



LEGAL AID  
WESTERN AUSTRALIA



ANNUAL REPORT 2015-2016

# Statement of Compliance

FOR THE YEAR ENDED 30 JUNE 2016

## HON MICHAEL MISCHIN MLC 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 2016.

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 of the Commission  
Date: 14/09/2016



**Lex Payne**  
Acting Director of Legal Aid  
Member of the Commission  
Date: 12/09/2016

## Contacts

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### Postal

GPO Box L916  
Perth WA 6842

### Address

Level 1, 32 St Georges Terrace  
Perth WA 6000

### Electronic

Internet: [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)  
Infoline: 1300 650 579  
Telephone: 61 8 9261 6222  
Facsimile: 61 8 9261 6554

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# 1.

## Chairman's Report



**2015-16 has been a year in which the condition of the legal assistance sector, which includes Legal Aid WA, has been in the national spotlight. I was heartened to observe the support given nationally to legal aid by many individuals and organisations as part of the Legal Aid Matters campaign.**

Another reason why the sector has garnered public and policy-maker attention is the ongoing national conversation on the high rate of domestic violence present in our communities and the role that Legal aid WA and its allied organisations play in seeking to address the problem. For the past 21 years Legal Aid WA has been a leading agency in responding to this issue, and continues to work as part of a coordinated response across government and non-government organisations.

Early in 2016, Legal Aid WA released data which indicated that domestic violence was a factor in 84 per cent of the family law matters that it handled.

The response of the Commonwealth Government to the issue, through the launch of the \$100 million Prime Minister's Women's

Safety Package, is an encouraging sign that it is being addressed seriously by policy makers.

In Western Australia, two pilot programs were established under the Commonwealth initiative – one in Perth's northern suburbs (a partnership between Legal Aid WA and the Northern Suburbs Community Legal Centre) and the other in Kununurra, under the auspices of the Kimberley Community Legal Service.

Two pilot programs in a State the size of Western Australia will have only a small impact on a crisis which sees one in six women over the age of 15 fall victim to domestic violence. Reports indicate that Indigenous women are 34 times more likely to be hospitalised as a result of domestic violence.

The protection that can be offered by the law to victims and potential victims is an integral part of the policy response on this issue. Unfortunately, until there is an improvement in the level of funding provided to legal aid commissions nationally, many vulnerable Australian women will continue to have an unmet legal need in the face of such violence.

In Western Australia, because of its great size and the consequent isolation of numerous communities, the issue of funding is particularly acute.

In 2014, the Productivity Commission's Access to Justice Inquiry Report noted that Western Australia received the lowest per capita funding for legal aid in the nation.

While family law responses at Legal Aid WA are generally funded through Commonwealth contributions, activities in the areas of criminal law and child protection are principally drawn from State Government funding.

Ongoing funding of the activities of Legal Aid WA remains a difficult issue.

Like most Western Australian government agencies, Legal Aid WA continues to be subject to growing efficiency dividends, imposed by the State Government, across the forward estimates period and the "out years".

The funding environment has meant that Legal Aid WA has been required to consider and implement strategies to divert increasingly scarce resources to areas of higher priority service delivery.

In 2015-16, reduced funding resulted in Legal Aid WA withdrawing from providing grants of aid for legal representation in the Magistrates Courts, aside from matters where an accused person

was facing a serious matter and was suffering from a mental impairment.

The decision, not taken lightly, has important consequences for access to justice in Western Australia and the efficiency of the State Courts. Given the forecast further decline in Legal Aid WA's State funding in real terms over the forward estimates period and beyond, it is unlikely that representation in the Magistrates Court will be reinstated in the short to medium term. It is a development of great regret to the Commission.

Another consequence of reduced funding has been the withdrawal of Legal aid WA's Duty Lawyer Service from providing representation in the Magistrates Court traffic lists. This is an unfortunate result for members of the public seeking assistance with traffic related charges before the court.

A major driver of Legal Aid WA's activity during 2015-16, was the WA Police Service's increased arrest rate on serious criminal matters. A guiding legal principle in Australia is that a person facing a charge on a serious matter, in the superior courts, might have the proceedings against them stayed by the Court in the absence of legal representation. From a policy perspective, Legal Aid WA responds to this principle by ensuring that persons of insufficient means to obtain private representation, who face charges in the District or Supreme Courts, receive a grant of legal aid. In such circumstances, there is very limited discretion for the granting of aid. Legal Aid WA's financial capacity to continue to provide grants for these matters is emerging as a major strategic challenge for the Commission into the future.

One of the great qualities of Legal Aid WA is its ability to proactively develop technological responses to the needs of its clients, administration and the profession. The online platform for providing Legal Practice Board accredited Continuing Practice Development (CPD) training for practitioners in remote locations of Western Australia is one such example. I am pleased to note that in 2016-17, Legal Aid WA will be working towards automated systems for making payments to legal practitioners and issuing extensions to grants of legal aid.

On a similar theme, a recent showcase of new European technology by National Legal Aid, opens the possibility of using an online platform for separating couples to navigate and negotiate their way towards a divorce settlement.

While lawyers will always be necessary to assist with many of the difficult and complex aspects of family law, this new system potentially opens access to legal assistance to many Western Australians who do not have the financial capacity to engage a private lawyer. This innovative system will be the subject of further detailed consideration by legal aid commissions across Australia, and might ultimately deliver a platform tailored to our family law environment.

Each year, Legal Aid WA reaches out to the legal profession through its three-day Summer Series of Continuing Practice Development events in March. In 2016, the Summer Series was privileged to have as its keynote speaker the Hon. Robert French AC, Chief Justice of the High Court of Australia. Chief Justice French's address on the inner workings of the High Court provided a rare insight into the work of our nation's highest appellate jurisdiction.

Joining Chief Justice French in the three-day series of presentations was the Hon. Wayne Martin AC, Chief Justice of the Supreme Court of Western Australia, and Cathy Lane Goodfellow QC, a Canadian expert on foetal alcohol syndrome disorder.

The Summer Series was also well supported by many other eminent speakers drawn from the local and interstate professions. The quality of this program is a credit to its organisers at Legal Aid WA. The Summer Series is the pre-eminent CPD event for the legal profession in Western Australia and I recommend it to all practitioners.

On a practical matter, an important ongoing consideration of the Board of Commissioners over recent years, and especially in 2015-16, has been the establishment of new panels for members of the private profession who provide services to Legal Aid WA.

The panels are now operating effectively, providing a sound assurance that members of the public are receiving services from lawyers who have the requisite level of expertise and experience for their matter type.

The process of auditing the client files of panel members has also been an important development to assist private practitioners to ensure that appropriate professional standards and financial compliance are maintained by all practitioners undertaking legally aided work.

It is important that I take this opportunity to thank the outstanding staff of Legal Aid WA for their ongoing commitment to just outcomes before the law for ordinary and vulnerable Western Australians.

Under the leadership of Director George Turnbull, Legal Aid WA consistently delivers high quality legal services for tens of thousands of Western Australians, across the State. Notwithstanding the challenging financial circumstances facing the organisation, Legal Aid WA continues to achieve, innovate and assist.

I thank the private legal profession in Western Australia for the support it gives to the work of Legal Aid WA. It is important that policy-makers, funders and the general community is aware that private lawyers carry out approximately 70 per cent of the legal representation provided by Legal Aid WA, under a grant of aid. This highly dedicated group of people carry out this work for rates of remuneration which are well-below accepted rates in other parts of the profession. The public value of this service should never be underestimated.

Finally, I wish to thank my fellow Commissioners for their assistance and support in 2015-16. It is a pleasure to work with each member of the commission. I look forward to continuing our important work in 2016-17.

**Stuart Shepherd**  
Chairman

## 2.

# Chief Executive Officer's Report



### 2015-16 was another challenging year for Legal Aid WA, with changes in funding arrangements and increases in demand for services.

At the State level, Legal Aid WA's baseline budget continued to decline, in response to whole-of-government efficiency arrangements and the impact of an agency expenditure review of the Department of the Attorney General, which was initiated in 2014. Against this background of declining base funding, Legal Aid WA continued to respond to significant increases in demand for services in the State jurisdiction.

This increase in demand has been reflected in a number of Legal Aid WA's output indicators. The number of grants of aid, for State matters, provided through Legal Aid WA's In-house Practice in 2015-16, increased by 28.7 per cent, over the number recorded for 2014-15. While the number of grants of aid provided through private practitioners decreased slightly by 3.8 per cent, the overall increase in State grants of 7.0 per cent indicates a significant jump in demand. It is important to note that this increase in demand has come at a time when new restrictions on grants of aid for Magistrates Court matters, introduced in 2015-16, has limited the eligibility of many applicants for legal representation.

From this perspective, it is probably reasonable to conclude that the recorded increase in demand for State grants of aid in 2015-16 is artificially low.

A similar conclusion can be drawn from statistics for duty lawyer services in 2015-16. At the beginning of 2015-16, Legal Aid WA made a difficult policy decision to withdraw from providing duty lawyer services for matters included on the Magistrates Court traffic list. This decision, like the decision referred to above concerning Magistrates Court representation, was made in response to reductions in State funding. Legal Aid WA forecast that this change would reduce demand for duty lawyer services by approximately 12 per cent. By the end of 2015-16, total demand for duty lawyer services for the year had fallen by only 1.3 per cent. This again reflects the fact that, notwithstanding the introduction of measures intended to reduce demand, Legal Aid WA continues to face unforeseen demand pressures, in an environment of declining resources.

Significantly, the State Government has recognised the additional cost and demand pressures facing Legal Aid WA. In accordance with long standing convention, the State continues to support the expensive cases fund, so that matters with a cost exceeding \$26,000 are funded separately from the main pool of grant of aid funding. Further funding support has also been provided by the State in 2015-16 through supplementary funding, for grants of aid for matters in the State jurisdiction. Both forms of additional support have been essential for Legal Aid WA to ensure a continuity of legal representation for serious matters in the superior courts. In this regard I would like to acknowledge the support of the State Attorney General, the Hon. Michael Mischin MLC, and the Department of Treasury, for recognising the special funding needs which have faced Legal Aid WA in 2015-16.

In last year's Annual Report I noted that the State had recently ratified the National Partnership Agreement on Legal Assistance Services (NPA), which provides the terms of the funding which Legal Aid WA receives from the Commonwealth. An increase of 15 per cent in Commonwealth funding was provided in 2015-16. After much planning, Legal Aid WA has committed the majority of this new funding towards family law services, particularly in the area of independent children's lawyer representation. With the core principle of our family law system being that the best interests of the child are paramount, these new resources are being directed towards an area which is undoubtedly a national priority.

While the additional Commonwealth funding for Legal Aid WA is very welcome, the NPA has also had the effect of reducing funding for community legal centres by 27 per cent from 2017-18. This forthcoming change in funding will seriously reduce the capacity of the community legal centre sector in Western Australia, which in 2015-16 assisted over 27,000 people. A number of community legal centres (and Legal Aid WA) have also received advice that State sourced funding from the Legal Contribution Trust Fund will not be available in 2016-17. The cumulative effect of these losses in funding is that more people will present to Legal Aid WA for assistance, or choose not to resolve their legal problem. Either outcome is problematic, with Legal Aid WA facing financial constraints, and unmet legal need being a source of entrenched disadvantage in many parts of our community.

A concerning area of unmet legal need, which has received national attention during 2015-16, is domestic violence. Notably, domestic violence is recorded as a factor in 84 per cent of family law matters handled by Legal Aid WA. In September 2015, the Commonwealth Government announced the \$100 million Prime Minister's Women's Safety Package. A portion of this funding was provided to a number of partnerships across the nation, to trial different approaches to assist women who had been victims of domestic violence. Under the program, Legal Aid WA has partnered with the Northern Suburbs Community Legal Centre, to provide a coordinated domestic violence referral and advice service in Perth's northern suburbs. This pilot program will provide links to legal advice, health services, emergency accommodation and financial counselling. Importantly, the service draws upon the experience of Legal Aid WA's Domestic Violence Unit, which has now been in operation for over twenty years.

Despite the challenging legal assistance environment, the metrics of Legal Aid WA's operations remain impressive.

In 2015-16, Legal Aid WA provided 81,419 telephone information line services; 53,026 duty lawyer services; 13,527 occasions of legal advice services to clients; 10,234 instances of legal representation; and convened 458 dispute resolution conferences. These services were provided throughout the entirety of Western Australia, including metropolitan Perth, major regional centres, and small remote communities. Servicing an area the size of Western Australia is logistically challenging, with a heavy reliance being placed on Legal Aid WA's regional offices at Bunbury, Albany, Kalgoorlie, Geraldton, South Hedland, Broome and Kununurra, and satellite offices on Christmas Island and in Carnarvon.

The effective delivery of so many services over such a large territory would not be possible without the amazing personal dedication of each Legal Aid WA staff member. Legal Aid WA has a very low staff turnover, reflecting the fact that our people are drawn to the organisation out of a commitment to the principles of social justice. This commitment sees our staff work long hours and travel big distances to ensure that their clients' best needs are always met. The level of skill and expertise of Legal Aid WA's legal staff is widely acknowledged by the judiciary and the profession. This was once again exemplified in 2016 with Legal Aid WA lawyer Claire Rossi being awarded the Law Society of WA Lawyer of the Year. Claire's award adds to a long list of Legal Aid WA lawyers who have won awards for being acknowledged by their peers as being at the pinnacle of their profession.

Earlier in this report, I acknowledged the assistance and support of the State Attorney General and the Department of Treasury in relation to funding issues. From an operational perspective, Legal Aid WA relies very heavily on its partners in the legal assistance sector, including the many community legal centres across Western Australia, the Aboriginal Legal Service of WA and the Aboriginal Family Law Service. I thank each of these organisations for their ongoing cooperation and commitment to the delivery of justice in Western Australia. Legal Aid WA also has very strong working relationships with the State and Commonwealth Attorney-General's Departments, the WA Police Service, the Department for Child Protection and Family Services, and the Law Society of WA.

I also extend my sincere gratitude to all of those private practitioners who provide services for Legal Aid WA clients, under a grant of aid. The rates of remuneration for private lawyers undertaking legal aid work remain highly suppressed, compared to standard rates prevailing within the profession. The fact that Legal Aid WA continues to be able to attract such a high level of talent to represent legally assisted clients is a reflection of the profession's commitment to seeing just outcomes, for all members of our society.

Finally, I wish to thank the Legal Aid WA Board of Commissioners, led by Chairman Stuart Shepherd. Your counsel and guidance is, as always, extremely valuable, and of immense value to an organisation which deals with many of this State's most complex legal matters.

**George Turnbull**  
Director of Legal Aid

# 3.

## Overview of agency

### 3.1 Executive Summary

In 2015-16, the total cost of services delivered by Legal Aid WA was \$76.319 million, an increase of \$7.883 million or 11.52 per cent on the 2014-15 total cost of \$68.436 million. The main sources of expenses were employee costs at \$30.530 million (a decrease of 3.39 per cent) and payments to private legal practitioners at \$22.518 million (an increase of 19.28 per cent). This particular expense increase was driven by the significant increase in demand for grants of aid for criminal matters in 2015-16. Another significant expense change was recorded for payments to community legal centres, which increased from \$4.997 million in 2014-15 to \$10.401 million in 2015-16. This change reflected the decision of the Commonwealth Government to channel grants to community legal centres through legal aid commissions, from 2015-16 onwards.

If grants to community legal centres are excluded, the total cost of services for Legal Aid WA in 2015-16 was \$65.918 million, an increase of 3.91 per cent over the comparable figure for 2014-15.

Legal Aid WA derives the majority of its funding through Commonwealth and State Government grants. In 2015-16, Commonwealth grants and contributions totalled \$29.966 million, an increase of \$8.867 million or 42.03 per cent on the Commonwealth contribution for 2014-15. State Government funding for 2015-16 was \$42.485 million, an increase of \$2.141 million or 5.31 per cent on the previous year.

If grants to community legal centres are excluded from the revenue data, Commonwealth revenue solely for the operations of Legal Aid WA amounted to \$24.264 million in 2015-16, an increase of 15.00 per cent. State revenue, exclusive of community legal centre grants, amounted to \$38.519 million in 2015-16, an increase of 7.71 per cent. The Commonwealth funding increase reflected an increase in base funding provided through the new National Partnership Agreement on Legal Assistance Services, which was ratified by the State in August 2015. The change in State revenue reflects the effect of additional funding provided for new leased office accommodation at 32 St Georges Terrace, Perth, and supplementary funding for State grants of legal aid.

An operating surplus of \$1.346 million was recorded for the 2015-16 financial year.



## Outputs

In 2015-16, a total of 12,271 applications for grants of aid for State and Commonwealth matters were received by Legal Aid WA. This is a 0.24 per cent decrease in the number of applications for aid received in 2014-15. Applications for State matter grants of aid declined by 2.68 per cent, reflecting Legal Aid WA's withdrawal from most forms of non-duty lawyer representation in the Magistrates Court. Applications for Commonwealth matter grants of aid increased by 6.50 per cent during 2015-16.

