
	18,609,382	14,746,631

Asbestosis case costs (cash basis) of \$0 in 2010/11(\$0 in 2009/10) have not been included under Legal services expenses and are not included in the reported surplus for the period. Asbestosis case funding is specific purpose funding from the Commonwealth Government and is not part of the normal operating activities of the Commission. Asbestosis case costs are reported in the Asbestosis account reserve only under note 18 'Restricted cash and cash equivalents'.

NOTE 11. OTHER EXPENSES

	2011 \$	2010 \$
Bad debts written off	46,933	33,999
Doubtful debts expense	12,241	(27,672)
Employment on-costs ^(a)	(11,901)	30,366
Staff training	174,648	178,315
State CLC program	3,404,872	2,757,970
Other staff related expenses	921,284	863,687
Other	479,355	328,636
	5,027,433	4,165,301

(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 25 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

NOTE 12. USER CHARGES AND FEES

Client contributions and fees on grants of aid	1,204,004	806,208
Recovered costs on grants of aid	1,471,009	1,027,139
Recovered costs on asbestosis matters	-	-
Legal advice fees	43,265	40,736
Duty lawyer fees	144,339	153,350
Freedom of information	65	-
Community legal education	40,710	27,172
	2,903,392	2,054,605

NOTE 13. COMMONWEALTH GRANTS AND CONTRIBUTIONS

Operating grant as per 2004 funding agreement	20,531,255	17,047,043
Christmas/Cocos Islands	390,415	228,534
	20,921,670	17,275,577

NOTE 14. INTEREST REVENUE

	2011 \$	2010 \$
Interest earned on Legal Aid Operational Funds	1,367,075	640,278
Implicit interest write back on debtors ^(a)	(53,539)	54,608
Interest earned on Asbestosis Account	-	146,408
	1,313,536	841,294

(a) Implicit interest was written back at the end of the reporting period and therefore recorded as interest revenue.

NOTE 15. OTHER REVENUE

State - Specific purpose contributions	98,864	147,307
Other miscellaneous income	475,085	376,626
Legal contribution trust	1,407,795	1,025,841
CLR placement recoup	1,710,296	1,702,904
Department of Immigration and Ethnic Affairs	498,672	110,374
	4,190,712	3,363,051

NOTE 16. NET GAIN/(LOSS) ON DISPOSAL OF NON-CURRENT ASSETS

<u>Costs of disposal of non-current assets</u>		
Plant, equipment and vehicles	41,941	32,323
<u>Proceeds from disposal of non-current assets</u>		
Plant, equipment and vehicles	97,187	70,545
Net gain/(loss)	55,247	38,223

NOTE 17. INCOME FROM STATE GOVERNMENT

Appropriation received during the year:		
State consolidated fund appropriation ^(a)	31,578,459	28,650,696
DTF Funding	-	-
	31,578,459	28,650,696

(a) The Legal Aid Commission is an output of the Department of Attorney General for the purposes of the State Budget, and receives State Government funding through the Department.

NOTE 18. RESTRICTED CASH AND CASH EQUIVALENTS

	2011 \$	2010 \$
<u>Current</u>		
Asbestosis account ^(a)	1,206,663	1,206,663
Child representation trust fund ^(b)	6,500	26,237
	1,213,163	1,232,900
<u>Non-current</u>		
Accrued salaries suspense account (27th pay provision) ^(c)	450,041	359,732
	450,041	359,732
	1,663,204	1,592,632

(a) These unspent funds held in trust account are only to be used for the purpose of legal aid relating to asbestosis-related actions.

(b) These unspent funds held in the trust fund are only to be used for the purpose of legal aid in relation to child abuse related actions.

(c) These unspent funds held in suspense account are only to be used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years. The amount is not due and payable within the next 12 months.

The Asbestosis account reconciliation

The Asbestosis account was established in January 1989 to fund the granting of legal aid in relation to asbestosis-related actions. The Commission pays into the Account all received amounts as costs recovered from asbestosis-related actions by plaintiffs to whom the Commission has granted legal aid.

Balance at start of year	1,206,663	1,200,080
<u>Revenue:</u>		
- Recovered costs	-	6,583
- Interest	-	-
	1,206,663	1,206,663
<u>Expenditure:</u>		
- Private practitioners	-	-
- Reclassification to cash assets	-	-
Balance at end of year	1,206,663	1,206,663

NOTE 19. RECEIVABLES

	2011 \$	2010 \$
<u>Current</u>		
Debtors - unsecured	4,357,580	3,367,258
less: Allowance for impairment of receivables	(435,136)	(422,894)
GST receivable	-	-
Total current	3,922,444	2,944,363
<u>Non-current</u>		
Debtors - secured	3,853,915	3,590,445
less: Allowance for impairment of receivables	(20,000)	(20,000)
less: Allowance for discount	(575,489)	(521,950)
Total non-current	3,258,426	3,048,495

Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	442,894	470,567
Amounts written off during the year	-	(33,999)
Amounts recovered during the year	-	-
	442,894	436,568
Doubtful debt expense recognised in the statement of comprehensive income	12,242	6,326
Balance at end of year	455,136	442,894

Debts - Secured

Legal assistance may be granted subject to a condition that legal costs be secured by a charge being lodged against property registered in the name of the legally assisted person. Full payment of the debt secured is required on sale or other alienation of the property.

History shows that the average repayment period of secured debts is approximately eight years. No interest is charged on the outstanding debt. In accordance with AAS 15 an implicit interest adjustment is made to take account of this long term repayment aspect.

Debtors - secured, were discounted at 4.875% (2010: 4.695%) using the 5 year government bond rate (per Financial Review) at June 30, 2011.

NOTE 20. OTHER ASSETS

<u>Current</u>		
Prepayments	12,359	44,114
Total current	12,359	44,114

NOTE 21. PROPERTY, PLANT, AND EQUIPMENT

	2011 \$	2010 \$
<u>Land</u>		
At fair value ^(a)	415,000	111,000
	415,000	111,000
<u>Buildings</u>		
At fair value ^{(a) (b)}	200,000	234,000
	200,000	234,000
<u>Fixtures and fittings</u>		
At cost	17,966	33,532
Accumulated depreciation	(6,110)	(16,472)
	11,856	17,060
<u>Leasehold improvements</u>		
At cost	2,752,421	3,152,495
Accumulated depreciation	(1,565,711)	(2,241,220)
	1,186,712	911,275
<u>Furniture and equipment</u>		
At cost	2,190,414	1,848,811
Accumulated depreciation	(1,407,294)	(1,173,164)
	783,120	675,647
<u>Motor vehicles</u>		
At cost	31,506	216,815
Accumulated depreciation	(31,248)	(148,440)
	258	68,375
	2,596,944	2,017,358

(a) Land and buildings were re-valued as at 1 July 2010 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2011 and recognised 30 June 2011. In undertaking the revaluation, fair value was determined by reference to market values for land: \$415,000 and buildings: \$200,000 (30 June 2010: land: \$111,000 and buildings: \$234,000). For the remaining balance, fair value of land and buildings was determined on the basis of depreciated replacement cost.

(b) Buildings comparative has been amended to correctly account for the revaluation of buildings on a net basis.