The grant rate for all matter types varied in 2015-16. For family law matters, the grant rate was 86 per cent of applications received, compared with 69 per cent for the previous year. The grant rate for criminal law matters was 83 per cent in 2015-16, up from the 76 per cent rate recorded for 2014-15. In civil law matters, a significant improvement was recorded, taking the grant rate to 64 per cent, up from 52 per cent for the previous year.

Demand for non-grant of aid services also varied throughout 2015-16, with the number of information services down by 3.10 per cent; duty lawyer services down by 1.27 per cent; dispute resolution conferencing experiencing no change in output from the previous year; and legal advice and legal task down by 15 per cent. The significant change in legal advice and legal task outputs reflected the reduced availability of lawyers in the Civil Law Division to undertake this task.

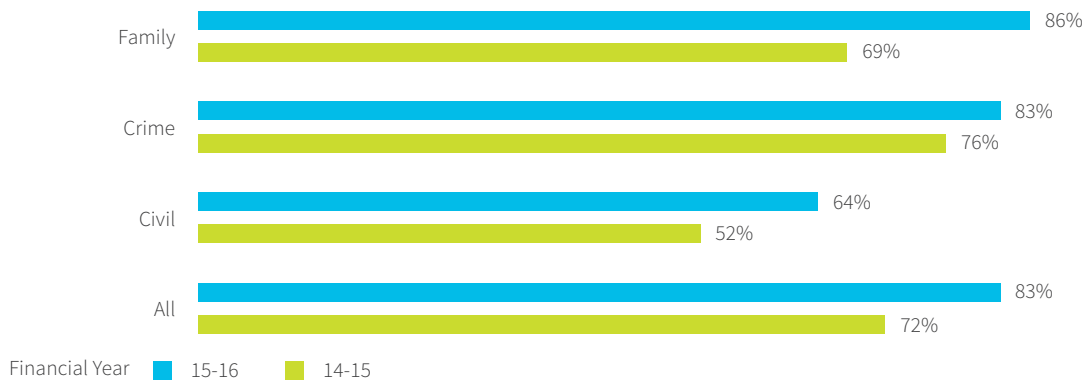
## Our clients

Legal Aid WA's client base for grants of aid is overwhelmingly male, with 56 per cent of grants being awarded to males, predominantly in the area of criminal law, where they accounted for 81 per cent of all criminal law grants of aid. Women were awarded 71 per cent of all grants of aid in the area of family law. The majority of clients who received grants of aid fell within the age brackets of 21 to 30 years and 31 to 40 years, with both groups each accounting for close to 30 per cent of total grants of aid awarded. Males dominated across all age brackets.

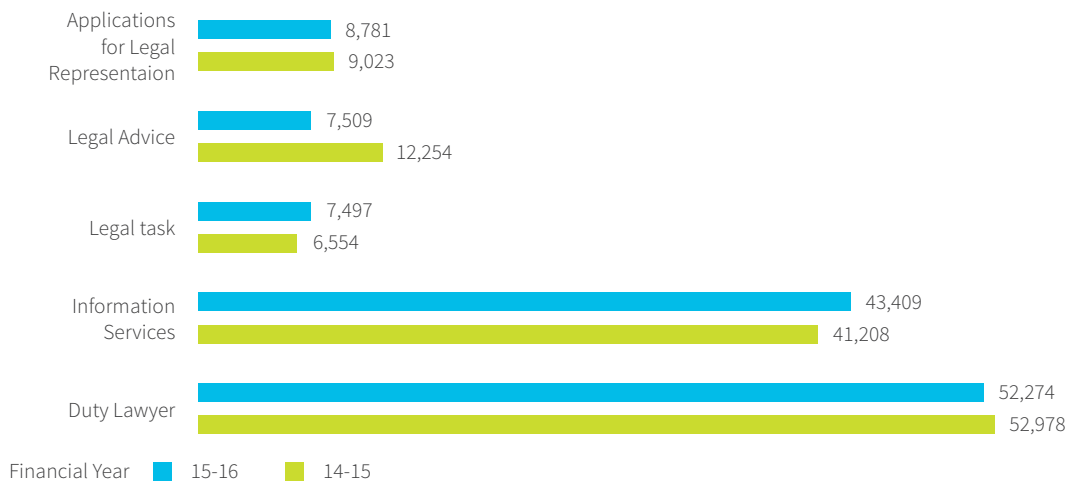
## Our organisation

As at 30 June 2016, Legal Aid WA was employing 299 full time equivalent employees. Legal Aid WA's head office is located at 32 St Georges Terrace, Perth. The organisation also maintains a significant presence in other parts of Western Australia, with regional offices located at Bunbury, Albany, Geraldton, Kalgoorlie, South Hedland, Broome, Kununurra, and satellite offices on Christmas Island and in Carnarvon. Legal Aid WA also maintains a presence in many towns and remote communities through attendance at circuit court visits and legal education programs.

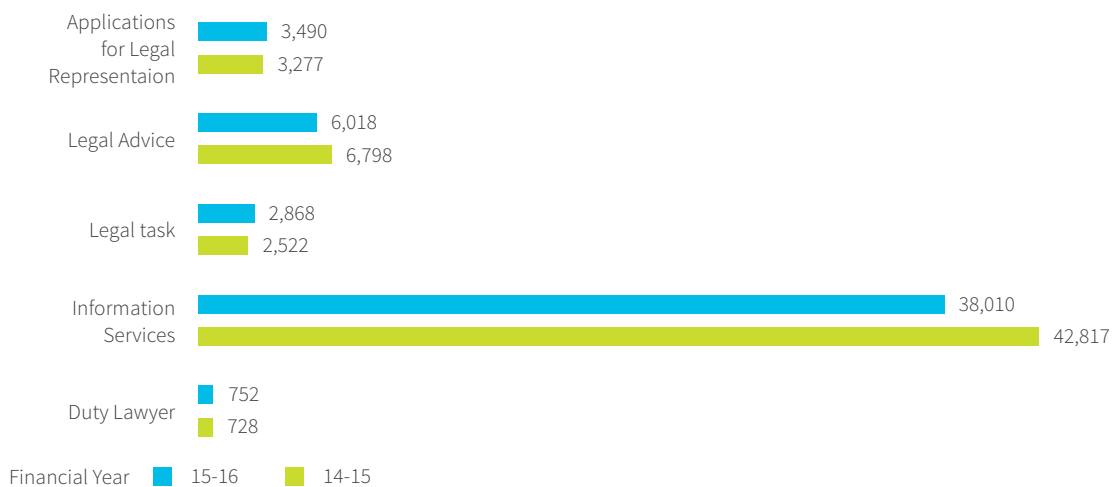
## GRANT RATE BY LAW TYPE



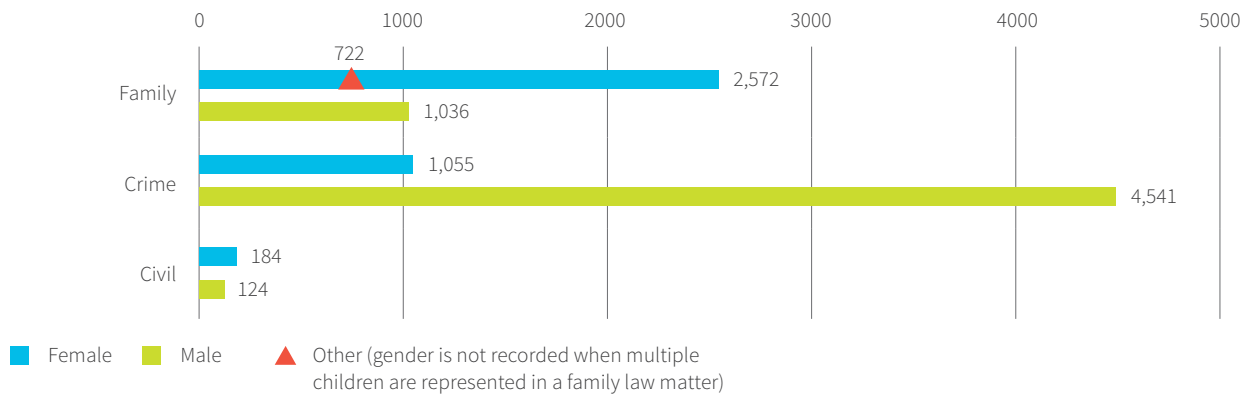
## SERVICES OTHER THAN LEGAL REPRESENTATION – STATE



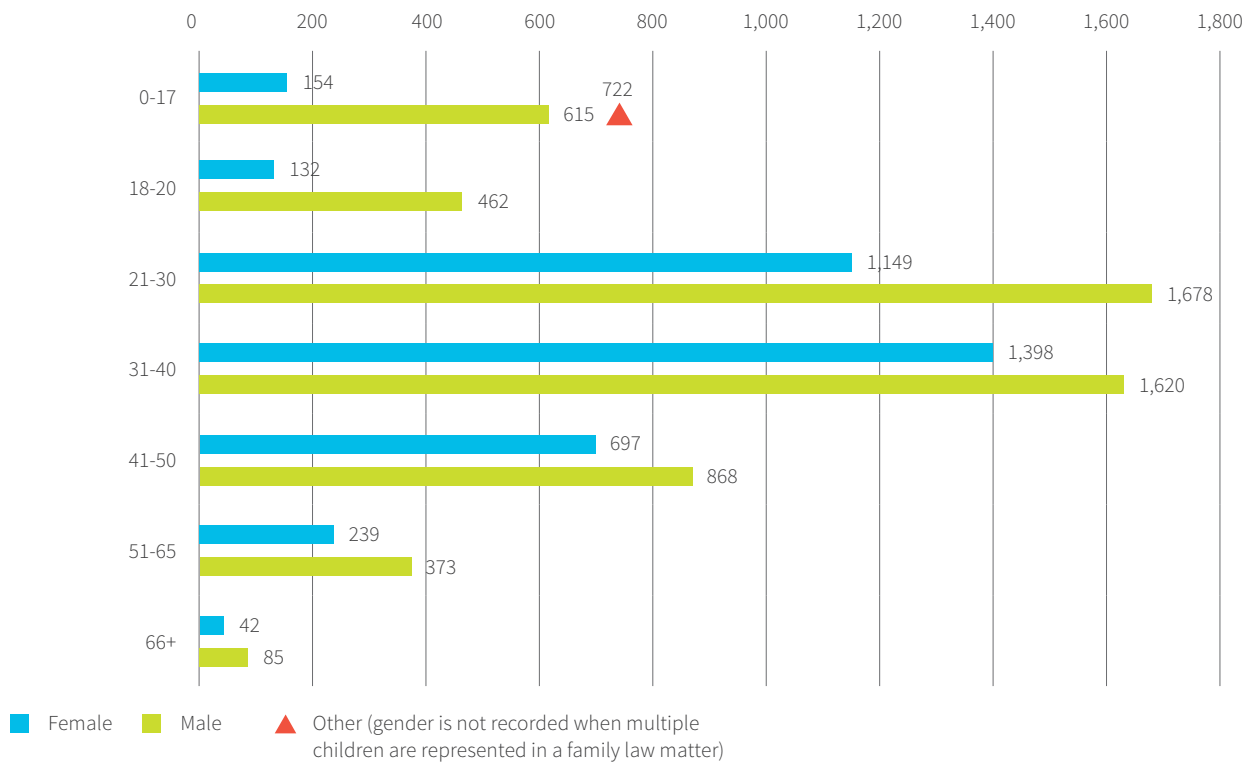
## SERVICES OTHER THAN LEGAL REPRESENTATION – COMMONWEALTH



## APPLICATIONS GRANTED BY GENDER AND LAW TYPE

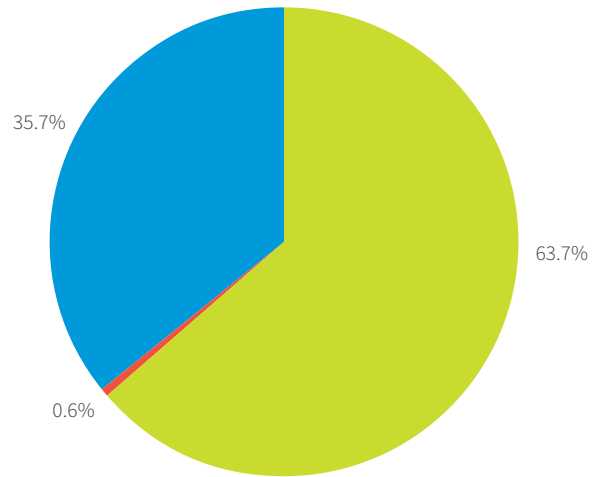


## APPLICATIONS GRANTED BY GENDER AND AGE GROUP



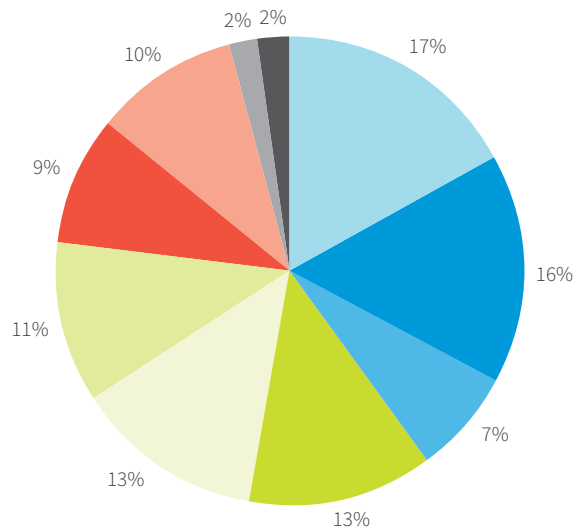
## RESIDENCY OF LEGAL AID CLIENTS IN 2015-16

- ▲ Metropolitan Perth
- ▲ Non-Resident of Western Australia
- ▲ Regional Western Australia



## RESIDENCY OF LEGAL AID CLIENTS IN 2015-16 LIVING IN REGIONAL WA

- ▲ South West
- ▲ Kimberley
- ▲ Great Southern
- ▲ Pilbara
- ▲ Peel
- ▲ Wheatbelt
- ▲ Goldfields - Esperance
- ▲ Mid West
- ▲ Christmas Island/Cocos
- ▲ Gascoyne



## 3.2 Operational structure

### Name of agency

Legal Aid Commission of Western Australia

### Enabling legislation

The Legal Aid Commission of Western Australia was established under section 6 of the *Legal Aid Commission Act 1976*, listed as a statutory authority on Schedule 1 of the *Financial Management Act 2006* and is subject to the provisions of the *Public Sector Management Act 1994* with the exceptions of Part 3 and Part 5.

### Responsible Minister

Attorney General of Western Australia

### Accountable authority

Part II of the *Legal Aid Commission Act 1976* 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 WA 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, is nominated by the Minister of Commerce who is responsible 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 2015-16 there were 11 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 Brian Bradley PSM 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 State 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 1976*.

## Commission Members



### Stuart Shepherd – Chairman

Stuart Shepherd was appointed Chairman of the Legal Aid Commission in June 2011, as the Western Australian Attorney General's nominee. Mr Shepherd studied law at the University of Western Australia and was admitted to practice in the Supreme Court of Western Australia in 1987. He undertook his articled clerkship at Keall Brinsden and was subsequently employed at Clayton Utz, primarily in commercial litigation and dispute resolution. For eight years Mr Shepherd practiced in the UK where he was a partner at Burton Copeland London, acting principally in corporate and commercial litigation, corporate regulation, disciplinary and major fraud, trade and industry, tax and excise prosecutions. He has been instructed in numerous cross-jurisdictional matters involving the United States, Scotland, Switzerland, Liechtenstein, Gibraltar and the Channel Islands. He was a member of a panel of solicitors acting pro bono for inmates on death row in the Bahamas. Since returning to Perth, Mr Shepherd has practiced at Mallesons and was a partner at Bennett & Co and Lavan Legal. He has been a member of the Law Society's Courts Committee and Brief Editorial Committee and is currently the legal member on the Joondalup Health Campus, Human Research Ethics Committee. He has lectured in advocacy for the Articles Training Program, regularly presents seminars on areas relevant to his practice and teaches the Civil Procedure unit at the University of Western Australia. Mr Shepherd was called to the bar in 2008. Mr Shepherd attended 10 of the 11 normal Commission meetings held in 2015-16.



### 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 2012. 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 all of the 11 Commission meetings held in 2015-16.



### 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. In 2011, Ms Lonsdale was elected as a member of the WA Bar Association Council. Ms Lonsdale attended 10 of the 11 Commission meetings held in 2015-16.



### **Brian Bradley, PSM**

Brian Bradley is a retired public servant with in excess of 50 years' service in the public sector. Brian was Chief Executive of a Public Sector agency for some 17 years and upon retirement was the Director General of the Department of Commerce. Brian was involved in establishing the current health and safety regime and was the WorkSafe Commissioner from October 1998-02. Brian was awarded the Public Service Medal in 2003 for his contribution to health and safety.

Brian Bradley has been an Australian delegate at the International Labour Organisation and represented the State on many national committees. Mr Bradley attended 9 of the 11 Commission meetings held in 2015-16.



### **Dion Smith**

Dion Smith was appointed a Commissioner in December 2010, as a nominee of the State Attorney General. He holds a Bachelor of Economics from the University of Western Australia, and Masters of Business Administration from the University of NSW/University of Sydney. Dion is currently consulting across a range of industries. He began his career in recruitment for Integrated Workforce (now part of the Programmed Group), where he held various management and executive positions, in both sales and operations. From there he moved to TSS Westaff from 2007-11, and then onto Mining People International, where he was General Manager Sales and Strategy. Dion's most recent role was Head of Sales and Marketing for Vocation in Education. 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 2006-08. Dion has 4 children and is involved in many voluntary activities through the school and sports communities. Mr Smith attended 9 of the 11 Commission meetings held in 2015-16.



### **John Prior**

John Prior was appointed a Commissioner in March 2012 as a nominee of the Law Society of WA. Mr Prior was admitted to practice in the Supreme Court of Western Australia on 20 December 1985. He was a partner with Williams Ellison, Barristers and Solicitors, from 1993-05 and in the year 2006 commenced practice as an independent barrister at Francis Burt Chambers, Perth. He practices in the areas of criminal law, liquor licensing and sporting tribunals and accepts briefs to appear as both prosecution and defence counsel in all criminal law jurisdictions. He was President of the Criminal Lawyers Association of Western Australia from 1998-00, was a Councillor of the Law Society of Western Australia from 2006-11 and Convenor of the Criminal Law Committee from 2003-10. He has also been a member of the Racing Penalties Appeals Tribunal of Western Australia since 1993 and is a member of the Investigation Tribunal for Western Australian Amateur Football League since 1998. He has been legal counsel for the Fremantle Football Club since 1995. He chaired the Western Australian Health Minister's Ministerial Task Force on Drug Law Reform in 2001-04. Mr Prior attended 9 of the 11 Commission meetings held in 2015-16.



### **Kate Beaumont**

Kate Beaumont was appointed a Commissioner in July 2012, as a nominee of the State Attorney General. Ms Beaumont has been employed at Welfare Rights & Advocacy Service since 2001, where she currently holds the position of Executive Officer. Ms Beaumont has previously worked for 19 years in Tasmania, New South Wales and Western Australia as an officer of the Department of Social Security and Centrelink. She has had extensive involvement in community based legal and justice organisations, serving as the current President of the National Welfare Rights Network, and as the former Community Legal Centres Association of WA representative on the cross-jurisdictional CLC Stakeholder Committee, former Board Member of the Employment Law Centre, Midland Debt Legal Advisory Service, the Street Law Centre of WA and the former Chairperson and Deputy Chairperson of Tenancy WA. Ms Beaumont holds a Bachelor of Social Work degree from Curtin University of Technology. Ms Beaumont attended 10 of the 11 Commission meetings in 2015-16.

## Director of Legal Aid

The Director, George Turnbull, is also the Chief Executive Officer. Under section 19 of the *Legal Aid Commission Act 1976* the Director is responsible for:

- administering the scheme of legal assistance established by the Act; and
- providing legal services to assisted persons and arranging 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 June 2012.

## 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 *Legal Aid Commission Act 1976*, 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.



**George Turnbull**

Director of Legal Aid WA  
Joined Legal Aid WA in 1999



**Maureen Kavanagh**

Director Criminal Law  
Joined Legal Aid WA in 1993.



**Julie Jackson**

Director Family Law  
Joined Legal Aid WA in 1987.



**Lex Payne**

Director Regions  
Joined Legal Aid WA in 1985.



**Colleen Brown**

Director Client Services  
Joined Legal Aid WA in 1996.



**Jane Stewart**

Director Legal Practice  
Development  
Joined Legal Aid WA in 1994.



**Malcolm Bradshaw**

Director Business Services  
Joined Legal Aid WA in 2009.



**Justin Stevenson**

Director Civil Law  
Joined Legal Aid WA in 2010.



## **Administered Legislation**

The Authority assists the Attorney General in the administration of the *Legal Aid Commission Act 1976*.

## **Other Key Legislation Impacting on Legal Aid WA's Activities**

A New Tax System (Goods and Services Tax) Act 1999;  
Auditor General Act 2006;  
Copyright Act 1968;  
Disability Discrimination Act 1986 (Cwth);  
Disability Services Act 1993;  
Equal Opportunity Act 1984;  
Family Law Act 1975 (Cwth);  
Financial Management Act 2006;  
Freedom of Information Act 1992;  
Fringe Benefits Tax Assessment Act 1986;  
Government Employees Housing Act 1964;  
Income Tax Assessment Act 1936 (in relation to staff) and Income Tax Assessment Act 1997;  
Industrial Relations Act 1979;  
Land Administration Act 1997;  
Legal Aid Commission Act 1976;  
Legal Deposit Act 2012;  
Legal Profession Act 2008;  
Minimum Conditions of Employment Act 1993;  
Occupational Safety and Health Act 1984;  
Public and Bank Holidays Act 1972;  
Public Sector Management Act 1994 (Part 3 and Part 5 Exemption);  
Racial Discrimination Act 1975;  
Salaries and Allowances Act 1975;  
State Superannuation Act 2000;  
State Records Act 2000;  
State Supply Commission Act 1991  
Transfer of Land Act 1893;  
Workers' Compensation and Injury Management Act 1981; and  
Workplace Agreement Act 1993.

Organisational structure - June 2016



**AUDIT AND ASSURANCE**

**JULIE JACKSON**  
*Director Family Law*

**JUSTIN STEVENSON**  
*Director Civil Law*

**MALCOLM BRADSHAW**  
*Director Business Services*

Family Grants

Civil Law

Finance

Domestic Violence

Social Inclusion

Human Resources

Dispute Resolution

Civil Litigation Assistance Scheme

Information Management

Family Court Services

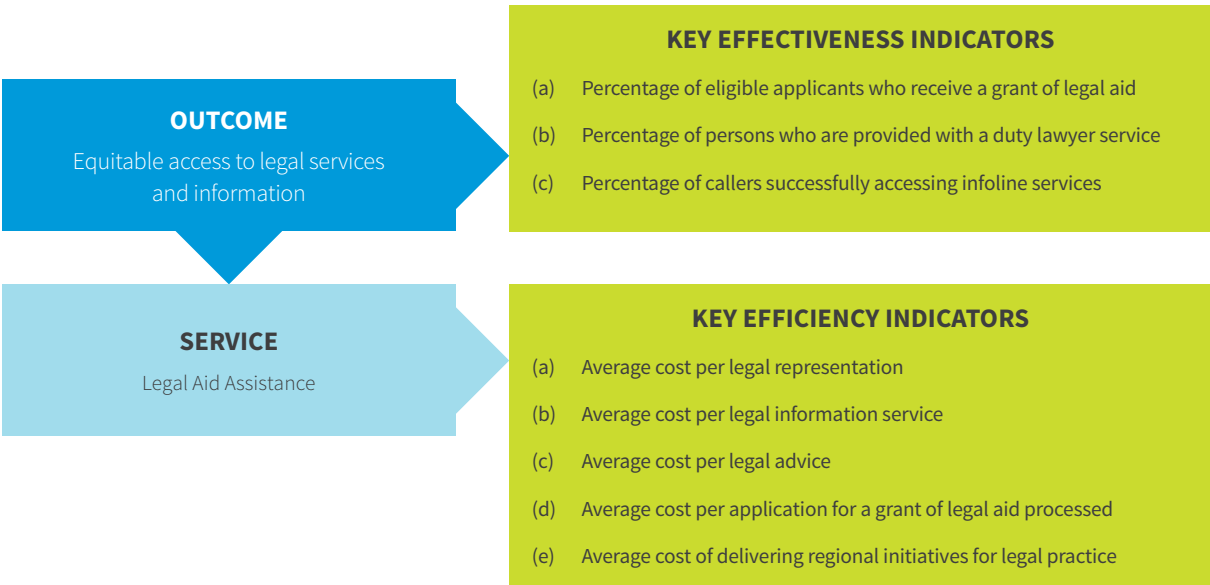
Management Reporting

Children's Court (Protection) Services

Library

### 3.3 PERFORMANCE MANAGEMENT FRAMEWORK

#### 3.3.1 Outcome Based 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 Service Delivered**

Legal aid assistance.

## Our Services

The community and target groups require access to and the provision of quality legal services. This service responds to the demand for legal assistance through application of priority guidelines. 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.

For the community	
<b>Information and advice</b>	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 1300 INFOLINE.
<b>Duty lawyer services</b>	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 most Magistrates Court sittings throughout WA, the Family Court of WA and the Children's Court.
For target groups	
<b>Legal advice and legal tasks</b>	To assist people facing legal issues with advice and practical help, including 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 lawyers.
<b>Legal representation</b>	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 Dispute Resolution.
<b>Community education services</b>	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.
For legal service providers	
<b>Regional initiatives for legal practice</b>	<p>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.</p> <p>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.</p>

### 3.3.2 Changes to Outcome Based Management Framework

There were no changes to the Legal Aid WA's Outcome Based Management Framework during 2015-16.

### 3.3.3 Shared Responsibilities with Other Agencies

Legal Aid WA did not share any responsibilities with other agencies in 2015-16.

# 4.

## Agency Performance

### 4.1 Report on Operations

#### *Criminal Law Division*

##### **Main functions**

- Duty lawyer services in the Magistrates Courts and the Children's Court.
- Legal advice and legal task services to clients on criminal matters.
- Legal representation for clients where grants of aid have been awarded.
- Prison visiting information service.
- Preparing and presenting criminal appeals.
- Briefing private legal practitioners, where appropriate.

##### **Issues and achievements for 2015-16**

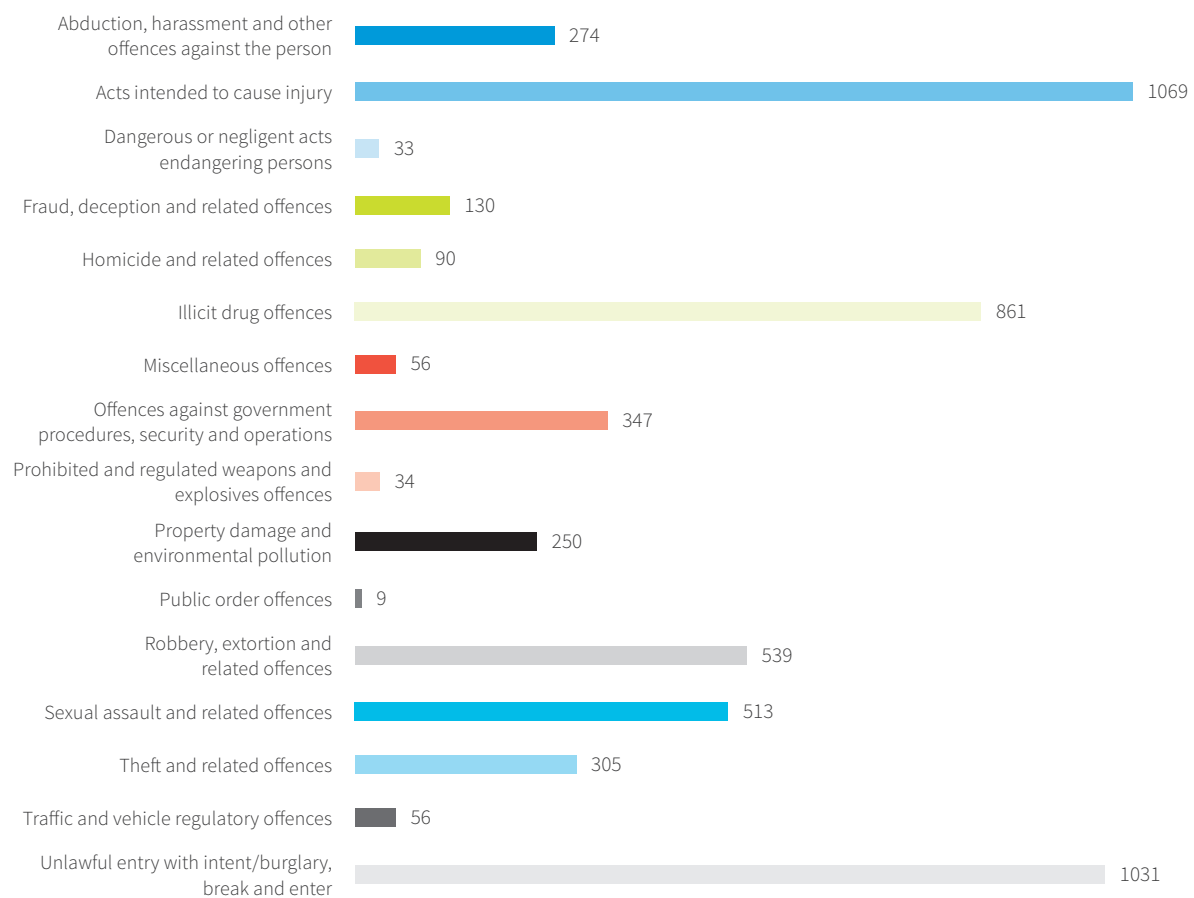
- Service delivery priorities were adjusted in response to reduced State funding including establishment of new file lawyer positions, reduced duty lawyer services and prioritisation of grants of aid for indictable matters and appeals.
- Criminal Law Division grants of aid and profile of work was closely managed to ensure that projected budget savings were achieved and grant of aid targets exceeded.
- An integrated electronic duty lawyer record, which will be used to record details of duty lawyer services using mobile technology and to update the main client information database, progressed to logical design stage.
- Identification of and introduction of practices that enhance the turn-around of grants of aid to the Criminal Law Division.
- Increased demand continued to be placed upon the Duty Lawyer Service in metropolitan courts, despite the withdrawal of the duty lawyer services to traffic lists introduced as a result of prioritisation of the service in response to reduced State funding.
- Continued to contribute to the on-going development of the mental health START court pilot and continued to provide vital duty lawyer services. Funding has been extended to June 2018.
- The substantive development of a Criminal Law Division intranet site which allows for one point of access for all Division related information and quick links to relevant sites and templates.

- Access to CPD presentations around current criminal law issues organised and held in Perth by the Criminal Law Division and provided to regional staff through the use of WebEx technology.

##### **Issues and Challenges 2016-17**

- A priority during 2016-17, will be the implementation and roll-out of the integrated electronic duty lawyer instruction records. A pilot phase is anticipated prior to full implementation.
- The implementation of the new Divisional intranet site and supporting governance framework.
- Through a proof of concept approach, explore the potential of SharePoint as a tool to develop a case management system integrated with LAW Office that automates standard work flows.
- Manage duty lawyer service delivery in response to the increasing trend of criminal charges and reduction in grants of aid for Magistrates Court matters.
- Closely manage Criminal Law Division grants of aid and profile of work to ensure that projected budget savings are achieved.
- Pilot and introduce new initiatives to further enhance rapid and efficient assignment of criminal law grants of aid to the In-house Practice, including redesign of the criminal law hard copy and online application form.
- Work closely with Client Services to develop an automated extension of aid process to allow for the automated approval of parcels of work within a framework of agreed business rules and monetary thresholds to minimise risk.
- Contribute to the review of fee components allowed under a grant of aid for representation, the structure of standardised grants and cost rules to allow for efficient transition to automated extensions.
- Continue to attract eminent practitioners to present case conferences to in-house practitioners as part of a program of on-going professional development and provide access to the regions by a variety of technology options.

## CRIMINAL LAW APPLICATIONS GRANTED BY CATEGORY\*



\* Criminal Grants use Australian and New Zealand Standard Offence Classification to categorise grants

CRIMINAL LAW	2011-12**	2012-13**	2013-14**	2014-15**	2015-16
Abduction, harassment and other offences against the person	226	247	208	304	274
Acts intended to cause injury	1,119	1,133	1,282	976	1,069
Dangerous or negligent acts endangering persons	36	31	41	38	33
Fraud, deception and related offences	235	173	258	197	130
Homicide and related offences	72	102	88	87	90
Illicit drug offences	512	560	643	737	861
Miscellaneous offences	93	132	113	86	56
Offences against government procedures, security and operations ***	480	463	481	344	347
Prohibited and regulated weapons and explosives offences	26	44	48	52	34
Property damage and environmental pollution	230	238	239	231	250
Public order offences	11	9	28	18	9
Robbery, extortion and related offences	597	601	562	516	539
Sexual assault and related offences	429	350	442	459	513
Theft and related offences	296	276	366	262	305
Traffic and vehicle regulatory offences	45	75	135	74	56
Unlawful entry with intent/burglary, break and enter	951	957	1,090	899	1,031
<b>Total</b>	<b>5,358</b>	<b>5,391</b>	<b>6,024</b>	<b>5,280</b>	<b>5,597</b>

\*\* This data set has been revised to more accurately reflect the nature of matters undertaken by Legal Aid WA and consistency with the ANZSOC standards.

\*\*\* The category of 'offences against government procedure, security and operations' is principally comprised of such matters as breaching community orders, attempting to pervert the course of justice, breaching restraining orders and breaching other court orders.

## Family Law Division

### Main functions

- Legal representation for children as independent children's lawyers in family law proceedings and child representatives in child protection proceedings.
- Legal representation for parties involved in family law and child protection proceedings, dispute resolution processes and violence restraining order proceedings.
- Provision of dispute resolution services within the scope of family law and child protection.
- A range of services provided by the Domestic Violence Legal Unit, including violence restraining order duty lawyer services, representation in defended hearings, legal advice, legal tasks and family violence education and victim support in partnership with other agencies.
- Duty lawyer services in the Family Court and the Children's Court (child protection) which include legal advice, preparation of court documents, legal representation in court, advocacy with the Department for Child Protection and Family Support (CPFS) and other agencies, information and referrals to non-legal support services.