Reconciliation:

	Land	Buildings	Fixtures and Fittings	Leasehold Improvements	Furniture and Equipment	Vehicles	Total
2011	\$	\$	\$	\$	\$	\$	\$
Carrying amount at start of year	111,000	234,000	17,060	911,275	675,646	68,376	2,017,357
Additions	-	-	-	\$541,914	390,530	-	932,444
Disposals	-	-	(3,812)	-	-	(41,941)	(45,753)
Revaluation increments	304,000	4,680	-	-	-	-	308,680
Revaluation decrements	-	-	-	-	-	-	-
Impairment losses ^(a)	-	(34,000)	-	-	-	-	(34,000)
Impairment losses reversed ^(a)	-	-	-	-	-	-	-
Depreciation	-	(4,680)	(1,392)	(266,477)	(283,057)	(26,177)	(581,784)
Carrying amount at end of year	415,000	200,000	11,856	1,186,712	783,120	258	2,596,944

	Land	Buildings	Fixtures and Fittings	Leasehold Improvements	Furniture and Equipment	Vehicles	Total
2010	\$	\$	\$	\$	\$	\$	\$
Carrying amount at start of year	111,000	234,000	18,956	1,047,369	758,134	163,223	2,332,682
Additions	-	-	-	164,453	202,649	-	367,102
Disposals	-	-	-	-	(44)	(32,278)	(32,322)
Revaluation increments	-	4,680	-	-	-	-	4,680
Revaluation decrements	-	-	-	-	-	-	-
Impairment losses ^(a)	-	-	-	-	-	-	-
Impairment losses reversed ^(a)	-	-	-	-	-	-	-
Depreciation	-	(4,680)	(1,896)	(300,546)	(285,093)	(62,568)	(654,784)
Carrying amount at end of year	111,000	234,000	17,060	911,275	675,646	68,376	2,017,358

(a) Recognised in the Statement of Comprehensive Income. Where an asset measured at cost is written-down to recoverable amount, an impairment loss is recognised in the Statement of Comprehensive Income. Where an asset measured at fair value is written-down to recoverable amount, the loss is recognised as a revaluation decrement in the Statement of Changes in Equity.

NOTE 22. INTANGIBLE ASSETS

	2011 \$	2010 \$
<u>Computer software</u>		
At cost	799,995	399,501
Work In Progress	-	-
Accumulated amortisation	(266,649)	(209,900)
Accumulated impairment losses	-	-
	533,346	189,601

Reconciliation:

	2011 \$	2010 \$
<u>Computer software</u>		
Carrying amount at start of year	189,601	246,351
Additions	-	-
Work in progress	400,494	-
Revaluation increments	-	-
Revaluation decrements	-	-
Impairment losses	-	-
Impairment losses reversed	-	-
Amortisation expense	(56,749)	(56,749)
Write - off of Assets < \$1,000	-	-
Carrying amount at end of year	533,346	189,601

NOTE 23. IMPAIRMENT OF ASSETS

There were no indications of impairment to property, plant and equipment or intangible assets at 30 June 2011.

The Commission held no goodwill or intangible assets with an indefinite useful life during the reporting period. At the end of the reporting period there were no intangible assets not yet available for use.

There were no surplus assets at 30 June 2011 that have either been classified as assets held for sale or written off.

NOTE 24. PAYABLES

<u>Current</u>		
Grant of aid commitments	9,298,527	7,848,884
Accrued expenses ^(a)	370,762	237,411
Accrued salaries ^(b)	495,221	415,851
Staff benefit fund	21,372	38,395
Unclaimed monies	170	170
Total current	10,186,052	8,540,711

(a) Payables: The Commission considers the carrying amounts of accounts payable approximate their net fair values.

(b) Accrued salaries: Amount owing is 5 days as last pay occurred on 23 June 2011 (2010 - The last pay occurred on 24 June 2010). Accrued salaries in year ending 30 June 2010 has been adjusted up by \$69,790 with accrued State Super to the total. Accrued expenses for the same year decreased by \$69,790 being the amount of accrued State Super added to Accrued Salaries. This adjustment was made to correct the classification of the Accrued State Super total.

NOTE 25. PROVISIONS

	2011 \$	2010 \$
<u>Current</u>		
<i>Employee benefits provision</i>		
Annual leave ^(a)	1,636,220	1,493,511
Long service leave ^(b)	1,955,409	1,830,556
Purchased leave	46,480	23,584
	3,638,110	3,347,651
<i>Other provisions</i>		
Employment on-costs ^(c)	33,894	41,746
	33,894	41,746
	3,672,004	3,389,397
<u>Non-current</u>		
<i>Employee benefits provision</i>		
Long service leave ^(b)	1,572,380	1,483,282
Deferred salary scheme	-	-
	1,572,380	1,483,282
<i>Other provisions</i>		
Employment on-costs ^(c)	14,788	18,838
	14,788	18,838
	1,587,168	1,502,120

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments (per PriceWaterhouseCoopers actuary report 30 June 2011) indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of the end of the reporting period	1,354,240	1,232,389
More than 12 months after the reporting period	281,980	261,122
	1,636,220	1,493,511

(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments (per PriceWaterhouseCoopers actuary report 30 June 2011) indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of the end of the reporting period	598,582	1,092,045
More than 12 months after the reporting period	2,929,207	2,221,793
	3,527,789	3,313,838

(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense, apart from the unwinding of the discount (finance cost), is disclosed at note 11 'Other expenses'.

NOTE 25. PROVISIONS (CONT.)

Movements in other provisions

Movements in each class of provisions during the financial year, other than employee benefits, are set out below.

	2011 \$	2010 \$
<u>Employment on-cost provision</u>		
<i>Current</i>		
Carrying amount at start of period	41,746	18,984
Additional provisions recognised	-	22,762
Payments/other sacrifices of economics benefits	(7,852)	-
Carrying amount at end of period	33,894	41,746
<i>Non-current</i>		
Carrying amount at start of period	18,838	11,233
Additional provisions recognised	-	7,605
Payments/other sacrifices of economics benefits	(4,050)	-
Carrying amount at end of period	14,788	18,838

NOTE 26. OTHER LIABILITIES

<u>Current</u>		
Government grants in advance	539,106	827,630
Child representation trust fund	6,500	26,237
Total current	545,606	853,867

NOTE 27. EQUITY

The Government holds the equity interest in the Commission on behalf of the community. Equity represents the residual interest in the net assets of the Commission. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets.

Contributed equity

Balance at start of period	595,669	595,669
<u>Contribution by owners</u>		
Capital Appropriation	-	-
Total contributions by owners	-	-
<u>Distribution to owners</u>		
Net assets transferred to government	-	-
Total distributions to owners	-	-
Balance at end of period	595,669	595,669

Capital appropriations

TI 955 *Contributions by Owners Made to Wholly Owned Public Sector Entities* designates capital appropriations as contributions by owners in accordance with AASB Interpretation 1038 *Contributions by Owners Made to Wholly Owned Public Sector Entities*.

Distributions of owners

TI 955 requires non-reciprocal transfers of net assets to Government to be accounted for as distributions to owners in accordance with AASB Interpretation 1038.

Reserves

	2011 \$	2010 \$
<u>Asset revaluation surplus</u>		
Balance at start of period	288,224	283,544
Buildings	(29,320)	4,680
Land	304,000	-
Balance at end of period	562,904	288,224
<u>Asbestosis account reserve</u>		
Balance at start of period	1,206,663	1,200,080
<u>Income:</u>		
Recovered costs	-	6,583
<u>Expenditure</u>		
Private practitioners fees	-	-
Balance at end of period	1,206,663	1,206,663
Total balance at end of period	1,769,567	1,494,887

After all amounts duly payable from the Asbestosis Reserve have been paid, any moneys then remaining in the Reserve shall be available, as part of the Legal Aid fund, to the Commission for application by it under the State Act.