### Issues and achievements for 2015-16

- Legal Aid WA appeared as the independent children's lawyer in two high profile, ground breaking Family Court of WA parenting matters, the first involving international child surrogacy and the intervention of the CPFS and the second in relation to an application by the Director Clinical Services, Child and Adolescent Health Services in respect of the cancer treatment to be provided to a child in circumstances where the parents were opposed to that treatment.
- In partnership with the Northern Suburbs Community Legal Centre, Legal Aid WA has established a pilot domestic violence service program funded by the Commonwealth Department of the Attorney-General. The service includes a health/justice partnership with the Joondalup Health Campus and local health services, which will build screening, identification, referral and training of health staff in relation to family violence.
- The Domestic Violence Legal Unit worked with the State Health Department to provide information and training to health and hospital workers in relation to legal issues and referral for patients in situations of domestic violence. The unit provided training to health workers on-site at the

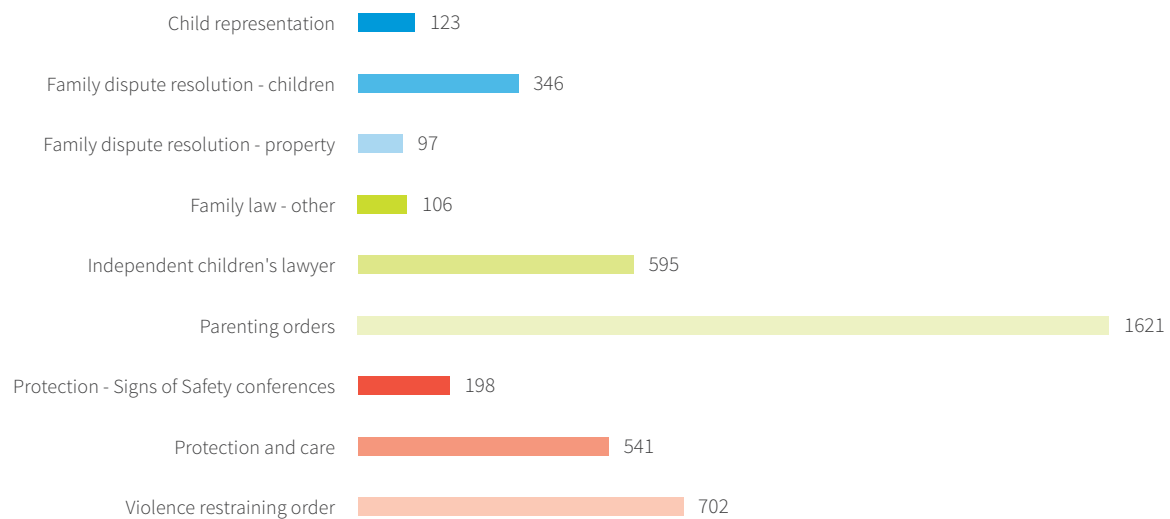
- specialist Women's Hospital and by videolink to locations across Western Australia, including remote Aboriginal communities and regional hospitals in the Kimberley and Great Southern.
- The Solicitor in Charge of Dispute Resolution travelled to Japan with other Australian delegates to join a delegation of ten Japanese professionals, to participate in a mediation training initiative in relation to the operation of the Hague Convention on the Civil Aspects of International Child Abduction. The Dispute Resolution Unit is now well positioned to assist in the mediation and resolution of international child abduction matters with two appropriately trained chairpersons.
- The Dispute Resolution Unit continued to provide child inclusive conferences for appropriate matters. In 2015-16, forty families participated in the Child Inclusive Program, enabling children to have a direct voice through Legal Aid WA's child consultant, as part of the dispute resolution process.
- There has been successful resolution of late intervention Family Dispute Resolution (FDR) matters, involving an independent children's lawyer. In 2015-16, 23% of all matters conferenced included an independent children's lawyer. 84% resulted in settlement and the remaining 16% narrowed the issues for trial facilitating a reduction in court hearing days. The settlement rate for all FDR conferences was 87% for the year.
- There was significant input into State and Commonwealth law reform initiatives and policy consultations in the area of family law, child protection and family violence during 2015-16. These included as a key stakeholder in the consultations in respect of the State Government's Out of Home Care reforms and the soon to be introduced Domestic Violence Bill.
- Legal Aid WA continued to play a major role as a stakeholder in the development and implementation of the new Family Violence Lists, which are replacing the Family Violence Courts. These lists involve a case-management approach focused on increased inter-agency collaboration and sharing of risk-relevant information at an early stage to achieve greater victim safety and perpetrator accountability.
- Demand for duty lawyer services in the Family Court, Children's Court care and protection matters and in respect of applications for violence restraining orders continues to be high. These services are highly valued by both clients and the courts.



### Issues and challenges for 2016-17

- To increase in-house capacity to represent children as independent children's lawyers and child representatives and to establish a succession plan for emerging lawyers to enable them to develop the required skills and act in these roles.
- To build on the capacity of Family Law Division lawyers to represent applicants in violence restraining order trials and develop the necessary skills to represent clients in all areas of family law practice, family law, child protection and family violence.
- To have an integral role in the implementation of guidelines for the role of child representatives in child protection proceedings, and the provision of the associated professional development.
- To continue to work with independent children's lawyers in late intervention dispute resolution to facilitate safe and child focused outcomes for children in complex parenting order matters and, where settlement is not possible, narrow the legal issues to significantly reduce trial time.
- To continue the development of the Signs of Safety Child Protection Mediation program and associated enhanced Aboriginal engagement processes in collaboration with CPFS in the context of the challenges associated with CPFS permanency planning policy.
- To continue to work with key stakeholders to seek approval and implementation of the legislative, policy and process changes recommended by the Integrated Services Reference Committee to improve the integration of the family law and child protection jurisdictions in Western Australia.

### FAMILY LAW APPLICATIONS GRANTED BY CATEGORY



FAMILY LAW	2011-12*	2012-13*	2013-14*	2014-15*	2015-16
Child representation	145	124	125	101	123
Family dispute resolution - children	137	182	254	288	346
Family dispute resolution - property	93	101	130	100	97
Family law - other	127	122	157	84	106
Independent children's lawyer	389	419	540	474	595
Parenting orders	1,166	1,039	1,185	930	1,621
Protection - Signs of Safety conferences	111	159	183	181	198
Protection and care	530	568	519	521	541
Violence restraining order	392	425	496	593	702
<b>Total</b>	<b>3,090</b>	<b>3,139</b>	<b>3,589</b>	<b>3,272</b>	<b>4,329</b>

\* This data set has been revised to more accurately reflect the nature of matters undertaken by Legal Aid WA.

## Civil Law Division

### Main Functions

- Legal advice and legal task work on a broad range of civil law and access to justice matters.
- Legal representation in limited civil law matters under a grant of legal aid.
- Duty lawyer service at the Administrative Appeals Tribunal.
- Administer the Civil Litigation Assistance Scheme (CLAS).
- Legal task work in civil law and access to justice matters provided through the Social Inclusion Program for clients with complex or multiple needs.
- Legal advice and legal task for self-represented litigants in the Federal Court and the Federal Circuit Court of Australia.
- Legal representation for external merits review of complex and novel matters under the National Disability Insurance Scheme (NDIS).
- Co-ordination of natural disaster legal response throughout the State.

### Issues and achievements for 2015-16

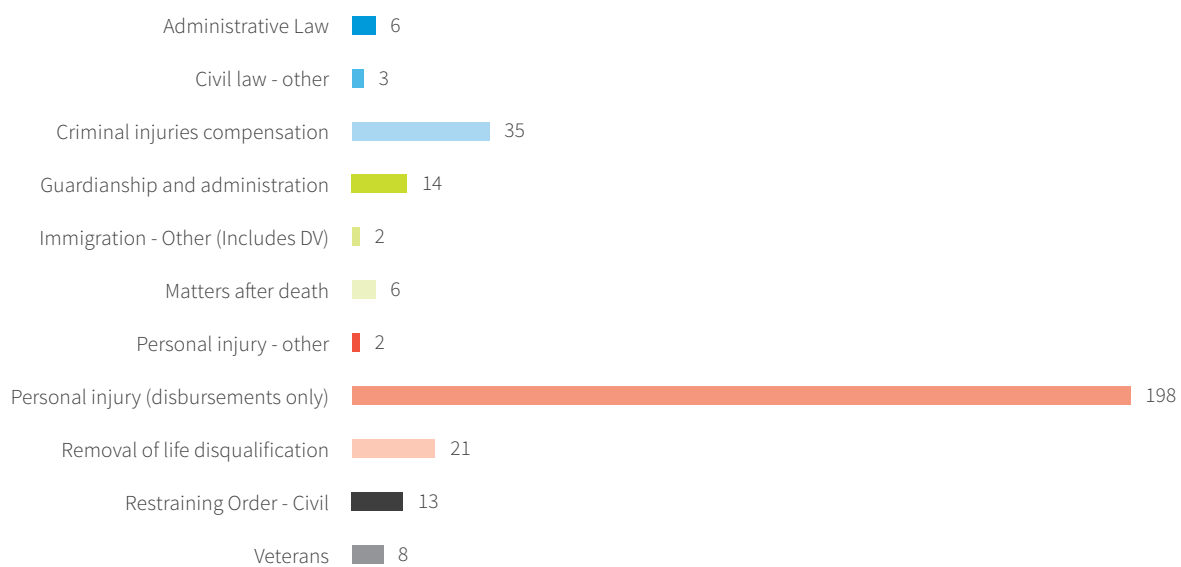
- The delivery of civil law services in the legal assistance sector is dynamic and challenging, given the sheer variety of civil law problems and complex client presentations. During 2015-16, the Civil Law Division maintained its capacity to deliver advice, legal task work and representation services across a broad range of civil law matters.
- The self-represented litigants' service which was implemented in early 2014 in the Perth registry of the Federal Court of Australia and Federal Circuit Court of Australia continued operating throughout the year. Assistance was provided in relation to the following areas of law: administrative law; appeals (especially migration appeals); bankruptcy; consumer law; fair work; human rights; industrial law; and migration. The service provides advice and assistance to self-represented litigants with a focus on analysing the merits of an application or appeal; court process and procedure; disclosure and evidence; manner of drafting documents, forms and pleadings; and alternative options to resolve the person's legal problems.

- Coordination of the legal assistance response for people affected by bushfires in and around Esperance in November 2015 and Yarloop in January 2016. The Civil Law Division provided community education and legal advice about insurance law and related legal issues, and coordinated a pro bono legal assistance service.
- The Social Inclusion Program continued the valuable educational role it plays in the wider community. There has been extensive collaboration with organisations such as SDERA (School Drug Education & Road Aware) and the Financial Counsellors Association of WA. The *My Car smart buying and financing* webpages on the Legal Aid WA website had 20,747 page views for the financial year.
- Continued legal representation in connection with dispute resolution processes and litigation before the Administrative Appeals Tribunal for matters deemed complex and novel under the National Disability Insurance Scheme (NDIS).
- Continued strategic and coordinated provision of advice and representation in guardianship and administration matters referred by the Human Rights section of the State Administrative Tribunal. Increasing instances of elder financial abuse and matters affecting people with impaired decision making ability came to the attention of Civil Law Division lawyers. The Division continued to develop appropriate responses to provide assistance to people who are vulnerable to abuse or exploitation.
- Advice and representation provided to people in a range of civil law matters that arise from related criminal law matters. These matters include applications made under the *Prohibited Behaviour Orders Act 2010*; the *Community Protection (Offender Reporting) Act 2004*; the *Criminal Property Confiscation Act 2000* and the *Proceeds of Crime Act 2002*.
- Advice to a significant number of people in immigration detention as a result of visa cancellation under the character test in the *Migration Act*.
- Convening of a forum to raise awareness for legal practitioners of a broad range of issues impacting on African clients, including language, culture, migration experiences and discrimination.

## Issues and challenges for 2016-17

- Maintaining an appropriate mix of client service delivery in the context of a reduced staff complement during 2016-17.
- Continually adapting the civil law program to ensure that it meets client needs and values a human rights based approach to access to justice.
- Working collaboratively with other Legal Aid WA Divisions and external stakeholders to identify and prioritise client needs and deliver civil law services, in the context of a diminishing funding environment.
- Continuing to develop appropriate models of service delivery such as modified duty lawyer services at key tribunals; outreach clinics and the role played by the Social Inclusion Program in providing targeted legal advice and legal task work for the most disadvantaged people in our community.
- Responding in a timely and appropriate way to provide legal assistance to people affected by a natural disaster anywhere in the State.
- Continuing to deal with emerging trends in relation to advice and representation in guardianship and administration matters. An escalating trend in that jurisdiction is that disabled children approaching the age of 18 are subject to applications regarding guardianship and administration for when they reach 18 years of age.
- Responding to legal need arising out of the ongoing implementation of the National Disability Insurance Scheme (NDIS).

## CIVIL LAW APPLICATIONS GRANTED BY CATEGORY



CIVIL LAW	2011-12*	2012-13*	2013-14*	2014-15*	2015-16
Administrative Law	14	11	25	9	6
Civil law - other	18	45	28	21	3
Criminal injuries compensation	63	44	49	33	35
Guardianship and administration	0	19	20	29	14
Immigration - Other (Includes DV)	0	2	3		2
Matters after death	5	9	5	4	6
Personal injury - other	73	16	7	2	2
Personal injury (disbursements only)	105	227	232	170	198
Removal of life disqualification	17	10	18	11	21
Restraining Order - Civil	13	25	16	15	13
Veterans	4	3	3	6	8
<b>Total</b>	<b>312</b>	<b>411</b>	<b>406</b>	<b>300</b>	<b>308</b>

\* This data set has been revised to more accurately reflect the nature of matters undertaken by Legal Aid WA.

## Regions Division

### Main functions

- Operates regional offices at locations outside of Perth with offices at Bunbury, Albany, Kalgoorlie, Geraldton, South Hedland, Broome, Kununurra, and satellite offices at Carnarvon and Christmas Island. Each office operates as a microcosm of the broader Legal Aid WA organisation providing the full range of Legal Aid WA services at regional and remote locations throughout Western Australia including duty lawyer, legal advice, community legal education sessions and grant of aid legal representation on criminal and family law matters. Regional offices provide criminal duty lawyer services at almost every circuit sitting where a magistrate is presiding including travelling to remote areas of Western Australia.
- Operates the Central Wheatbelt Outreach Service visiting the towns of Northam, Merredin and Southern Cross.
- Manages the Central Midlands Duty Lawyer Service visiting Moora and Lancelin. This service is currently contracted to a private lawyer.
- Operates the Indian Ocean Territories visiting legal service to Cocos Islands and Christmas Island.
- Manages the community legal centre funding program on behalf of external agencies.

### Issues and Achievements for 2015-16

- Relocated the Geraldton office, including a substantial re-fit of the office, from Unit 7 to Unit 8, The Boardwalk, Foreshore Drive, Geraldton, which was completed by 1 October 2015.
- Managed increased demand for duty lawyer services in regional courts throughout the State due to an increase in crime largely resulting from a significant increase in the use of methamphetamine.
- Managed the increased demand on legal services in the Pilbara region as a result of the Karratha Magistrates Court sitting for three weeks per month instead of the usual one week per month by having FIFO lawyers from Legal Aid WA, Perth to assist in clearing the lists to a level which is now manageable by the Aboriginal Legal Service WA (ALSWA) and Legal Aid WA Pilbara offices.

- As part of the Commonwealth funding initiatives Legal Aid WA continued to employ a community liaison and education officer based in Legal Aid WA's Kununurra office to assist administrative staff and lawyers to achieve positive legal outcomes for Aboriginal people in the East Kimberley.
- Continuation of the Carnarvon satellite office with a Legal Aid WA employed solicitor residing locally in Carnarvon. The lawyer reports to the Geraldton office but the satellite office operates out of Carnarvon Lotteries House providing on the ground duty lawyer, legal advice, legal task services (usually negotiations on a legal matter), community legal education sessions and grants of aid for legal representation on criminal and family law matters in Carnarvon and surrounds. The lawyer also attends court circuits flying to circuit towns and communities with the Carnarvon Magistrate.

### Issues and Challenges for 2016-17

- Manage the relocation of the Kalgoorlie office with the new office to be fully operational by March 2018.
- Work collaboratively with the Aboriginal Legal Service of WA (ALSWA) in providing services at regional courts in Western Australia in a climate of reduced funding for both agencies.
- Work collaboratively with regional community legal centres (CLCs) in providing front line services at regional locations throughout Western Australia in a climate of reduced funding for both Legal Aid WA and CLCs.
- Manage the extra workload and provide appropriate supervision and training for in-house regional lawyers who are taking on an increased number of grants of legal aid for indictable matters.
- Improve the internal efficiency of awarding grants of aid and extensions of aid for criminal law matters in regional areas.