Accumulated surplus/(deficit)

Balance at start of period	13,471,763	12,053,172
Result for the period	2,513,441	1,418,591
Income and expense recognised directly in equity	-	-
Balance at end of period	15,985,204	13,471,763
Total Equity at end of period	18,350,440	15,562,319

NOTE 28. NOTES TO THE STATEMENT OF CASH FLOWS

Reconciliation of cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2011 \$	2010 \$
Bank accounts	22,347,622	20,005,064
Cash on hand - petty cash	6,925	6,785
Cash and cash equivalents	22,354,547	20,011,849
Restricted cash and cash equivalents [note 18 'Restricted cash and cash equivalents']	1,663,204	1,592,632
	24,017,750	21,604,481

Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

Net cost of services	(29,065,018)	(27,232,105)
<u>Non-cash items:</u>		
Depreciation and amortisation expense (note 20 'Depreciation and amortisation expense')	638,533	711,533
Doubtful debts expense (note 11 'Other expenses')	(12,241)	27,673
Net (gain)/loss on disposal of property plant and equipment (note 16 'Net gain/(loss) on sale of non-current assets')	(55,247)	(38,223)
Implicit right back of interest revenue	53,539	(54,608)
<u>(Increase)/decrease in assets:</u>		
Current receivables ^(a)	(978,081)	454,321
Other current assets	31,755	(44,114)
Non-current receivables	(209,931)	16,719
<u>Increase/(decrease) in liabilities:</u>		
Current payables ^(a)	1,645,342	(618,847)
Current provisions	282,607	357,465
Other current liabilities	(112,325)	(155,610)
Non-current provisions	85,048	(250,451)
Net GST receipts/(payments)		
Change in GST in receivables/payables ^(b)	(119,570)	79,161
Net cash provided by/(used in) operating activities	(27,815,589)	(26,747,087)

(a) Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and the receivable/ payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.

(b) This reverses out the GST in receivables and payables.

NOTE 29. COMMITMENTS

The commitments below are inclusive of GST where relevant.

Lease commitments

	2011 \$	2010 \$
Commitments in relation to leases contracted for at the end of the reporting period but not recognised in the financial statements are payable as follows:		
Within 1 year	2,310,386	1,824,160
Later than 1 year and not later than 5 years	5,721,130	6,661,533
Later than 5 years	112,338	320,015
	8,143,853	8,805,709

Representing:

Non-cancellable operating leases ^{(a),(b)}	8,143,853	8,805,709
	8,143,853	8,805,709

Non-cancellable operating lease commitments

Commitments for minimum accommodation lease payments are payable as follows:		
Within 1 year	2,174,171	1,730,821
Later than 1 year and not later than 5 years	5,649,722	6,605,235
Later than 5 years	112,338	320,015
	7,936,230	8,656,071

(a) The Commission has entered into property leases which are non-cancellable leases with terms ranging up to 10 years, with rent payable monthly in advance. Contingent rent provisions within the lease agreements require that the minimum lease payments shall be increased by a combination of CPI or a pre-determined percentage per annum. Options exist to renew the leases at the end of the various terms for additional terms.

(b) Accommodation operating lease commitments for the financial year only include property and car parking lease expenses as required by Accounting Standards and TI's.

Commitments for minimum motor vehicle lease payments are payable as follows:		
Within 1 year	136,215	93,339
Later than 1 year and not later than 5 years	71,408	56,298
Later than 5 years	-	-
	207,623	149,637

(a) The Commission has entered into motor vehicle leases which are non-cancellable leases with terms ranging up to 3 years, with payments payable monthly in advance.

NOTE 30. CONTINGENT ASSETS AND CONTINGENT LIABILITIES

There are no contingent assets and contingent liabilities in addition to the assets and liabilities included in the financial statements (2010: Nil).

NOTE 31. EVENTS OCCURRING AFTER THE END OF THE REPORTING PERIOD

There were no events after the end of the reporting period, favourable and/or unfavourable, that occurred between the end of the reporting period and the date when the financial statements are authorised for issue. Neither of the following two types of events occurred.

- those that provide evidence of conditions that existed at the end of the reporting period (adjusting events after the reporting period); and
- those that are indicative of conditions that arose after the end of the reporting period (non-adjusting events after the reporting period).

NOTE 32. EXPLANATORY STATEMENT

This statement provides details of any significant variations between estimates and actual results for 2011 and between the actual results for 2010 and 2011. Significant variations are considered to be those greater than 10% or \$5 million.

Significant variances between estimated and actual results for 2011

	2011 Estimate \$	2011 Actual \$	Variation \$
Employee benefits expense	28,481,184	26,583,001	(1,898,183)
Supplies and services	4,904,380	4,884,726	(19,654)
Depreciation and amortisation expense	965,220	638,533	(326,687)
Other expenses	4,219,118	5,027,433	808,315
Accommodation expenses	2,833,846	2,706,499	(127,347)
Legal services expense	16,119,088	18,609,382	2,490,294
User charges and fees	2,062,365	2,903,392	841,027
Interest revenue	750,000	1,313,536	563,536
Other revenue	5,141,267	4,190,712	(950,555)

Other expenses

Additional Legal Contribution Trust funds of \$1.443 million were released by the Attorney General for distribution to Community Legal Centres in 2011/11 (\$0.793 million), 2011/12 (\$0.326 million) and 2012/13 (\$0.325 million)

Legal services expense

Additional State expensive cases expenses (\$1.244 million) and additional Commonwealth expensive cases expenses (\$1.462 million). Additional costs incurred for grants of legal aid relating to criminal expensive cases are offset by supplementary funding from government each year. A grant of aid for criminal matter is considered an expensive case when it exceeds \$26,000 for State matters and \$40,000 for Commonwealth matters.

User charges and fees

Higher than expected costs recovered from State Court hearings (\$0.759 million).

Interest revenue

Higher than expected interest revenue earned from investment of surplus funds in term deposits and higher than expected funds on deposit (\$0.564 million)

Other revenue

Lower than expected revenue recouped from non-government organisations participating in the Country Lawyers program (\$1.551 million) offset by higher than expected revenue from the Commonwealth Immigration tender (\$0.424 million) and higher distributions from the Legal Contribution Trust (\$0.408 million). The reduction to revenue recouped from the Country Lawyers program is offset by a reduction to salary and salary on costs expenditure and is a result of less lawyers available for placement in the Country Lawyers program.

Significant variances between actual results for 2010 and 2011

	2011 Actual \$	2010 Actual \$	Variation \$
<u>Income</u>			
User charges and fees	2,903,392	2,054,605	848,787
Interest revenue	1,313,536	841,294	472,242
Other revenue	4,190,712	3,363,051	827,661
<u>Expenses</u>			
Employoyee benefits expense	26,583,001	24,564,389	2,018,612
Supplies and services	4,884,726	4,093,033	791,693
Depreciation and amortisation	638,533	711,533	(73,000)
Legal Service expense	18,609,382	14,746,631	3,862,751
Other expenses	5,027,433	4,165,301	862,132

User charges and fees

Higher costs recovered from State Court hearings and higher contributions from clients in receipt of a grant of legal aid (\$0.828 million).

Interest revenue

Higher interest revenue earned from investment of surplus funds in term deposits and higher than expected funds on deposit (\$0.472 million)

Other revenue

Higher revenue from the Commonwealth Immigration tender (\$0.388 million) and higher distributions from the Legal Contributions Trust (\$0.382 million)

Supplies and services

Higher IT support costs associated with the replacement of the LA Office grants management system (\$0.418 million) and increased insurance costs associated with with workers compensation compensation performance (\$0.115 million).

Depreciation & amortisation

Lower depreciation expenses incurred due to replacing owned motor vehicles with leased motor vehicles (\$36,000) and delays with the set up of the permanent office in Kununurra (\$34,000).

Legal services expenses

Additional casework costs for matters assigned to private practitioners related to increasing the hourly rate for legal representation from \$120 to \$140 per hour (\$3.830 million).

Other expenses

Additional Legal Contribution Trust funds of \$1.443 million were released by the Attorney General for distribution to Community Legal Centres in 2010/2011 (\$0.793 million), 2011/12 (\$0.325 million) and 2012/13 (\$0.325 million)

NOTE 33. FINANCIAL INSTRUMENTS

(a) Financial risk management objectives and policies

Financial instruments held by the Commission are cash and cash equivalents, restricted cash and cash equivalents, receivables and payables. The Commission has limited exposure to financial risks. The Commission's overall risk management program focuses on managing the risks identified below.

Credit risk

Credit risk arises when there is the possibility of the Commissions receivables defaulting on their contractual obligations resulting in financial loss to the Commission.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at note 32(b) 'Financial instruments disclosures' and note 19 'Receivables'.

Credit risk associated with the Commission's financial assets is minimal because the main receivable is the amounts receivable for services provided to clients. The Commission has policies in place to ensure that credit risk is minimal. For example, where possible, debts due are adequately secured by way of caveats or memorials over the properties of the debtor. In addition, where such debts cannot be secured either because the amount of the debt is small or the client does not have adequate assets to offer as security, the Commission monitors the debts and communicates with debtors on an ongoing basis to ensure that debts are collected promptly to minimise the amount of irrecoverable debts to be written off. At the end of the reporting period there were no significant concentrations of credit risk.

Credit risk, although minimal, also exists for cash and cash equivalents and restricted cash and cash equivalents. The Commission's exposure to credit risk in respect of such financial instruments arises from default of the counter party (banks) which is highly unlikely. The Commission is a public benevolent institution and as such the primary investment policy objective is to ensure the security and minimise the risk to the Commission's cash reserves. Where alternative options exist for the investment of funds at equivalent levels of risk, those investment options which provide the highest returns on invested funds are used wherever possible. The investment of funds is governed by section 39 of the Financial Management Act. Investments are made in a manner specified in section 37 of that Act.

Liquidity risk

Liquidity risk arises when the Commission is unable to meet its financial obligations as they fall due.

The Commission is exposed to liquidity risk through its trading in the normal course of business.

The Commission has appropriate procedures to manage cash flows including drawdown's of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments. The Commission attempts to maximise revenues from surplus funds by fixed term deposit investments chosen.

The term of investments is based on the annual cash flow budget in order to meet cash requirements in a timely manner. The selection of the term of the investment depends upon the cash flow requirements and the rate of return available for different investment terms.

Market risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Commission's income or the value of its holdings of financial instruments. The Commission does not trade in foreign currency and is not materially exposed to other price risks [for example, equity securities or commodity price changes]. The Commission's exposure to market risk for changes in interest rates relate primarily to surplus, cash and cash equivalents and restricted cash and cash equivalents investments. Other than detailed in the interest rate sensitivity analysis table at note 32(c), the Commission is not exposed to interest rate risk and has no borrowings.

The Commission's policy is to manage changes in interest rates by using a mix of fixed and variable interest rate investments as appropriate.

(b) Categories of financial instruments

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2011 \$	2010 \$
<u>Financial Assets</u>		
Cash and cash equivalents ^(a)	22,354,547	20,011,849
Restricted cash and cash equivalents	1,663,204	1,592,632
Receivables ^(b)	7,180,870	5,992,857
<u>Financial Liabilities</u>		
Payables	10,186,052	8,540,711

(a) Cash and cash equivalents balance includes petty cash balance.

(b) The amount of receivables excludes GST recoverable (acquisition-supply) from the ATO (statutory receivable).

(c) Financial instrument disclosures

Credit risk and interest rate risk exposures

The following tables discloses the Commission's maximum exposure to credit risk, interest rate exposures and the aging analysis of financial assets. The Commission's maximum exposure to credit risk at the end of the reporting period is the carrying amount of financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Commission.

The Commission holds collateral as security relating to the financial assets it holds.

The Commission does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

Interest rate exposures and ageing analysis of financial assets								
	Weighted Average Effective Interest Rate %	Interest rate exposure			Past due but not impaired			
		Carrying Amount \$	Variable interest rate \$	Non-interest bearing \$	Up to 3 months \$	3-12 months \$	More than 1 year \$	Impaired financial assets \$
<u>Financial Assets</u>								
2011								
Cash & cash equivalents ^(a)		22,354,547	22,354,547	-	-	-	-	-
Restricted cash & cash equivalents		1,663,204	1,663,204	-	-	-	-	-
Receivables ^(b)	4.875% ^(c)	7,180,870	-	-	3,559,255	252,904	3,368,711	-
		31,198,620	24,017,750	-	3,559,255	252,904	3,368,711	-
2010								
Cash & cash equivalents ^(a)		20,011,849	20,011,849	-	-	-	-	-
Restricted cash & cash equivalents		1,592,632	1,592,632	-	-	-	-	-
Receivables ^(b)	4.695% ^(c)	5,992,857	-	-	1,980,558	1,243,898	2,768,401	-
		27,597,337	21,604,481	-	1,980,558	1,243,898	2,768,401	-

Liquidity risk

The following table details the contractual maturity analysis for financial liabilities. The table included interest and principle cash flows. An adjustment has been made where material.

Interest rate exposure and maturing analysis of financial liabilities								
	Weighted Average Effective Interest Rate %	Interest rate exposure			Maturity date			
		Carrying Amount \$	Variable interest rate \$	Non-interest bearing \$	Up to 3 months \$	3-12 months \$	1-5 years \$	More than 5 years \$
<u>Financial Liabilities</u>								
2011								
Payables		10,186,052	-	10,186,052	-	-	-	-
		10,186,052	-	10,186,052	-	-	-	-
2010								
Payables		8,540,711	-	8,540,711	-	-	-	-
		8,540,711	-	8,540,711	-	-	-	-

(a) Cash and cash equivalents balance does not include petty cash balance.

(b) The amounts of receivables excludes the amount of GST recoverable (acquisition-supply) from the ATO (statutory receivable).

(c) The interest rate used in the table above is 4.815% (2010: 4.695%) which is the 5 year government bond rate as at June 30 2011.

Interest rate sensitivity analysis

The following table represents a summary of the interest rate sensitivity of the Commission's financial assets at the end of the reporting period on the surplus for the period and equity for a 1% change in interest rates. It is assumed that the change in interest rates is held constant throughout the reporting period.