## COMMUNITY LEGAL CENTRE FUNDING 2015-16

Centres	Commonwealth CLC Funding	Commonwealth Grant Funding	Family Relationships Centre Funding	**Legal Contribution Trust Funding	State Community Legal Centres Funding	Social and Community Services	TOTALS
Albany CLS	\$243,060		\$32,745	\$53,500		\$28,343	\$357,648
Bunbury CLC	\$193,489	\$90,000	\$28,883		\$59,933	\$32,100	\$404,405
CASE for Refugees	\$115,042				\$7,754	\$11,822	\$134,618
Citizens Advice Bureau				\$81,400	\$59,933		\$141,333
CLC Association					\$167,411		\$167,411
Consumer Credit Legal Service	\$139,405	\$120,000			\$416,355	\$26,657	\$702,417
Environmental Defender's Office WA (De-funded 06/15)							\$-
Fremantle CLC	\$81,856		\$24,256		\$135,505		\$241,617
Geraldton RC	\$248,195		\$50,209		\$151,909	\$30,665	\$480,978
Goldfields CLC	\$241,298		\$30,805			\$27,962	\$300,065
Gosnells CLC	\$233,427	\$120,000	\$26,744		\$240,652	\$39,068	\$659,891
Kimberley CLS	\$320,898	\$120,000	\$36,104			\$49,018	\$526,020
Mental Health Law Centre					\$803,198		\$803,198
Northern Suburbs CLC	\$286,156	\$120,000	\$26,744	\$330,000		\$44,486	\$807,386
Peel CLC		\$90,000	\$48,139		\$466,486	\$14,196	\$618,821
Pilbara LS	\$252,346	\$90,000				\$35,181	\$377,527
Relationships Australia WA (PAFVPLS)					\$672,210		\$672,210
Southern Communications ALES	\$179,870		\$24,256		\$171,801	\$20,977	\$396,904
Street Law Centre WA Inc	\$67,916			\$195,000		\$6,979	\$269,895
Sussex Street CLS	\$303,938		\$24,256	\$114,120	\$8,530	\$33,726	\$484,570
Tenancy WA Incorporated	\$133,297						\$133,297
Welfare Rights & Advocacy Services	\$205,240	\$80,000		\$37,200	\$16,671	\$29,312	\$368,423
Wheatbelt CLC		\$90,000		\$288,000		\$9,249	\$387,249
Women's Law Centre	\$409,399		\$38,513			\$46,029	\$493,941
Youth Legal Service WA	\$80,089			\$71,000	\$247,015	\$8,230	\$406,334
PC Rebate - All Centres				\$55,500			\$55,500
	<b>\$3,734,921</b>	<b>\$920,000</b>	<b>\$391,654</b>	<b>\$1,225,720</b>	<b>\$3,625,363</b>	<b>\$494,000</b>	<b>\$10,391,658</b>

\*\*Note LCT Funding is not State Government Funding and varies according to distributions of the Trust (PAFVPLS) = Perth Aboriginal Family Violence Prevention Legal Service

## Legal Practice Development Division

### Main functions

- Provides in-person and online community legal education and information to the general public, core client groups, front line community support workers and other external stakeholders.
- Provides and co-ordinates in-person and online legal training to in-house lawyers, the community legal sector, private practitioners and law graduates.
- Manages the panel of private legal practitioners undertaking an ongoing program of education, audit and review.
- Maintains responsibility for Legal Aid WA's Professional Practice Standards, including overseeing the external Quality Practice Standard audit.
- Maintains Legal Aid WA's external website and supports the delivery of frontline legal information and services through the provision of a range of publications and regular updates on the law.

### Issues and achievements for 2015-16

- Rolled out a comprehensive in-person community legal education program providing legal information to 9723 Western Australians in 2015-16 (including over 4500 school students participating in R U Legal? sexting, sex and consent, cyber bullying and identity theft education sessions).
- Co-ordinated a state-wide audit of community legal education resources in the Western Australian legal assistance sector.
- Continued to provide accredited training online and in-person via Legal Aid WA's learning management system, Train-N-Track. Train-N-Track now has 1082 registered active users (866 lawyers), houses 105 online modules (76 legal, 21 admin, 8 public facing) and operates as a booking manager for major in-person training events. From 1 July 2015 to 30 June 2016, Legal Aid WA awarded 3713 Continuing Professional Development points to Western Australian lawyers.
- Developed and introduced a new audit and compliance function in relation to private panel practitioners undertaking grants of legal aid. Commenced comprehensive and routine state-wide audits of firms taking grants of legal aid.
- Delivered the annual three day Summer Series of legal professional development for legal practitioners in areas of family, criminal and civil law.

### Issues and challenges for 2016-17

- Commence work on the Commonwealth funded 'Blurred Borders' project. Using visual art to explain legal concepts to Aboriginal people living close to the WA/NT borders to improve awareness of the legal issues that arise in relation to bail and violence restraining orders when they cross the border.
- Continue to roll out a comprehensive community legal education program with particular focus on training for front line community support workers.
- Upgrade and redevelop Legal Aid WA's external website.
- Continue to assist with service delivery and provide relevant legal alerts and publications, to support front line legal service delivery by Legal Aid WA staff and service partners and to provide legal information to the public.

## TOP 30 LEGAL AID WA FEE EARNERS

Rank	Firm	Net Solicitor Fees *
1	READER LAWYERS & MEDIATORS	563,609.90
2	BANNERMAN SOLICITORS	532,887.93
3	CALVERLEY JOHNSTON	442,921.06
4	CMS LEGAL	434,648.95
5	IAN HOPE	345,447.30
6	SKLARZ LAWYERS PTY LTD	327,472.60
7	CLEVELAND & CO LAWYERS	290,428.20
8	WAYNE DAWKINS LAWYERS PTY LTD	279,201.78
9	MCDONALD & SUTHERLAND	277,357.96
10	SIMON WATTERS	276,332.46
11	FERRIER ATHANASIOU & KAKULAS PTY LTD	276,155.96
12	HOLDEN BARLOW	227,284.48
13	MICHAEL TUDORI & ASSOCIATES	209,556.60
14	FISHER LEGAL PTY LTD	208,316.23
15	SHADDICKS	195,055.19
16	CPK LEGAL	190,418.80
17	DAVID MCKENZIE LEGAL PTY LTD	186,813.00
18	GEORGE GIUDICE LAW CHAMBERS	184,120.19
19	CURT HOFMANN & CO	176,455.30
20	IAN MACFARLANE	162,411.65
21	J D HAWKINS AND ASSOCIATES	161,624.10
22	BRENNAN & CO	161,109.31
23	BARONE CRIMINAL LAWYERS	160,547.04
24	NR BARBER LEGAL	156,303.40
25	S V PHILLIPS & CO	154,175.10
26	JEFFREY PAUL S GORE	152,897.80
27	RS FAMILY LAW PTY LTD	150,762.81
28	DAVID MANERA BARRISTER AND SOLICITOR	143,533.50
29	ANTHONY EDWARD EYERS	139,546.00
30	FORT LEGAL	139,002.60

\* Inclusive of GST, does not include disbursements paid to firm or costs recovered

## *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 legal advice and performing legal tasks for members of the public requiring initial advice and/or assistance with handling their own legal issues.
- Engaging the private profession to act in a wide range of criminal, family and civil law matters.

### **Issues and achievements for 2015-16**

- Continued the implementation of the recommendations of the Intake Assessment and Referral report, resulting in significant improvements to the grant of aid rate.
- Responded to continuing increased demand for grants of aid for indictable matters and more complex family law matters by successfully applying supplementary funding to areas of need.
- Made necessary adjustments to family law legal tasks and early intervention programs, to ensure the provision of legal assistance to the greatest number of people possible.
- Further development of the telephone information line platform in order to streamline the collection and transfer of client information within Legal Aid WA, with increased reporting capability.

### **Issues and challenges for 2016-17**

- Balance increasing demand for grants of aid for serious criminal matters and more complex family law matters, within a challenging budget environment.
- Carry out a review of the Intake functions within the Client Services Division, in order to further streamline and enhance client experiences so that clients receive the best possible service at the earliest opportunity.
- Work closely with the Criminal Law Division, Family Law Division, Civil Law Division and Regions to implement practices that allow for rapid and efficient assignment of grants in-house.
- Work collaboratively with the Family Law Division and the Family Court of WA to pilot an expansion of the categories for which an independent children's lawyer can be appointed and funded.
- Continue work on the logical design and implementation of automatic processing of specified claims for grant of aid work and automatic processing of specified extensions of aid.



## Business Services Division

### Main functions

- The Business Services Division provides corporate services to support the operation of all other Divisions of Legal Aid WA. The key services delivered by Business Services are:
- Finance, including overall financial management, internal audit and administration services.
- Information management, including management of information systems and technology, management reporting and library services.
- Human resources, including training, recruitment, performance monitoring, payroll services and occupational safety and health.
- Asset management.
- Policy advice to the Attorney General and coordination of policy issues across Legal Aid WA.
- Providing a secretariat to Legal Aid WA's Board of Commissioners.

### Issues and achievements for 2015-16

- Managed the phase-in of new head office accommodation at 32 St Georges Terrace, Perth and the resolution of building defects in the new tenancy.
- Implemented the terms of a new National Partnership Agreement on Legal Assistance Services, which forms the basis of Commonwealth funding to Legal Aid WA from 2015-16 to 2019-20.
- Upgraded telecommunications links to all regional offices, with upgraded videoconferencing and new telephony technology.
- Implemented new financial management systems to improve the reliability and efficiency of financial reporting across the agency.
- Assisted with a National Legal Aid submission to the Commonwealth Government in response to the Productivity Commission's *Access to Justice Arrangements Inquiry* report.

### Issues and challenges for 2016-17

- Finalise outstanding technical and building quality issues arising from Legal Aid WA's relocation to 32 St Georges Terrace.
- Develop and implement an orderly approach to the identification and funding of capital assets within the organisation.
- Develop and implement a new dashboard reporting model for whole-of-agency financial and output performance information.
- Coordinate new Commonwealth reporting arrangements which are a requirement under the recently ratified National Partnership Agreement for Legal Assistance Services.
- Develop management plans to respond to reduced State funding arrangements, including changes to Legal Aid WA's service delivery profile.
- Complete a health and safety audit of external workplace locations where services are provided by Legal Aid WA staff.
- Provide staff with greater access to business information stored in corporate databases.
- Provide enhanced disaster recovery facilities.
- Replace regional ICT server infrastructure.
- Developing efficiencies in grants management software.

### 4.1.1. Actual Results versus Budget Targets

#### Financial Targets

	2015-16 Estimates <sup>(1)</sup> \$000	2015-16 Actual \$000	Variation <sup>(2)</sup> \$000
Total cost of services (expense limit) (sourced from Statement of Comprehensive Income)	76,154	76,319	165
Net cost of services (sourced from Statement of Comprehensive Income)	41,491	41,139	-352
Total equity (sourced from Statement of Financial Position)	15,080	17,274	2,195 <sup>(a)</sup>
Net increase/(decrease) in cash held (sourced from Statement of Cash Flows)	3	3,520	3,516 <sup>(b)</sup>
Salary expense level	31,666	30,530	-1,136

1 As specified in the Annual Report for 2014-15.

2 Further explanations are also contained in Note 33 'Explanatory statement' to the financial statements.

(a) The increase in equity held is largely due to lower than expected expenditure payments for 2015-16. Legal Aid WA introduced a number of saving measures in 2015-16, including the State Government's recruitment freeze which were not budgeted for.

(b) The increase in cash held is mainly due to the receipt of supplementary funding of \$2.678 million which is received in cash, where some of these commitments have not been paid in cash. In addition, lower than expected payments are made for salaries due to State Government recruitment freeze.

## Summary of Key Performance Indicators

	2015-16 Target <sup>(1)</sup>	2015-16 Actual	Variation <sup>(2)</sup>
<i>Outcome: Equitable access to legal services and information.</i>			
Key Effectiveness Indicators:			
<b>Percentage of eligible applicants who receive a grant of legal aid <sup>(3)</sup></b>	77%	88%	11%
<b>Percentage of persons who are provided with a duty lawyer service <sup>(4)</sup></b>	17%	16%	(1%)
<b>Percentage of callers successfully accessing infoline services <sup>(5)</sup></b>	81%	60%	(21%)

### *Service: Legal Aid Assistance*

Key Efficiency Indicators:

<b>Average cost per legal representation <sup>(6)</sup></b>	\$3,725	\$3,654	(\$71)
<b>Average cost per legal information service</b>	\$46	\$50	\$4
<b>Average cost per legal advice</b>	\$219	\$220	\$1
<b>Average cost per application for a grant of legal aid processed <sup>(7)</sup></b>	\$335	\$425	\$90
<b>Average cost of delivering regional initiatives for legal practice <sup>(8)</sup></b>	\$6,172	\$204	(\$5,968)

1. As specified in the budget statements for 2015-16.
2. Explanations for the variations between target and actual results are presented in Disclosures and Legal Compliance under the Performance Indicators for 2015-16.
3. The increase in the effectiveness indicator is attributable to an increase in demand for grants of aid for indictable crime matters in the District and Supreme Courts throughout 2015-16. Because of the *Dietrich* principle all applicants charged with indictable crime must be provided with legal aid. Guidelines in Commonwealth family law matters were relaxed during the 2015-16 period, compared to a restriction in these guidelines in the 2014-15 period.
4. The slight decrease is caused by increasing demand for duty lawyer services; i.e. 6% increase on appearance for criminal cases and civil cases in the Magistrates Court and Children's Court in comparison with the 2014-15 year. The withdrawal of duty lawyer services from traffic lists as a result of prioritisation of available resources has also influenced the final result.
5. The methodology used to calculate the abandoned call rate has been revised in 2015-16 upon confirmation with the Infoline system provider. The 2015-16 target was based on the old methodology. Consequently, prior year comparatives have been restated to reflect a correction to the method. The revised methodology will be incorporated into automated reports to ensure accurate reporting in future. The decline in this effectiveness indicator also reflects an increase in demand for the service and the limited capacity to allocate additional resources to the Infoline service. The total number of calls answered mirrored the 2014-15 actual result. However, a 16% increase in demand for Infoline services during 2015-16 has resulted in a higher abandoned call rate.
6. The prioritisation and diversion of available resources to casework has contributed to the reduction in average costs.
7. The average cost is higher than the 2015-16 budget due to delays in processing applications as there was a major system upgrade. Further system upgrades are planned in 2016-17.
8. The cost reduction is largely due to the withdrawal of Commonwealth funding for the Country Lawyers Program from 2015-16, which was successful in attracting legal practitioners to regional and remote areas during the period the program operated from 2008 until ceasing in 2015. The interactive online learning system continues to deliver professional training to lawyers in regional and remote areas in Western Australia.

# 5.

## Significant Issues Impacting the Agency

### Commonwealth funding for community legal centres

In August 2015, the State ratified a new National Partnership Agreement for Legal Assistance Services (NPA), which outlines arrangements for Commonwealth funding to the State for Legal Aid WA and CLCs, for the period 2015-16 to 2019-20.

While Legal Aid WA has benefited from a 14 per cent increase in Commonwealth funding under the NPA, this has been offset by a decrease in Commonwealth funding for CLCs in the order of 35 per cent, commencing in 2017-18. In Western Australia, there are twenty four CLCs funded through the CLC Program in Western Australia, each of which faces an uncertain future in the face of these projected funding arrangements.

There is no doubt that CLCs are a critical element of the legal assistance landscape. As small organisations, CLCs are capable of responding to client and community needs with great agility. CLCs are at the front line of service delivery, responding to areas of acute legal need in the community. They are multi-disciplinary and able to provide allied support services or assisted referrals to other appropriate agencies. There are other CLCs which provide a service in specialised areas of law, such as tenancy and consumer law. CLCs operate cooperatively alongside other legal assistance providers, including Legal Aid WA, the Aboriginal Legal Service of WA (ALSWA) and Family Violence Prevention Legal Services. Importantly, they occupy a position in the market which is not filled by the other service providers.

The loss of Commonwealth funding is likely to mean that fewer people will receive legal assistance. Seeking assistance from another service provider is often not an option for people where an opposing party is being represented through another organisation - this violates professional conduct rules of conflict for lawyers. Moreover, simply shifting the burden to Legal Aid WA or ALSWA is not a reasonable option, with both of these organisations experiencing their own financial pressure.

The imminent loss of funding for these organisations is a significant issue which will continue to be raised with the Commonwealth throughout 2016-17.

### Demand for criminal law grants of aid in the State jurisdiction

In 2015-16, Legal Aid WA experienced unprecedented demand for grants of aid for State indictable matters. The level of demand exceeded Legal Aid WA's internal budget allocation for this purpose and resulted in the State Government providing additional resources through a supplementary funding arrangement.

The source of the additional demand in 2015-16 has been the increased rate of arrests by the WA Police Service.

As a consequence of the principle established by the High Court in *Dietrich v R* (1992) 177 CLR 292, a trial against an accused person must be stayed if the accused is unable, through no fault of their own, to arrange legal representation. It therefore follows that the granting of aid by Legal Aid WA to persons facing serious charges is, in many cases, non-discretionary.

Legal Aid WA will continue to monitor arrest rates closely in 2016-17, as a leading indicator of whether demand for grants of aid for State criminal matters is likely to exceed the available budget allocation.

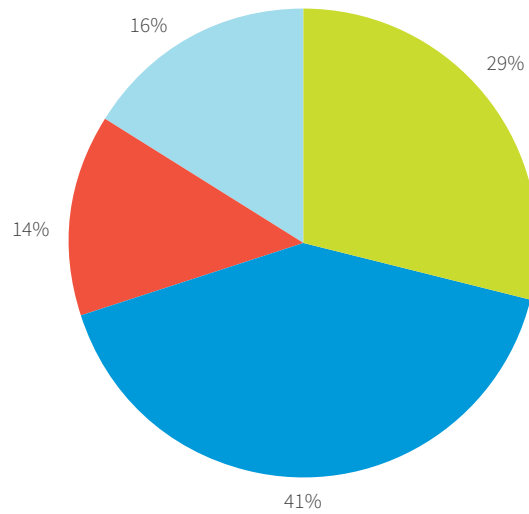
### Safety at external locations for Legal Aid WA staff

For many staff at Legal Aid WA, their place of work can include metropolitan and regional courts (including circuit courts) and prisons throughout Western Australia. At some of these locations, staff have reported incidents with clients which can be categorised as threats to the health and safety of those staff members. In 2015-16, some of these court-based security and safety concerns were reported to the Department of the Attorney General.

In 2016-17, Legal Aid WA will undertake a comprehensive audit of the safety concerns facing staff at external locations. This information will be submitted to the relevant agencies with responsibility for the facilities and locations where safety is identified as being an issue of concern.

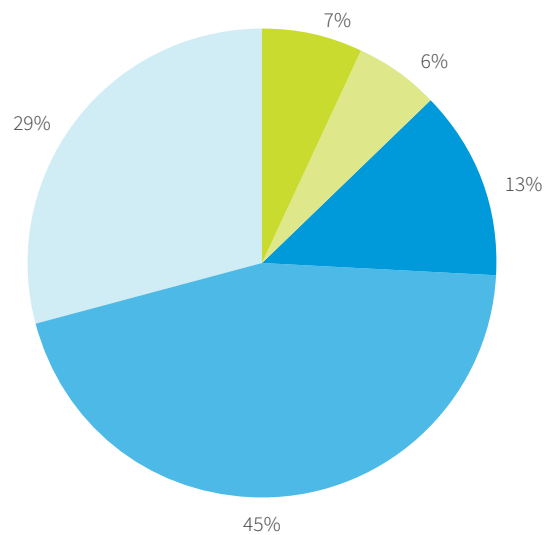
## ALLOCATION OF RESOURCES 2015-16

- ▲ Legal Service Expenses
- ▲ Salaries and Related Expenses
- ▲ CLC grants (State & Commonwealth)
- ▲ Others



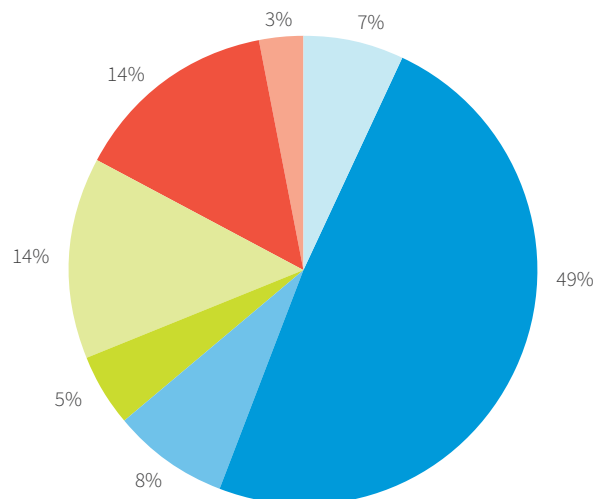
## OUTPUTS BY SERVICE TYPE 2015-16

- ▲ Assessment and Case Management
- ▲ Legal Representation
- ▲ Legal Advice & Legal Task
- ▲ Information Services
- ▲ Duty Lawyer



## RESOURCES BY SERVICE TYPE 2015-16

- ▲ Assessment and Case Management
- ▲ Legal Representation
- ▲ Legal Advice & Legal Task
- ▲ Information Services
- ▲ Duty Lawyer
- ▲ Community Legal Centres
- ▲ Other Community 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 2016, 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.

#### *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 2016 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.

#### *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 for the Audit of the Financial Statements*

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.



## **Report on Controls**

I have audited the controls exercised by the Legal Aid Commission of Western Australia during the year ended 30 June 2016.

Controls exercised by the Legal Aid Commission of Western Australia are those policies and procedures established by the Commission to ensure 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.

### ***Opinion***

In my opinion, in all material respects, 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 during the year ended 30 June 2016.

### ***Commission's Responsibility for Controls***

The Commission is responsible for maintaining an adequate system of internal control to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities are in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

### ***Auditor's Responsibility for the Audit of Controls***

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

An audit involves performing procedures to obtain audit evidence about the adequacy of controls to ensure that the Commission complies with the legislative provisions. The procedures selected depend on the auditor's judgement and include an evaluation of the design and implementation of relevant controls.

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

## **Report on the Key Performance Indicators**

I have audited the key performance indicators of the Legal Aid Commission of Western Australia for the year ended 30 June 2016.

The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide information on outcome achievement and service provision.

### ***Opinion***

In my opinion, in all material respects, 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 2016.

### ***Commission's Responsibility for the Key Performance Indicators***

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 and for such controls as the Commission determines necessary to ensure that the key performance indicators fairly represent indicated performance.



*Auditor's Responsibility for the Audit of Key Performance Indicators*

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 and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the key performance indicators. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments the auditor considers internal control relevant to the Commission's preparation and fair presentation of the key performance indicators in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the relevance and appropriateness of the key performance indicators for measuring the extent of outcome achievement and service provision.

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

**Independence**

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

**Matters Relating to the Electronic Publication of the Audited Financial Statements and Key Performance Indicators**

This auditor's report relates to the financial statements and key performance indicators of the Legal Aid Commission of Western Australia for the year ended 30 June 2016 included on the Commission's website. The Commission's management is responsible for the integrity of the Commission's website. This audit does not provide assurance on the integrity of the Commission's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.



GLEN CLARKE  
DEPUTY AUDITOR GENERAL  
Delegate of the Auditor General for Western Australia  
Perth, Western Australia  
9 September 2016

## 6.2 Financial Statements

### 6.2.1 Certification of Financial Statements

For the year ended 30 June 2016

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 2016 and the financial position as at 30 June 2016.

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



**Lee Baker**

Chief Finance Officer

Date: 8/9/2016



**Lex Payne**

Acting Director of Legal Aid

Member of the Commission

Date: 8/9/2016



**Stuart Shepherd**

Chairman of the Commission

Date: 8/9/2016

## 6.2.2 Statement of Comprehensive Income

For the year ended 30 June 2016

	Note	2016 \$	2015 \$
<b>COST OF SERVICES</b>			
<b>Expenses</b>			
Employee benefits expense	6	30,529,603	31,600,405
Supplies and services	7	4,831,523	5,411,712
Depreciation and amortisation expense	8	956,389	1,051,616
Accommodation expenses	9	5,526,282	4,697,660
Legal services expenses	10	22,518,258	18,879,244
Loss on disposal of non-current assets	16	28,448	-
Other expenses	11	11,928,407	6,795,502
<b>Total cost of services</b>		<b>76,318,910</b>	<b>68,436,139</b>
<b>Income</b>			
<i>Revenue</i>			
User charges and fees	12	2,989,352	2,480,410
Commonwealth grants and contributions	13	29,966,117	21,098,968
Interest revenue	14	1,044,045	988,717
Other revenue	15	1,180,807	1,854,501
<b>Total Revenue</b>		<b>35,180,321</b>	<b>26,422,596</b>
<i>Gains</i>			
Gain on disposal of non-current assets	16	-	455
<b>Total Gains</b>		<b>-</b>	<b>455</b>
<b>Total income other than income from State Government</b>		<b>35,180,321</b>	<b>26,423,051</b>
<b>NET COST OF SERVICES</b>	<b>29</b>	<b>41,138,589</b>	<b>42,013,088</b>
<b>Income from State Government</b>			
	17		
State Government grant		42,370,220	40,156,220
Services received free of charge		-	8,838
Royalties for Regions Fund		114,548	179,042
<b>Total income from State Government</b>		<b>42,484,768</b>	<b>40,344,100</b>
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>	<b>28</b>	<b>1,346,179</b>	<b>(1,668,988)</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Items not reclassified subsequently to profit and loss			
Changes in asset revaluation surplus		(375,800)	(84,126)
Gains/(losses) recognised directly in equity		-	-
<b>Total other comprehensive income</b>	<b>28</b>	<b>(375,800)</b>	<b>(84,126)</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>970,379</b>	<b>(1,753,114)</b>

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

## 6.2.3 Statement of Financial Position

As at 30 June 2016

	Note	2016 \$	2015 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	29	29,461,081	24,835,870
Restricted cash and cash equivalents	18, 29	179,651	1,285,294
Receivables	19	2,812,723	4,249,473
Other current assets	20	454,789	216,528
<b>Total Current Assets</b>		<b>32,908,244</b>	<b>30,587,165</b>
<b>Non-Current Assets</b>			
Restricted cash and cash equivalents	18, 29	-	-
Receivables	19	4,820,840	4,356,611
Property plant & equipment	21	2,475,445	3,019,239
Intangible assets	23	395,709	831,510
<b>Total Non-Current Assets</b>		<b>7,691,994</b>	<b>8,207,360</b>
<b>TOTAL ASSETS</b>		<b>40,600,238</b>	<b>38,794,525</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	25	17,000,311	15,134,013
Provisions	26	4,784,852	5,756,365
Other current liabilities	27	27,659	41,535
<b>Total Current Liabilities</b>		<b>21,812,822</b>	<b>20,931,913</b>
<b>Non-Current Liabilities</b>			
Provisions	26	1,513,260	1,558,835
<b>Total Non-Current Liabilities</b>		<b>1,513,260</b>	<b>1,558,835</b>
<b>TOTAL LIABILITIES</b>		<b>23,326,082</b>	<b>22,490,748</b>
<b>NET ASSETS</b>		<b>17,274,156</b>	<b>16,303,777</b>
<b>EQUITY</b>			
Contributed equity	28	595,669	595,669
Reserves		557,976	933,776
<b>Accumulated surplus</b>		<b>16,120,511</b>	<b>14,774,332</b>
<b>TOTAL EQUITY</b>		<b>17,274,156</b>	<b>16,303,777</b>

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

## 6.2.4 Statement of Changes in Equity

For the year ended 30 June 2016

	Note	Contributed equity \$	Reserves \$	Accumulated surplus \$	Total Equity \$
<b>Balance at 1 July 2014</b>	28	595,669	1,017,904	16,443,320	18,056,893
<b>Deficit</b>		-	-	(1,668,988)	(1,668,988)
Other Comprehensive Income		-	(84,128)	-	(84,128)
<b>Total comprehensive income for the period</b>		-	<b>(84,128)</b>	<b>(1,668,988)</b>	<b>(1,753,116)</b>
<b>Balance at 30 June 2015</b>		<b>595,669</b>	<b>933,776</b>	<b>14,774,332</b>	<b>16,303,777</b>
<b>Balance at 1 July 2015</b>		595,669	933,776	14,774,332	16,303,777
Surplus		-	-	1,346,179	1,346,179
Other Comprehensive Income		-	(375,800)	-	(375,800)
<b>Total comprehensive income for the period</b>		-	<b>(375,800)</b>	<b>1,346,179</b>	<b>970,379</b>
<b>Balance at 30 June 2016</b>		<b>595,669</b>	<b>557,976</b>	<b>16,120,511</b>	<b>17,274,156</b>

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

## 6.2.5 Statement of Cash Flows

For the year ended 30 June 2016

	Note	2016 \$	2015 \$
<b>CASH FLOWS FROM STATE GOVERNMENT</b>			
State Government Grant		42,370,220	40,156,220
Royalties for Regions Fund		114,548	179,042
<b>Net cash provided by State Government</b>		<b>42,484,768</b>	<b>40,335,262</b>
Utilised as follows:			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee benefits		(31,728,211)	(31,334,665)
Supplies and services		(5,156,977)	(5,529,400)
Accommodation		(6,258,711)	(4,143,150)
Legal services		(19,384,852)	(20,494,359)
GST payments on purchases		(4,248,697)	(5,096,238)
Other payments		(12,065,983)	(7,889,548)
<b>Receipts</b>			
User charges and fees		2,666,919	2,792,151
Commonwealth grants and contributions		29,861,314	21,203,771
Interest received		905,600	1,154,161
GST receipts on sales		223,827	778,924
GST receipts from taxation authority		4,061,146	4,088,420
Other receipts		2,607,230	1,735,692
<b>Net cash provided by/(used in) operating activities</b>	<b>29</b>	<b>(38,517,395)</b>	<b>(42,734,241)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Payments</b>			
Purchase of non-current physical assets		(447,805)	(1,354,692)
<b>Receipts</b>			
Proceeds from sale of non-current physical assets	16	-	455
<b>Net cash provided by/(used in) investing activities</b>		<b>(447,805)</b>	<b>(1,354,237)</b>
Net increase/(decrease) in cash and cash equivalents		3,519,568	(3,753,216)
Cash and cash equivalents at the beginning of period		26,121,164	29,874,380
<b>CASH AND CASH EQUIVALENTS AT THE END OF PERIOD</b>	<b>29</b>	<b>29,640,732</b>	<b>26,121,164</b>

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

## 6.3 Index of Notes to the Financial Statements

For the year ended 30 June 2016

Subject	Policy Note	Disclosure Note	Title of the Policy Note
General	1		Australian Accounting Standards
General	1		<i>Early adoption of standards</i>
General	1		<i>General</i>
General	2		Summary of significant accounting policies
General	2(a)		<i>General Statement</i>
General	2(b)		<i>Basis of preparation</i>
General	2(c)	37, 38	<i>Reporting entity</i>
General	2(d)	28	<i>Contributed equity</i>
Income	2(e)		Income
Income	2(e)		<i>Revenue</i>
Income	2(e)	12	<i>Provision of services</i>
Income	2(e)	14	<i>Interest</i>
Income	2(e)	17	<i>State government grant</i>
Income	2(e)	13, 15	<i>Grants, donations, gifts and other non-reciprocal contributions</i>
Income	2(e)	16	<i>Gains</i>
Assets	2(f)	21	<i>Property, plant and equipment</i>
Assets	2(g)	23	<i>Intangible assets</i>
Assets	2(h)	24	<i>Impairment of assets</i>
Assets / Liability	2(i)	16, 25	<i>Grant of aid</i>
Expense	2(j)	9	<i>Leases</i>
Assets / Liability	2(k)	34	<i>Financial Instruments</i>
Assets	2(l)	29	<i>Cash and cash equivalents</i>
Assets / Liability	2(m)	18, 25	<i>Accrued salaries</i>
Assets	2(n)	19	<i>Receivables</i>
Liability	2(o)	25	<i>Payables</i>
Liability	2(p)	26	<i>Provisions</i>
Expense	2(q)	6	<i>Superannuation expense</i>
Expense	2(r)	7	<i>Books and technical journals</i>
Revenue / Asset	2(s)	17	<i>Assets and services received free of charge</i>
General	2(t)		<i>Jointly controlled operations</i>
General	2(u)		<i>Comparative figures</i>
General	3		Judgements made by management in applying accountin policies
General	4		Key sources of estimation uncertainty
General	5		Disclosure of changes in accounting policy and estimates
Expense	2(p)	6, 11, 26	Employee benefits expense
Expense		7	Supplies and services
Expense		8	Depreciation and amortisation expense
Expense		9	Accommodation expense
Expense		10	Legal services expense
Expense		11	Other expenses
Income		12	User charges and fees
Income	2(e)	13	Commonwealth grants and contributions
Income	2(e)	14	Interest revenue

**This index does not form part of the financial statements**

## 6.3 Index of Notes to the Financial Statements continued

For the year ended 30 June 2016

Subject	Policy Note	Disclosure Note	Title of the Policy Note
Income	2(e)	15	Other revenue
Income / Expense	2(e)	16	Net gain / (loss) on disposal of non-current assets
Income	2(e)	17	Income from State Government
Assets	2(m)	18, 29	Restricted cash and cash equivalents
Assets	2(n)	19	Receivables
Assets		20	Other assets
Assets	2(f)	21	Property, plant and equipment
Assets		22	Fair value measurements
Assets	2(g)	23	Intangible assets
Assets	2(h)	24	Impairment of assets
Liability	2(o)	25	Payables
Liability	2(p)	26	Provisions
Liability		27	Other liabilities
Equity	2(d)	28	Equity
Cash Flow		29	Notes to the statement of cash flows
General		30	Commitments
General		31	Contingent liabilities and contingent assets
General		32	Events occurring after the end of the reporting period
General		33	Explanatory statement
General	2(k)	34	Financial Instruments
General	2(k)	34(a)	<i>Financial risk management objectives and policies</i>
General	2(k)	34(b)	<i>Categories of financial instruments</i>
General	2(k)	34(c)	<i>Financial instrument disclosures</i>
General		35	Remuneration of members of the Commission and senior officers
General		36, 11	Remuneration of auditor
General	2(c)	37	Related bodies
External	2(c)	38	Affiliated bodies
External		39	Special purpose accounts
General		40	Supplementary financial information
General		40(a)	<i>Write offs</i>
General		40(b)	<i>Gifts of public property</i>
General		41	Special category funding
General		41(i)	<i>Finance brokers legal fund</i>
General		41(ii)	<i>Department of Child Protection (DCP) legal fund</i>
General		41(iii)	<i>Indian Ocean Territories</i>
General		41(iv)	<i>State expensive cases</i>
General		41(v)	<i>Commonwealth expensive cases</i>
General		42	Community legal centres

**This index does not form part of the financial statements**



## 6.3.1 Notes to the Financial Statements

### For the year ended June 2016

#### Note 1. Australian Accounting Standards

##### General

The Commission's financial statements for the year ended 30 June 2016 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*. There has been no early adoption of Australian Accounting Standards that have been issued or amended (but not operative) by the Commission for the annual reporting period ended 30 June 2016.