The Commission took into account past performance, future explanations, economic forecasts, and management's knowledge and experience of financial markets to determine the movements that are reasonably possible over the next 12 months.

	Carrying amount	-100 basis points		+100 basis points	
		Surplus	Equity	Surplus	Equity
2011	\$	\$	\$	\$	\$
<u>Financial assets</u>					
Cash and cash equivalents ^(a)	22,347,622	(223,476)	(223,476)	223,476	223,476
Restricted cash and cash equivalents	1,663,204	(16,632)	(16,632)	16,632	16,632
Total Increase/(Decrease)		(240,108)	(240,108)	240,108	240,108
2010					
<u>Financial assets</u>					
Cash and cash equivalents ^(a)	20,005,064	(200,051)	(200,051)	200,051	200,051
Restricted cash and cash equivalents	1,592,632	(15,926)	(15,926)	15,926	15,926
Total Increase/(Decrease)		(215,977)	(215,977)	215,977	215,977

(a) Cash and cash equivalents balance does not include petty cash balance.

Fair values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.

NOTE 34. REMUNERATION OF MEMBERS OF THE ACCOUNTABLE COMMISSION AND SENIOR OFFICERS

Remuneration on members of the accountable commission

The number of members of the accountable commission, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

\$		\$		2011 \$	2010 \$
	0	-	10,000	5	3
	10,001	-	20,000	0	1
	20,001	-	30,000	1	0
	50,001	-	60,000	0	1
	260,001	-	270,000	0	0
	380,001	-	390,000	1	1
	400,001	-	410,000	0	0
The total remuneration of the members of the accountable commission				442,130	466,562

The total remuneration includes the superannuation expense incurred by the Commission in respect of members of the accountable Authority

No members of the accountable authority are members of the pension scheme.

Remuneration of senior officers

The number of senior officers, other than senior officers reported as members of the accountable authority, whose total fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year fall within the following bands are:

\$		\$		2011 \$	2010 \$
	0	-	100,000	1	0
	100,001	-	110,000	1	0
	110,001	-	120,000	0	0
	120,001	-	130,000	0	0
	130,001	-	140,000	0	0
	140,001	-	150,000	1	0
	150,001	-	160,000	0	1
	160,001	-	170,000	0	0
	170,001	-	180,000	1	0
	180,001	-	190,000	2	2
	190,001	-	200,000	1	1
	200,001	-	210,000	1	3
	210,001	-	220,000	1	0
	220,001	-	230,000	0	0
	230,001	-	240,000	0	1
	240,001	-	250,000	0	0
	250,001	-	260,000	0	0
The total remuneration of senior officers				1,414,993	1,566,996

The total remuneration includes the superannuation expense incurred by the Commission in respect of senior officers other than senior officers reported as members of the accountable Authority

There are no senior officers who are members of the pension scheme

NOTE 35. REMUNERATION OF AUDITOR

Remuneration paid or payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2011 \$	2010 \$
Auditing the accounts, financial statements and performance indicators ^(a)		
	69,000	71,000

The remuneration of auditor is included at note 7 'Supplies and services'. The remuneration to 30 June 2011 was not accrued as work was not substantially completed. This amount excludes GST.

NOTE 36. RELATED BODIES

The Commission had no related bodies during the financial year.

NOTE 37. AFFILIATED BODIES

The Commission had no affiliated bodies during the financial year.

NOTE 38. SPECIAL PURPOSE ACCOUNTS

(i) Child Representation Trust Fund

The child representation trust fund has been established essentially for monies received from client's contributions. These contributions are not received from the aided person being the child, but from other parties to the proceedings, typically being the parents of the child.

	2011 \$	2010 \$
Balance at the start of the year	26,237	70,051
Receipts	-	3,500
Payments	19,737	47,314
Balance at the end of the year	6,500	26,237

(ii) Client trust fund

The purpose of the trust account is to hold funds in trust for persons who are or have been assisted persons.

	2011 \$	2010 \$
Balance at the start of the year	61,878	410,091
Receipts:	460,505	713,354
Payments:	441,827	1,061,566
Balance at the end of the year	80,556	61,878

In addition to the above, individual interest bearing trust accounts in the name of the Director of Legal Aid in trust for "clients" administered by the Legal Aid Commission. These accounts are used when substantial amounts of money are involved or as the court so directs.

NOTE 39. SUPPLEMENTARY FINANCIAL INFORMATION

a) Write-Offs

	2011 \$	2010 \$
Debts written off during the year that were authorised by the Accountable Authority.	46,933	33,999

NOTE 40. SPECIAL CATEGORY FUNDING

During the course of the year the Commission realised expenditure related to legal representation costs in support of two special categories:

(i) Finance Brokers Legal Fund

In July 2001 the Legal Aid Commission commenced maintaining special funding provided by the State Government for investigators legal actions to recover losses from defaulting finance brokers and borrowers, and those who provided professional services to those persons.

Financial activity was as follows:

	\$
Budget funding (in 2001/02)	1,125,000
Additional funding 2006/07	200,000
Additional funding 2008/09	455,000
Additional funding 2009/10	122,628
Additional funding 2010/11	-
Expenditure 2001/02	(336,273)
Expenditure 2002/03	(291,045)
Expenditure 2003/04	(211,787)
Expenditure 2004/05	(115,705)
Expenditure 2005/06	(112,936)
Expenditure 2006/07	(139,920)
Expenditure 2007/08	(168,269)
Expenditure 2008/09	(138,571)
Expenditure 2009/10	(155,207)
Expenditure 2010/11	(39,550)
Funds remaining 30 June 2011	193,364

(ii) Department of Child Protection (DCP) Legal Fund

A legal fund for private lawyers to investigate and provide advice as to claims that children may have been abused whilst in care of the Department of Child Protection (DCP).

	\$
Balance at the start of the year	779,363
Funding 2010/11	123,014
Expenditure 2010/11	(130,008)
Balance at the end of the year	772,369

(iii) Indian Ocean Territories

The Commission provides a full range of legal services to the residents of Christmas and Cocos Islands. The service is provided pursuant to the service delivery agreement with the Commonwealth Government.

	2011 \$	2010 \$
Balance at the start of the year	(48,159)	51,638
Receipt from Commonwealth:	390,415	228,534
Client contributions:	-	-
User charges and fees:	98,116	1,034
Expenditure:	(406,951)	(329,365)
Balance at the end of the year	33,421	(48,159)

(iv) State Expensive Cases

Arrangements exist with the State Government for additional funding to be provided to ensure expensive criminal trials involving serious charges are not delayed through lack of legal representation. Expensive cases are categorised as matters where the cost of legal representation are expected to exceed \$22,500. The reconciliation of the expensive cases fund for 2010/2011 is as follows:

	\$
Opening balance	277,255
Adjustment relating to prior years	5,216
Supplementary funding 2010/11	828,000
Expenditure 2010/11	(1,248,961)
Expenditure commitments for IHP funding	-
Expenditure for IHP disbursements	-
Funds owing 30/06/2011	(138,491)

NOTE 41. COMMUNITY LEGAL CENTRES

During 2003/04, State Cabinet endorsed key recommendations into Community Legal Centres (CIC's) including the establishment of a State funding program for CIC's. Legal Aid WA includes transactions related to the State funding program in its financial statements as it has effective decision making over the allocation of the funds.

The Commission does not control the allocation of funding received from the Commonwealth Government for Community Legal Centres in Western Australia and consequently does not include these funds in its financial statements.

Financial transactions related to the State and Commonwealth funding for Community Legal Centres are as follows:

	State	Commonwealth
Balance at the start of the year	2,518,452	987,708
Receipts:	3,733,621	5,046,671
Payments:	(3,404,872)	(5,046,671)
Balance at the end of the year	2,847,201	987,708

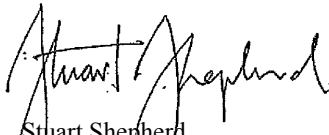
6.3 KEY PERFORMANCE INDICATORS

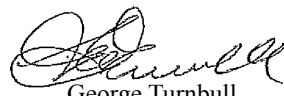
KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2011

Key Performance Indicators

Certification of Key Performance Indicators

We hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Legal Aid Commission of Western Australia's performance, and fairly represent the performance of the Legal Aid Commission of Western Australia for the financial year ended 30 June 2011.


Stuart Shepherd
Chairman
Date: 8.8.2011


George Turnbull
Director
Date: 5/8/2011

Performance Indicators for 2010 – 2011

Agency funds are limited and determining the extent and type of assistance provided to clients is central to Legal Aid WA's operations. This involves allocating resources to services that are available to the general community and to services, including legal representation that is restricted and managed according to the extent of disadvantage a person is experiencing.

Government Goal: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

Agency Level Government Desired Outcome: Equitable access to legal services and information.

Agency Services Delivered: The community and target groups require access to and the provision of quality legal services. This is achieved through the provision of eligibility and merit tests to enable legal representation to be provided to legally aided clients by grants of aid and assignment of cases to in-house or private practitioners. Legal Advice, duty lawyer services and community legal education is provided to assist the wider community to access fair solutions to legal problems at the earliest opportunity.

OUR SERVICES:

For the community		For target groups			For legal service providers
Information and advice	Duty lawyer services	Legal advice and Minor assistance	Legal representation	Community education services	Regional initiatives for legal practice
To assist members of the public to identify legal problems, understand the alternatives for resolution and the resources available to them in pursuing a legal solution. Includes referral to other agencies and is delivered through public counters in all offices and by 1800 INFOLINE	To ensure that members of the public brought before the courts have access to legal advice so that they understand the options available for responding to legal proceedings in which they are involved. Available at all Magistrate court sittings throughout WA, the Family court of WA and the Children's Court.	To assist people facing legal issues with advice and practical help, including telephone advocacy, drafting of negotiating letters and the preparation of court documentation. Delivered by lawyers and at all office locations, and by paralegal staff under supervision of Solicitors.	To ensure persons from priority groups are legally represented to the extent that is necessary and commensurate with their particular individual need. Includes assessment and case management for persons who are refused assistance. Includes all services provided pursuant to a grant of aid, including Alternative Dispute Resolution (ADR).	To ensure priority groups and partner organisations have access to relevant publications, self help kits, community legal education and knowledge resources sufficient to build their capacity and self-reliance in navigating the justice system. Includes electronic access to some legal aid systems and resources, by partner agencies.	To increase the presence of lawyers in regional and remote areas of Western Australia and to ensure legal practice training and professional development is available to providers of legal services in regional and remote areas of Western Australia. Country lawyers are employed, trained and supervised by Legal Aid WA and training and professional development is delivered through legal practice training and interactive online learning systems.

Effectiveness Indicators

The outcome sought by Legal Aid WA as a result of the services provided is equitable access to legal services and information.

Equitable access to legal services is measured by the proportion of eligible applicants who receive a grant of aid and the extent to which duty lawyer services are available to ensure that all members of the public brought before the courts have access to legal advice, so that they understand the options available for responding to legal proceedings in which they are involved. Determining the type and extent of assistance provided to people is critical to Legal Aid WA's operations. Decisions about the appropriateness of the service provided is regulated by policies and procedures relating to clients' means, the nature and seriousness of their legal problem and the availability of resources.

Equitable access to legal information is measured by the extent to which members of the public are able to access Legal Aid WA's Infoline service to identify legal problems, understand the alternatives for resolution and the resources available in pursuing a legal and non-legal solution.

DESIRED OUTCOMES AND KEY EFFECTIVENESS/EFFICIENCY INDICATORS

AGENCY LEVEL GOVERNMENT DESIRED OUTCOME: EQUITABLE ACCESS TO LEGAL SERVICES AND INFORMATION.

Effectiveness Indicators	2010 Actual	2011 Target	2011 Actual	Reasons for significant variance* between 2010/11 actuals and target and prior year comparative
Percentage of eligible applicants who receive a grant of legal aid	75%	65%	77%	This indicator was first approved as part of the 2010-11 budget process and the budgeted proportion of eligible applicants for that period has since proven to be artificially low.
Percentage of persons who are provided with a duty lawyer service	18%	19%	19%	
Percentage of callers successfully accessing infoline services	86%	86%	89%	

SERVICE: LEGAL AID ASSISTANCE

Key Efficiency indicators	2010 Actual	2011 Target	2011 Actual	Reasons for significant variance* between 2010/11 actuals and target and prior year comparative
Average cost per legal representation	2,744	3,083	3,192	The hourly rate paid to private practitioners to represent clients on behalf of legal aid increased from \$120 to \$140 in 2011 resulting in a 16% increase to the average cost per service.
Average cost per legal information service	25	24	30	The infrastructure required to provide effective information services is reasonably static and the downward trend in demand has resulted in an increase in the average cost per service.
Average cost per legal advice	160	156	195	Increase in average cost per service due to the increasing complexity of the average legal advice and minor assistance matter and more time intensive criminal law duty lawyer now being dealt with by legal aid wa.
Average cost per application for a grant of legal aid processed	271	277	282	
Average cost of delivering regional initiatives for legal practice	24,482	27,880	11,679	The reduction in average cost reflects the emerging maturity of legal aid wa's regional initiatives, resulting in the naturally higher establishment costs now being replaced by lower ongoing operational costs; and a greater number of participating legal service providers which has reduced the average fixed costs.

* Note: Significant variances are considered to be those greater than 10%.

6.4 OTHER FINANCIAL DISCLOSURES

Ministerial Directives

No Ministerial directives were received during the financial year.

Pricing policies of services provided

The Authority charges for goods and services rendered on a full or partial cost recovery basis. These fees and charges were determined in accordance with *Costing and Pricing Government Services: Guidelines for Use by Agencies in the Western Australian Public Sector* published by the Department of Treasury and Finance.

Capital Works

No capital projects were completed in 2010-11.

Performance Indicator	Comment
Number of Fatalities	0.00
Lost Time Injury/Diseases (LTI/D) Rate	0.00
Lost Time Injury Severity Rate	0.00
Return To Work (RTW) Rate	100.00
Percentage of Managers trained in OSH and Injury management responsibilities.	0.00
	NB. OSH and Injury Management Training is to be delivered to managers.

Fin Year	Number of Fatalities	Number of Lost Time Injury or Disease	Number of Severe Claims	Lost Time Injury Severity Rate
2009/10	0	0	0	0
2010/11	0	0	0	0

Data Definitions	
Financial Year	Claims lodged in the financial year, as at the end of that year.
Fatalities	Number of compensated work related fatalities
Lost time injury or disease	The number of lost time injury/disease claims where one day/ shift or more was estimated to be lost on claims lodged in the financial year.
Severe Claims	The number of severe injuries (estimated 60 days or more lost from work). An injury resulting in death is considered to have accounted for 60 days or more lost.
Severity Rate	The number of Severe Claims divided by the number of lost time injury/ disease claims multiplied by 100.