#### Note 2. Summary of significant accounting policies

##### (a) General statement

The Commission is a not-for-profit reporting entity that prepares general purpose financial statements 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 2006* and the Treasurer's instructions impose legislative provisions that govern 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 37 '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.

## Note 2. Summary of significant accounting policies continued

### (e) Income

#### Revenue recognition

Revenue is recognised and measured at the fair value of consideration received or receivable.

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.

#### *State Government Grant*

State Government Grants 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. 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).

#### *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 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.

## Note 2. Summary of significant accounting policies continued

### *Subsequent measurement continued*

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 buildings 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. Fair value for restricted use land is determined by comparison with market evidence for land with similar approximate utility (high restricted use land) or market value of comparable unrestricted land (low restricted use land).

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 and judgements in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated economic 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 on a class of assets basis 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 asset 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.

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.

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.

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

Licences	3 years
Software <sup>(a)</sup>	4 to 10 years

(a) Software that is not integral to the operation of any related hardware

## Note 2. Summary of significant accounting policies continued

### *Licences*

Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.

### *Development costs*

Research costs are expensed as incurred. Development costs incurred for an individual project are carried forward when the future economic benefits can reasonably be regarded as assured and the total project costs are likely to exceed \$50,000. Other development costs are expensed as incurred.

### *Computer software*

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.

### **(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. Where an asset measured at cost is written down to recoverable amount, an impairment loss is recognised in profit and loss. Where a previously revalued asset is written down to recoverable amount, the loss is recognised as a revaluation decrement in other comprehensive income. As the Commission is a not-for-profit entity, unless a specialised 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.

See also note 24 'Impairment of assets' for the outcome of impairment reviews and testing.

Refer also to note 2(n) 'Receivables' and 19 'Receivables' for impairment of receivables.

### **(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 'Receivables'.

### **(j) Leases**

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.

## Note 2. Summary of significant accounting policies continued

### (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 twelve 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 25 '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 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. (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.

See also note 2(k) 'Financial Instruments' and note 19 'Receivables'.

### (o) Payables

"Payables are recognised at the amounts payable 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 settlement is generally 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 as the effect of discounting would be immaterial."

See also note 2(k) 'Financial Instruments' and note 25 'Payables'.

## Note 2. Summary of significant accounting policies continued

### (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.

See also note 26 'Provisions'

#### 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*

Annual leave is not expected to be settled wholly within 12 months after the end of the reporting period and is therefore considered to be 'other long-term employee benefits'. The annual leave liability 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*

Long service leave that is not expected to be settled within 12 months after the end of 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.

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 end of the reporting period. Pre-conditional and 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 current provision as employees can leave the scheme at their discretion at any time.

#### *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 undiscounted amounts expected to be paid when the liabilities are settled.

## Note 2. Summary of significant accounting policies continued

### *Superannuation*

The Government Employees Superannuation Board (GESB) and other fund providers administers public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees vary according to commencement and implementation dates.

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.

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). From 30 March 2012, existing members of the WSS or of the GESBS and new employees have been able to choose their preferred superannuation fund provider. The Commission makes contributions to GESB or other fund providers on behalf of employees in compliance with the *Commonwealth Government's Superannuation Guarantee (Administration) Act 1992*. Contributions to these accumulation schemes extinguish the Commission's liability for superannuation charges in respect of employees who are not members of the Pension Scheme or GSS.

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.

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'.

See also note 11 'Other expenses' and note 26 'Provisions'.

#### **(q) Superannuation expense**

Superannuation expense is recognised in the profit or loss of the Statement of Comprehensive Income and comprises employer contributions paid to the GSS (concurrent contributions), WSS, and the GESBS, and other superannuation funds. The employer contribution paid to the GESB in respect of the GSS is paid back into the Consolidated Account by the GESB.

#### **(r) Books and technical journals**

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

#### **(s) Assets and services received free of charge or for nominal cost**

Assets and services received free of charge or for nominal cost are recognised as income at the fair value of the assets or services that can be reliably measured and the Commission would otherwise pay for. A corresponding expense is recognised for services received. 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 vehicles. 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 2015 that impacted on the Commission.

*AASB 2013-9*      *Amendments to Australian Accounting Standards – Conceptual Framework, Materiality and Financial Instruments*  
Part C of this Standard defers the application of AASB 9 to 1 January 2017. The application date of AASB 9 was subsequently deferred to 1 January 2018 by AASB 2014-1. The Commission has not yet determined the application or the potential impact of AASB 9.

*AASB 2014-8*      *Amendments to Australian Accounting Standards arising from AASB 9 (December 2014) – Application of AASB 9 (December 2009) and AASB 9 (December 2010) [AASB 9 (2009 & 2010)]*

This Standard makes amendments to AASB 9 Financial Instruments (December 2009) and AASB 9 Financial Instruments (December 2010), arising from the issuance of AASB 9 Financial Instruments in December 2014. The Commission has not yet determined the application or the potential impact of AASB 9.



## Note 5. Disclosure of changes in accounting policy and estimates continued

*AASB 2015-3 Amendments to Australian Accounting Standards arising from the Withdrawal of AASB 1031 Materiality*

This Standard completes the withdrawal of references to AASB 1031 in all Australian Accounting Standards and interpretations, allowing that Standard to effectively be withdrawn. There is no financial impact.

### 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 or by an exemption from TI1101. 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 the following Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 9	<p><i>Financial Instruments</i></p> <p>This Standard supersedes AASB 139 <i>Financial Instruments: Recognition And Measurement</i>, introducing a number of changes to accounting treatments.</p> <p>The mandatory application date of this Standard is currently 1 January 2018 after being amended by AASB 2012-6, AASB 2013-9, and AASB 2014-1 <i>Amendments to Australian Accounting Standards</i>. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 15	<p><i>Revenue from Contracts with Customers</i></p> <p>This Standard establishes the principles that the Commission shall apply to report useful information to users of financial statements about the nature, amount, timing and uncertainty of revenue and cash flows arising from a contract with a customer. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 16	<p><i>Leases</i></p> <p>This Standard introduces a single lessee accounting model and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2019
AASB 1057	<p><i>Application of Australian Accounting Standards</i></p> <p>This Standard lists the application paragraphs for each other Standard (and Interpretation), grouped where they are the same. There is no financial impact.</p>	1 Jan 2016
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 &amp; 1038 and Int 2, 5, 10, 12, 19 &amp; 127]</i></p> <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010.</p> <p>The mandatory application date of this Standard has been amended by AASB 2012-6 and AASB 2014-1 to 1 January 2018. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-1	<p><i>Amendments to Australian Accounting Standards</i></p> <p>Part E of this Standard makes amendments to AASB 9 and consequential amendments to other Standards. It has not yet been assessed by the Commission to determine the application or potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-3	<p><i>Amendments to Australian Accounting Standards – Accounting for Acquisitions of Interests in Joint Operations [AASB 1 &amp; 11]</i></p> <p>The Commission has no Joint Operations in pursuit of its objectives as such does not routinely acquire interests in Joint Operations. Therefore, there is no financial impact on application of the Standard.</p>	1 Jan 2016

## Note 5. Disclosure of changes in accounting policy and estimates continued

		Operative for reporting periods beginning on/after
AASB 2014-4	<p><i>Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation [AASB 116 &amp; 138]</i></p> <p>The adoption of this Standard has no financial impact for the Commission as depreciation and amortisation is not determined by reference to revenue generation, but by reference to consumption of future economic benefits.</p>	1 Jan 2016
AASB 2014-5	<p><i>Amendments to Australian Accounting Standards arising from AASB 15</i></p> <p>This Standard gives effect to the consequential amendments to Australian Accounting Standards (including Interpretations) arising from the issuance of AASB 15. The mandatory application date of this Standard has been amended by AASB 2015-8 to 1 January 2018. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-7	<p><i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2014)</i></p> <p>This Standard gives effect to the consequential amendments to Australian Accounting Standards (including Interpretations) arising from the issuance of AASB 9 (December 2014). The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-9	<p><i>Amendments to Australian Accounting Standards – Equity Method in Separate Financial Statements [AASB 1, 127 &amp; 128]</i></p> <p>This Standard amends AASB 127, and consequentially amends AASB 1 and AASB 128, to allow entities to use the equity method of accounting for investments in subsidiaries, joint ventures and associates in their separate financial statements. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2016
AASB 2014-10	<p><i>Amendments to Australian Accounting Standards – Sale or Contribution of Assets between an Investor and its Associate or Joint Venture [AASB 10 &amp; 128]</i></p> <p>This Standard amends AASB 10 and AASB 128 to address an inconsistency between the requirements in AASB 10 and those in AASB 128 (August 2011), in dealing with the sale or contribution of assets between an investor and its associate or joint venture. The Commission has determined that the application of the Standard has no financial impact</p>	1 Jan 2016
AASB 2015-1	<p><i>Amendments to Australian Accounting Standards – Annual Improvements to Australian Accounting Standards 2012–2014 Cycle [AASB 1, 2, 3, 5, 7, 11, 110, 119, 121, 133, 134, 137 &amp; 140]</i></p> <p>These amendments arise from the issuance of International Financial Reporting Standard Annual Improvements to IFRSs 2012–2014 Cycle in September 2014, and editorial corrections. The Department has determined that the application of the Standard has no financial impact.</p>	1 Jan 2016
AASB 2015-2	<p><i>Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 101 [AASB 7, 101, 134 &amp; 1049]</i></p> <p>This Standard amends AASB 101 to provide clarification regarding the disclosure requirements in AASB 101. Specifically, the Standard proposes narrow-focus amendments to address some of the concerns expressed about existing presentation and disclosure requirements and to ensure entities are able to use judgement when applying a Standard in determining what information to disclose in their financial statements. There is no financial impact.</p>	1 Jan 2016
AASB 2015-6	<p><i>Amendments to Australian Accounting Standards – Extending Related Party Disclosures to Not-for-Profit Public Sector Entities [AASB 10, 124 &amp; 1049]</i></p> <p>The amendments extend the scope of AASB 124 to include application by not-for-profit public sector entities. Implementation guidance is included to assist application of the Standard by not-for-profit public sector entities. There is no financial impact.</p>	1 Jul 2016
AASB 2015-8	<p><i>Amendments to Australian Accounting Standards – Effective Date of AASB 15</i></p> <p>This Standard amends the mandatory effective date (application date) of AASB 15 Revenue from Contracts with Customers so that AASB 15 is required to be applied for annual reporting periods beginning on or after 1 January 2018 instead of 1 January 2017. The Commission has not yet determined the application or the potential impact of AASB 15.</p>	1 Jan 2017

## Note 5. Disclosure of changes in accounting policy and estimates continued

		Operative for reporting periods beginning on/after
AASB 2015-10	<i>Amendments to Australian Accounting Standards – Effective Date of Amendments to AASB 10 &amp; 128</i>  This Standard defers the mandatory effective date (application date) of amendments to AASB 10 & 128 that were originally made in AASB 2014-10 so that the amendments are required to be applied for annual reporting periods beginning on or after 1 January 2018 instead of 1 January 2016. The Commission has not yet determined the application or the potential impact of AASB 2014-10.	1 Jan 2016
AASB 2016-2	<i>Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107</i>  This Standard amends AASB 107 Statement of Cash Flows (August 2015) to require disclosures that enable users of financial statements to evaluate changes in liabilities arising from financing activities, including both changes arising from cash flows and non-cash changes. There is no financial impact.	1 Jan 2017
AASB 2016-3	<i>Amendments to Australian Accounting Standards – Clarifications to AASB 15</i>  This Standard clarifies identifying performance obligations, principal versus agent considerations, timing of recognising revenue from granting a licence, and, provides further transitional provisions to AASB 15. The Commission has not yet determined the application or the potential impact.	1 Jan 2018
AASB 2016-4	<i>Amendments to Australian Accounting Standards – Recoverable Amount of Non-Cash-Generating Specialised Assets of Not-for-Profit Entities</i>  This standard clarifies that the recoverable amount of primarily non-cash-generating assets of not-for-profit entities, which are typically specialised in nature and held for continuing use of their service capacity, is expected to be materially the same as fair value determined under AASB 13 Fair Value Measurement. The Authority has not yet determined the application or the potential impact.	

## Note 6. Employee benefits expense

	2016 \$	2015 \$
Wages and salaries (a)	27,792,035	28,795,271
Superannuation - defined contribution plans (b)	2,737,568	2,805,134
	<b>30,529,603</b>	<b>31,600,405</b>

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component.

(b) 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 26 'Provisions'.

## Note 7. Supplies and services

	2016 \$	2015 \$
Communications	837,312	827,090
Consumables	1,037,441	1,141,616
Consultants Fees	161,055	270,511
Maintenance	982,768	1,186,252
Travel	393,503	409,416
Information technology	715,423	1,039,042
Practicing Certificates and Fees	192,269	186,310
Audit Fees <sup>(a)</sup>	126,861	146,798
Other Supplies and Services	384,891	204,677
	<b>4,831,523</b>	<b>5,411,712</b>

(a) Includes audit cost, see note 36 'Remuneration of auditor'.

## Note 8. Depreciation and amortisation expense

	2016 \$	2015 \$
<u>Depreciation</u>		
Buildings	4,200	5,872
Fixtures and fittings	3,223	5,518
Leasehold improvements	164,353	288,230
Furniture and equipment	335,791	315,295
<b>Total depreciation</b>	<b>507,567</b>	<b>614,915</b>
<u>Amortisation</u>		
Intangible assets	448,822	436,701
<b>Total amortisation</b>	<b>448,822</b>	<b>436,701</b>
<b>Total depreciation and amortisation</b>	<b>956,390</b>	<b>1,051,616</b>

## Note 9. Accommodation expenses

	2016 \$	2015 \$
Lease rentals	5,488,134	3,975,679
Repairs and Maintenance	38,148	25,981
Make-Good Expense	-	696,000
	<b>5,526,282</b>	<b>4,697,660</b>

## Note 10. Legal services expenses

	2016 \$	2015 \$
<u>Grant of aid expenses</u>		
Casework	22,425,832	18,803,834
	<b>22,425,832</b>	<b>18,803,834</b>
<u>Other service expenses</u>		
Legal advice	43,053	35,000
Duty lawyer	49,373	40,410
	<b>92,426</b>	<b>75,411</b>
	<b>22,518,258</b>	<b>18,879,244</b>

## Note 11. Other expenses

	2016 \$	2015 \$
Bad debts written off	148,452	15,636
Doubtful debts expense	(49,767)	145,708
Employment on-costs <sup>(a)</sup>	823	426
Staff training	51,806	80,934
State CLC program	4,860,383	4,997,253
Commonwealth CLC program <sup>(b)</sup>	5,540,575	-
Other staff related expenses	750,020	783,487
Plant and Equipment	175,490	519,354
Other Expenses	450,625	252,706
	<b>11,928,407</b>	<b>6,795,502</b>

(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 26 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

(b) Commonwealth Community Legal Centres (CLC) funding comes under National Partnership Agreements from 2015/16. Legal Aid WA includes transactions related to the Commonwealth CLCs in its financial statements for the first time in 2015/16 as it has effective decision making over the allocation of funds

## Note 12. User charges and fees

	2016 \$	2015 \$
Client contributions and fees on grants of aid	1,628,970	1,134,135
Recovered costs on grants of aid	1,183,794	1,135,561
Legal advice fees	24,324	27,844
Duty lawyer fees	85,184	110,476
Freedom of information	-	-
Community legal education	67,080	72,394
	<b>2,989,352</b>	<b>2,480,410</b>

## Note 13. Commonwealth grants and contributions

	2016 \$	2015 \$
National Partnership Agreement on Legal Assistance Services <sup>(a)</sup>	29,182,229	20,548,000
Christmas/Cocos Islands <sup>(b)</sup>	533,888	375,968
Other Commonwealth Funding <sup>(c)</sup>	250,000	175,000
	<b>29,966,117</b>	<b>21,098,968</b>

(a) The National Partnership Agreement (NPA) on Legal Assistance Services was expired in June 2015 and extended for 5 years to 30th June 2020. The terms of the funding are generally intended to fund matters within the Commonwealth jurisdiction. The NPA also seeks to promote investments in preventative law and early intervention initiatives. The funded amount for 2015-16 was \$29.182 million.