EMPLOYEE PROFILE 2010/11

Level	Lawyers			Paralegal			Administration			Graduates			TOTAL	TOTAL	%	%
	P	O	C	P	O	C	P	O	C	P	O	C	2009/10	2010/11	2009/10	2010/11
Cadet									1				0	1	0.00%	0.32%
1					2		10						10	12	3.15%	3.79%
2				18	6		36	1					60	61	18.93%	19.24%
3				39	1		8	5			9		67	62	21.14%	19.56%
4				7			9	2					14	18	4.42%	5.68%
5				2			12	1					16	15	5.05%	4.73%
6							6						6	6	1.89%	1.89%
7							2						1	2	0.32%	0.63%
8							3						3	3	0.95%	0.95%
9													0	0	0.00%	0.00%
Class 1													0	0	0.00%	0.00%
Class 2													0	0	0.00%	0.00%
Class 3								1					1	1	0.32%	0.32%
Class 4													0	0	0.00%	0.00%
Special Division		1											1	1	0.32%	0.32%
S/C Level 1	4	23											29	27	9.15%	8.52%
S/C Level 2	16	10					1						22	27	6.94%	8.52%
S/C Level 3	11	2											25	13	7.89%	4.10%
S/C Level 4	23	4					1						25	28	7.89%	8.83%
S/C Level 5	9												8	9	2.52%	2.84%
S/C Level 6	22												20	22	6.31%	6.94%
S/C Level 7		2											4	2	1.26%	0.63%
S/C Level 8	2	1											3	3	0.95%	0.95%
S/C Level 9	2												1	2	0.32%	0.63%
S/C Level 10	1	1											1	2	0.32%	0.63%
TOTAL	97	39	1	72	9	2	79	10	0	0	8	0	317	317	100%	100%

Includes staff on LWOP:

2009/2010 LWOP 12 Females

2010/2011 LWOP 12 Females/1 Male

Note: Legal staff, Psychologists and Librarians paid under GOSAC Specified Callings

P = Permanent Employee

O = Contract Employee

C = Casual Employee

6.5 GOVERNANCE DISCLOSURES

Pecuniary interests

The *Legal Aid Commission Act 1976* requires members to disclose their pecuniary interest in matters being considered and to have such disclosure recorded in the minutes of that meeting. No disclosures were recorded.

Insurance premiums

An insurance premium of \$5,560.51 (incl GST) was paid to Jardine Lloyd Thompson for Director's & Officers' liability insurance.

An insurance premium of \$255,958.50 (incl GST) was paid to RiskCover for Worker's Compensation, Property and Business Interruption, General Liability, and Motor Vehicle Insurance.

Professional conduct

All legal staff must abide by the Law Society Professional Conduct Rules. Our Legal Practice complies with the Law Society of Western Australia's Quality Practice Standards. The Quality Practice Standard is a Law Society initiative aimed at assisting legal practices to improve their relationships with clients and ensure that a consistently high level of service is provided. Law Society accreditation is subject to annual audit and a comprehensive evaluation of our Professional Practice Standards. Legal Aid WA has been accredited for six years. Our Quality Practice Standards and Professional Practice Standards are both available to all staff via the Circuit web page.

Audit Committee

The Board of Commissioners maintains an Audit Committee with responsibility for assessing and reporting on:

- The effectiveness of systems and standards of internal control
- The management of business risk
- Compliance with legislation, standards, policies and procedures and
- The quality and reliability of management reporting.

The Audit Committee has unhindered access to management and can avail itself of independent professional advice at any time. The Audit Committee operates with a three-year plan and monitors progress of the annual audit program, including management follow-up of audit findings. Internal auditors and a representative from the Office of the Auditor General assist the Audit Committee.

Disability access and inclusion plan outcomes

Our Access and Equity policy ensures that clients are not disadvantaged because of means, age, gender, disability, language, culture, race or geographical location. Our Service Charter and Practice Standards also ensure that services are confidential, independent and easily accessible. Complaint handling is centrally managed with documented procedures ensuring thorough scrutiny of all client complaints whether received orally, in writing or via web-mail. The Legal Aid WA website maintains its accreditation under the "Bobby Approved" status, signifying compliance with accessibility guidelines for users with a disability.

Staff continued to maintain and develop contacts with agencies involved in the placement of people with disabilities. Support workers linked to a number of staff with disabilities attend the workplace on a regular basis. As well as providing ongoing support for the staff member, the support worker also provides co-worker training and assistance to management and other staff as appropriate.

Legal Aid continues to liaise with peak organisations providing mental health and intellectual disability services to ensure the broad range of our services meet the needs of these client groups. Legal Aid WA continues to provide legal representation for mentally impaired defendants.

Report on record keeping plans

Legal Aid Western Australia's current record keeping plan fulfils all requirements of Section 19 of the State Records Act 2000, requiring every government organisation to have a Plan approved by the State Records Commission.

The revision of the current plan has commenced and is required to be submitted to the State Records Commission prior to April 2012.

The organisation conducts a record keeping training program

Legal Aid Western Australia's record keeping training program includes online record keeping awareness training and record keeping refresher training courses. This online training outlines information on employee responsibilities in regard to their compliance with the record keeping plan.

6.6 OTHER LEGAL REQUIREMENTS

Advertising

Total advertising expenditure for 2010-2011 was \$47,429.54.

Expenditure was incurred in the following areas:

Advertising Agencies:	
Adcorp	\$12,540.96
Print Logic	\$11,622.37
Gerard Daniels	\$5,753.21
Thomas Rueters	\$500.00
Market Research Organisations	
Advantage Communications and Marketing	\$17,013.00

ANNUAL ESTIMATES FOR THE YEAR ENDED 30 JUNE 2012

	2011/2012 PROPOSED \$
REVENUE	
OPERATING EXPENSES	
<u>Legal Service Expenses</u>	
Casework Costs	16,173,240
Disbursements	846,000
Sundry Casework Expenses	41,500
Other Service Expenses	303,051
TOTAL LEGAL SERVICE EXPENSES	17,363,791
<u>Salaries and Related Expenses</u>	
Salaries and Allowances	28,136,796
Staff Related Expenses	4,102,427
TOTAL SALARIES AND RELATED EXPENSES	32,239,223
<u>Other Operating Expenses</u>	
Communications	724,868
Services and Contracts	6,284,779
Consumables	1,088,846
Maintenance	748,198
Other	581,136
Depreciation	725,030
TOTAL OTHER OPERATING EXPENSES	10,152,857
<u>Other Grants</u>	
State Community Legal Centres	3,475,978
TOTAL OTHER OPERATING EXPENSES	3,475,978
TOTAL OPERATING EXPENSES	63,231,849
REVENUE FROM SERVICES	
Contributions	2,328,950
Revenue from Services	224,237
Immigration Tenders - Cwlth	0
Other Operating Revenue	3,411,311
Legal Contribution Trust Fund	1,000,000
Interest Revenue	1,200,000
TOTAL REVENUE FROM SERVICES	8,164,498
NET COST OF SERVICE	(55,067,351)
REVENUE FROM GOVERNMENT	
<u>Commonwealth Revenues</u>	
Commonwealth Funding National Partnership Agreement	19,583,000
Commonwealth Expensive Cases - In House	0
Commonwealth Funding Christmas Island	285,666
Other Commonwealth Revenue	300,000
TOTAL COMMONWEALTH REVENUES	20,168,666
<u>State Revenues</u>	
State Funding Recurrent	30,765,000
State Funding Community Legal Centres	2,047,000
Other Funding State Community Legal Centres	250,000
TOTAL STATE REVENUES	33,062,000
TOTAL REVENUE FROM GOVERNMENT	53,230,666
ANNUAL OPERATING SURPLUS/(DEFICIT)	(1,836,685)

6.7 GOVERNMENT POLICY REQUIREMENTS

Statement of Legal Aid WA's commitment to occupational safety and health and injury management

Legal Aid WA promotes safety at work. Everyone is encouraged to take all practicable measures to protect the safety, health and well being of themselves and others within the workplace. We are committed to managing risks by reporting, identifying, analysing, evaluating and treating exposures that are likely to impact on the performance or safety and health of our people. Every employee is recognised as having a role in risk management. Our priority in the area of health and safety is to build a resilient and supportive culture. Mandatory resilience training is currently being provided to all client-facing staff.

A description of the formal mechanism for consultation with employees on occupational safety and health measures

Forums for the circulation of OSH related information include:

- Incident and risk reporting procedures, including a new avenue to report incidents specifically relating to resilience;
- A Safety Committee;
- Safety updates and information circulated to staff via the intranet;
- "Keeping Yourself Safe" and "Resilience" training provided to staff;
- New and existing staff and contractors are provided with OSH information and procedures through the online corporate induction. This can be revisited at any time;
- Ergonomic assessments;
- Trained First Aid Officers and Fire Wardens;
- Risk inspections;
- Risk Register.

Legal Aid WA promotes and supports staff wellness by:

- Making an Employee Assistance Program (EAP) available to all staff and their immediate families. The EAP is actively promoted to staff;
- Offering fully subsidised flu vaccinations to all staff and offering fully subsidised inoculations such as hepatitis to staff working in frontline roles;
- An Improving Workplace Behaviours Committee, focussed on eliminating bullying behaviours in the workplace;
- Providing bicycle parking and shower and locker facilities;
- Wellness seminars;
- Making trained Contact Officers available to staff in all parts of our organisation;
- As part of the Resilience Training, our staff are taking part in the Global Corporate Challenge. All participants are challenged to walk 10,000 steps per day or more.

Statement of compliance with the injury management requirements of the Workers' Compensation and Injury Management Act 1981

Legal Aid WA adheres to the injury management compliance requirements in accordance with the *Worker's Compensation and Injury Management Act 1981*, and provides consultancy and advisory services to staff managing workplace injuries in accordance with the Act.

A statement confirming that a self evaluation (annual) or an external accredited assessment (within previous three years) of occupational safety and health management systems has been completed that includes a summary of findings

Legal Aid WA did not complete an accredited assessment during the reporting period.

Statement of compliance issues and actions during 2010/2011

Legal Aid WA strives to maintain compliance with the Public Sector Standards in Human Resources Management, the Public Sector Code of Ethics and our Code of Conduct.

Public Sector Standards (PSS)

- Recruitment and selection training is provided to managers and key recruiters;
- Human Resources quality assure all recruitment and selection processes;
- Standards information is readily available to those involved in selection processes, including potential candidates;
- Ongoing mentoring support is available to managers and recruiters;
- During 2010/2011 two (2) Breach of Standards claims were received. Both claims were investigated. No breach of standard was identified.

WA Code of Ethics

- Ethics issues are raised with the Director of Legal Aid if they arise;
- Legal Aid WA operates a Gift Register;
- All new staff are informed of their obligations under the WA Public Sector Code of Ethics and this information is readily available to staff via the staff intranet and corporate induction module;
- Online Accountable and Ethical Decision Making training is being delivered to staff. 58% of staff have been enrolled to date. 44% of staff have successfully completed the course. Roll out will continue over the next 12 months;
- A trained group of Grievance and Contact Officers are available to all staff;
- Three (3) allegations of non-compliance with the WA Code of Ethics were received in 2010/2011. The allegations were substantiated and action was taken accordingly.

Code of Conduct

- New staff are informed of their obligations under the Legal Aid Code of Conduct. This document is readily available to all staff via the intranet and online corporate induction module;
- An Improving Workplace Behaviours Committee has been re-established and is represented by staff from various areas of the organisation;
- A trained group of Grievance and Contact Officers are available to all staff;
- Three (3) allegations of inappropriate behaviour were received in 2010/2011. The allegations were substantiated and action was taken accordingly.
- Aboriginal Cultural Awareness training was provided to a further 63 staff or a further 20% of our workforce in 2010/2011. Training is scheduled to continue in 2011/2012. LAWA is developing an online Aboriginal Cultural Awareness training package which will be rolled out to staff to complement the face to face training.

LEGAL AID OFFICES

PERTH OFFICE

55 St Georges Terrace
Perth WA 6000

Telephone (08) 9261 6222
Facsimile (08) 9325 5430

TELEPHONE INFORMATION LINE

General Inquiries
1300 650 579

National Relay Service:
(for hearing and speech impaired) 133 677
Translating and interpreting services 131 450

WEBSITE

www.legalaid.wa.gov.au

FREMANTLE REGIONAL OFFICE

Shop 7, Queensgate Centre
William Street
Fremantle WA 6160

Telephone (08) 9336 9100
Facsimile (08) 9335 1338

MIDLAND REGIONAL OFFICE

Landgate Building
1 Midland Square
Cnr The Avenue & Old Great Northern Highway
Midland WA 6056

Telephone (08) 9274 3327
Facsimile (08) 9274 3595

SOUTHWEST REGIONAL OFFICE

Koombana Court
141 Victoria Street
Bunbury WA 6230

Telephone (08) 9721 2277
Facsimile (08) 9721 2060

EAST KIMBERLEY REGIONAL OFFICE

98 Konkerberry Drive
Kununurra WA 6743

Telephone (08) 9166 5800
Facsimile (08) 9166 5888

GREAT SOUTHERN REGIONAL OFFICE

Unit 3, 43-47 Duke Street
Albany WA 6330

Telephone (08) 9892 9700
Facsimile (08) 9892 9777

GOLDFIELDS REGIONAL OFFICE

Suite 3, 120 Egan Street
Kalgoorlie WA 6430

Telephone (08) 9025 1300
Facsimile (08) 9091 2077

MIDWEST & GASCOYNE REGIONAL OFFICE

Unit 7, The Boardwalk
273 Foreshore Drive
Geraldton WA 6530

Telephone (08) 9921 0200
Facsimile (08) 9921 0255

PILBARA REGIONAL OFFICE

28 Throssell Road
South Hedland WA 6722

Telephone (08) 9172 3733
Facsimile (08) 9172 2061

WEST KIMBERLEY REGIONAL OFFICE

Upper Level
Woody's Arcade
15-17 Dampier Terrace
Broome WA 6725

Telephone (08) 9195 5888
Facsimile (08) 9195 1520

CHRISTMAS/COCOS ISLANDS OFFICE

Administration Building
Gaze Road
Christmas Island, Indian Ocean WA 6798

Telephone (08) 9164 7529
Facsimile (08) 9164 7162



LEGAL AID
WESTERN AUSTRALIA