(b) The Christmas/Cocos island grant is related to Indian Ocean Territory funding received on an ongoing basis.

(c) Other Commonwealth Funding is for the development of online professional training resources in regional areas.

## Note 14. Interest revenue

	2016 \$	2015 \$
Interest earned on Legal Aid Operational Funds	928,430	932,729
Implicit interest write back on debtors <sup>(a)</sup>	115,615	55,988
	<b>1,044,045</b>	<b>988,717</b>

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

## Note 15. Other revenue

	2016 \$	2015 \$
State - Specific purpose contributions	-	105,759
Other miscellaneous income	233,357	252,272
Legal contribution trust	397,450	822,545
CLR placement recoup	-	122,565
Department of Immigration and Ethnic Affairs	-	-
Lease Incentive <sup>(a)</sup>	550,000	551,360
	<b>1,180,807</b>	<b>1,854,501</b>

(a) Landlord provided Legal Aid WA (as the Tenant) with a fitout contribution of \$550,000 on renewal of the lease for the Geraldton regional office (2015 - \$551,360 for renewal of lease for the Bunbury regional office). The contribution was applied to the fit out works, and it was expended at Legal Aid WA's discretion with no items owned by the landlord.

## Note 16. Net gain/(loss) on disposal of non-current assets

	2016 \$	2015 \$
<u>Carrying amount of non-current assets disposed</u>		
Plant, equipment and vehicles	28,448	-
<u>Proceeds from disposal of non-current assets</u>		
Plant, equipment and vehicles	-	(455)
<b>Net gain/(loss)</b>	<b>(28,448)</b>	<b>455</b>

## Note 17. Income from State Government

	2016 \$	2015 \$
Appropriation received during the period:		
Legal Aid Assistance Grant <sup>(a)</sup>	41,888,000	39,219,000
Other State Community Legal Centre Funding	482,220	937,220
	<b>42,370,220</b>	<b>40,156,220</b>
Services received free of charge from other State government agencies during the period:		
Department of Finance	-	8,838
	<b>-</b>	<b>8,838</b>
Royalties for Regions Fund		
Royalties for Regions Funding <sup>(b)</sup>	114,548	179,042
	<b>114,548</b>	<b>179,042</b>
	<b>42,484,768</b>	<b>40,344,100</b>

(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.

(b) This is a sub-fund within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas.

## Note 18. Restricted cash and cash equivalents

	2016 \$	2015 \$
<u>Current</u>		
Commonwealth Paid Parent Fund	-	-
Child representation trust fund	5,000	5,000
Accrued salaries suspense account (27th pay provision) <sup>(a)</sup>	-	1,280,294
Commonwealth Community Legal Centre Fund	173,193	-
<b>Total Current</b>	<b>179,651</b>	<b>1,285,294</b>

(a) 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 11th year. The amount is due and payable within the next 12 months as at 30th June 2015.

## Note 19. Receivables

	2016 \$	2015 \$
<u>Current</u>		
Debtors - unsecured	2,886,311	4,405,332
Allowance for impairment of receivables	(619,591)	(669,358)
GST receivable	321,371	311,698
Interest receivable	224,632	201,801
<b>Total current</b>	<b>2,812,723</b>	<b>4,249,473</b>
<u>Non-current</u>		
Debtors - secured <sup>(a)</sup>	5,103,325	4,754,710
Allowance for impairment of receivables	(20,000)	(20,000)
Allowance for discount <sup>(a)</sup>	(262,485)	(378,100)
<b>Total non-current</b>	<b>4,820,840</b>	<b>4,356,610</b>
<b>Total Receivables</b>	<b>7,633,563</b>	<b>8,606,083</b>

### Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of period	689,358	543,650
Doubtful debts expense	98,685	161,344
Amounts written off during the period	(148,452)	(15,636)
<b>Balance at end of period</b>	<b>639,591</b>	<b>689,358</b>

(a) 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 5.58 years. No interest is charged on the outstanding debt. An implicit interest adjustment is made to take account of this long term repayment aspect.

Debtors - secured, were discounted at 1.663% (2015: 2.436%) using the 5 year government bond rate (per Financial Review) at June 30, 2016.

## Note 20. Other assets

	2016 \$	2015 \$
<u>Current</u>		
Prepayments	454,789	216,528
<b>Total current</b>	<b>454,789</b>	<b>216,528</b>



## Note 21. Property, plant, and equipment

	2016 \$	2015 \$
<u>Land</u>		
At fair value <sup>(a)</sup>	450,000	750,000
	450,000	750,000
<u>Buildings</u>		
At fair value <sup>(a)</sup>	130,000	210,000
Accumulated depreciation	-	-
	130,000	210,000
<u>Fixtures and fittings</u>		
At cost	42,708	48,344
Accumulated depreciation	(35,235)	(37,648)
	7,473	10,696
<u>Leasehold improvements</u>		
At cost	2,773,976	3,177,803
Accumulated depreciation	(1,668,764)	(2,249,137)
	1,105,212	928,666
<u>Office equipment</u>		
At cost	2,876,028	3,135,827
Accumulated depreciation	(2,093,268)	(2,110,150)
	782,760	1,025,677
<u>Work in Progress</u>		
At cost	-	94,200
	-	94,200
	<b>2,475,445</b>	<b>3,019,239</b>

(a) Land and buildings were re-valued as at 1 July 2015 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2016 and recognised as at 30 June 2016. In undertaking the revaluation, fair value was determined by reference to market values for land: \$450,000 and buildings: \$130,000 (30 June 2014: land: \$750,000 and buildings: \$210,000).

## Note 21. Property, plant, and equipment continued

Reconciliations of the carrying amounts of property, plant and equipment at the beginning and end of the reporting period are set out in the table below.

2016	Land \$	Buildings \$	Fixtures and Fittings \$	Leasehold Improvements \$	Office Equipment \$	Work in Progress \$	Total \$
Carrying amount at start of period	750,000	210,000	10,696	928,666	1,025,677	94,200	3,019,239
Additions	-	-	-	-	31,226	336,795	368,021
Transfer	-	-	-	340,899	90,096	(430,995)	-
Reclassification	-	-	-	-	-	-	-
Disposals	-	-	-	-	(28,448)	-	(28,448)
Revaluation increments/ (decrements)	(300,000)	(75,800)	-	-	-	-	(375,800)
Impairment losses <sup>(a)</sup>	-	-	-	-	-	-	-
Impairment losses reversed <sup>(a)</sup>	-	-	-	-	-	-	-
Depreciation	-	(4,200)	(3,223)	(164,353)	(335,791)	-	(507,567)
<b>Carrying amount at end of period</b>	<b>450,000</b>	<b>130,000</b>	<b>7,473</b>	<b>1,105,212</b>	<b>782,760</b>	<b>-</b>	<b>2,475,445</b>

2015	Land \$	Buildings \$	Fixtures and Fittings \$	Leasehold Improvements \$	Office Equipment \$	Work in Progress \$	Total \$
Carrying amount at start of period	730,000	320,000	7,813	640,114	650,930	-	2,348,857
Additions	-	-	-	-	73,616	1,295,809	1,369,425
Transfer	-	-	-	588,679	612,930	(1,201,609)	-
Reclassification	-	-	8,401	(11,897)	3,496	-	-
Disposals	-	-	-	-	-	-	-
Revaluation increments/ (decrements)	20,000	(104,128)	-	-	-	-	(84,128)
Impairment losses <sup>(a)</sup>	-	-	-	-	-	-	-
Impairment losses reversed <sup>(a)</sup>	-	-	-	-	-	-	-
Depreciation	-	(5,872)	(5,518)	(288,230)	(315,295)	-	(614,915)
<b>Carrying amount at end of period</b>	<b>750,000</b>	<b>210,000</b>	<b>10,696</b>	<b>928,666</b>	<b>1,025,677</b>	<b>94,200</b>	<b>3,019,239</b>

(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 profit or loss. Where a previously valued asset is written-down to recoverable amount, the loss is recognised as a revaluation decrement in other comprehensive income.

Information on fair value measurements is provided in Note 22

## Note 22. Fair value measurement

Assets measured at fair value:

2016	Level 1 \$	Level 2 \$	Level 3 \$	Fair Value At end of period \$
Land (Note 21)	-	450,000	-	450,000
Buildings (Note 21)	-	130,000	-	130,000
	-	<b>580,000</b>	-	<b>580,000</b>

There were no transfers between Levels 1, 2 or 3 during the period.

### Valuation Techniques to derive Level 2 fair values

Level 2 fair values of Non-current assets Land and Buildings (Office Accommodation) are derived using the market approach. Market evidence of sales prices of comparable land and buildings (office accommodation) in close proximity is used to determine price per square metre.

## Note 23. Intangible assets

	2016 \$	2015 \$
<u>Computer software</u>		
At cost	2,004,718	2,004,718
Accumulated amortisation	(1,708,793)	(1,364,146)
Accumulated impairment losses	-	-
	<b>295,925</b>	<b>640,572</b>
<u>Licenses</u>		
At cost	312,522	312,522
Accumulated amortisation	(225,758)	(121,584)
Accumulated impairment losses	-	-
	<b>86,764</b>	<b>190,938</b>
<u>Work in Progress</u>		
At cost	13,020	-
	<b>13,020</b>	<b>-</b>
	<b>395,709</b>	<b>831,510</b>

<b>Reconciliation:</b>	2016 \$	2016 \$
<u>Computer software</u>		
Carrying amount at start of period	640,572	673,139
Additions	-	299,960
Transfer	-	-
Impairment losses	-	-
Impairment losses reversed	-	-
Amortisation expense	(344,649)	(332,527)
<b>Carrying amount at end of period</b>	<b>295,924</b>	<b>640,572</b>
<u>Licenses</u>		
Carrying amount at start of period	190,938	295,112
Additions	-	-
Impairment losses	-	-
Impairment losses reversed	-	-
Amortisation expense	(104,173)	(104,174)
<b>Carrying amount at end of period</b>	<b>86,765</b>	<b>190,938</b>
<u>Work in Progress</u>		
Carrying amount at start of period	-	209,970
Additions	13,020	89,987
Transfers	-	(299,957)
<b>Carrying amount at end of period</b>	<b>13,020</b>	<b>-</b>

## Note 24. Impairment of assets

There were no indications of impairment to property, plant and equipment or intangible assets at 30 June 2016.

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 2016 that have either been classified as assets held for sale or written off.

## Note 25. Payables

	2016 \$	2015 \$
<u>Current</u>		
Grant of aid commitments	16,643,565	13,192,016
Accrued expenses	329,065	940,747
Accrued salaries <sup>(a)</sup>	4,755	879,315
Accrued superannuation <sup>(a)</sup>	452	105,339
Staff benefit fund	22,270	16,399
Unclaimed monies	204	196
<b>Total current</b>	<b>17,000,311</b>	<b>15,134,013</b>

(a) Accrued salaries and superannuation: Amount owing is nil salary days as last pay occurred on 30 June 2016 (In 2015 - The last pay occurred on 18 June 2015).

See also note 2(o) 'Payables' and note 34 'Financial Instruments'

## Note 26. Provisions

	2016 \$	2015 \$
<u>Current</u>		
Employee benefits provision		
Annual leave <sup>(a)</sup>	1,337,576	1,465,230
Long service leave <sup>(b)</sup>	3,395,670	3,209,972
Deferred leave	-	271,024
Purchased leave	6,550	-
	<b>4,739,796</b>	<b>4,946,226</b>
Other provisions		
Employment on-costs <sup>(c)</sup>	45,056	44,539
Provision for make-good	-	765,600
	<b>45,056</b>	<b>810,139</b>
	<b>4,784,852</b>	<b>5,756,365</b>
<u>Non-current</u>		
Employee benefits provision		
Long service leave <sup>(b)</sup>	1,498,253	1,544,134
	<b>1,498,253</b>	<b>1,544,134</b>
Other provisions		
Employment on-costs <sup>(c)</sup>	15,007	14,701
	<b>15,007</b>	<b>14,701</b>
	<b>1,513,260</b>	<b>1,558,835</b>

(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 end of the reporting period. Assessments indicate that actual settlement of the liabilities is expected to occur as follows:

	2016 \$	2015 \$
Within 12 months of the end of the reporting period	1,208,678	1,324,030
More than 12 months after the reporting period	128,898	141,200
	<b>1,337,576</b>	<b>1,465,230</b>

## Note 26. Provisions continued

(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 end of the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

	2016 \$	2015 \$
Within 12 months of the end of the reporting period	1,245,484	1,209,901
More than 12 months after the reporting period	3,648,439	3,544,205
	<b>4,893,923</b>	<b>4,754,106</b>

(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'.

### Movements in other provisions

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

	2016 \$	2015 \$
<u>Employment on-cost provision</u>		
<i>Current</i>		
Carrying amount at start of period	44,539	43,122
Additional/(reversals of) provisions recognised	517	1,417
Payments/other sacrifices of economics benefits	-	-
<b>Carrying amount at end of period</b>	<b>45,056</b>	<b>44,539</b>
<i>Non-current</i>		
Carrying amount at start of period	14,701	15,692
Additional/(reversals of) provisions recognised	306	(991)
Payments/other sacrifices of economics benefits	-	-
<b>Carrying amount at end of period</b>	<b>15,007</b>	<b>14,701</b>

## Note 27. Other liabilities

	2016 \$	2015 \$
<u>Current</u>		
Department of Child Protection and Family Support Funding in advance	21,203	36,535
Child representation trust fund	5,000	5,000
Commonwealth paid parenting fund	1,456	-
<b>Total current</b>	<b>27,659</b>	<b>41,535</b>

## Note 28. Equity

The Western Australian 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

	2016 \$	2015 \$
Balance at start of period	595,669	595,669
<u>Contribution by owners</u>		
Capital Appropriation	-	-
<b>Total contributions by owners</b>	<b>-</b>	<b>-</b>
<u>Distribution to owners</u>		
Net assets transferred to government	-	-
<b>Total distributions to owners</b>	<b>-</b>	<b>-</b>
<b>Balance at end of period</b>	<b>595,669</b>	<b>595,669</b>

### 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 to 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

	2016 \$	2015 \$
<u>Asset revaluation surplus</u>		
Balance at start of period	933,776	1,017,904
Net revaluation increments/(decrements)		
Buildings	(75,800)	(104,128)
Land	(300,000)	20,000
<b>Balance at end of period</b>	<b>557,976</b>	<b>933,776</b>

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

	2016 \$	2015 \$
Balance at start of period	14,774,332	16,443,320
Result for the period	1,346,179	(1,668,988)
<b>Balance at end of period</b>	<b>16,120,511</b>	<b>14,774,332</b>
<b>Total Equity at end of period</b>	<b>17,274,156</b>	<b>16,303,777</b>

## Note 29. 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:

	2016 \$	2015 \$
Cash and cash equivalents	29,461,081	24,835,870
Restricted cash and cash equivalents (note 18 'Restricted cash and cash equivalents')	179,651	1,285,294
	<b>29,640,732</b>	<b>26,121,164</b>

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

	2016 \$	2015 \$
Net cost of services	(41,138,589)	(42,013,088)
<u>Non-cash items:</u>		
Depreciation and amortisation expense (note 8 'Depreciation and amortisation expense')	956,390	1,051,616
Doubtful debts expense (note 11 'Other expenses')	98,685	161,344
Net (gain)/loss on disposal of property plant and equipment (note 16 'Net gain/(loss) on sale of non-current assets')	28,448	(455)
Implicit right back of interest revenue	(115,614)	(55,988)
Adjustment for other non-cash items	18,370	(73,616)
<u>(Increase)/decrease in assets:</u>		
Current receivables <sup>(a)</sup>	1,335,029	(681,632)
Other current assets	(238,261)	(133,962)
Non-current receivables	(348,614)	(206,544)
<u>Increase/(decrease) in liabilities:</u>		
Current payables <sup>(a)</sup>	1,927,397	(1,386,231)
Current provisions	(971,513)	992,688
Other current liabilities	(13,874)	(55,523)
Non-current provisions	(45,575)	(130,655)
Net GST receipts/(payments) <sup>(b)</sup>	36,275	(231,917)
Change in GST in receivables/payables <sup>(c)</sup>	(45,949)	29,722
<b>Net cash provided by/(used in) operating activities</b>	<b>(38,517,395)</b>	<b>(42,734,242)</b>

(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 is the net GST paid/received, i.e. cash transactions.

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

## Note 30. Commitments

The commitments below are inclusive of GST where relevant.

### Operating Lease commitments

	2016 \$	2015 \$
Commitments for minimum accommodation lease payments are payable as follows:		
Within 1 year	6,180,296	5,573,007
Later than 1 year and not later than 5 years	25,855,136	24,920,495
Later than 5 years	68,128,019	74,789,269
	<b>100,163,451</b>	<b>105,282,771</b>

The Commission has entered into property leases which are non-cancellable leases with various terms ranging up to 15 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.

Accommodation operating lease commitments for the financial year only include property and car parking lease expenses as required by Accounting Standards and Treasurers Instructions.

	2016 \$	2015 \$
Commitments for minimum motor vehicle lease payments are payable as follows:		
Within 1 year	141,752	122,467
Later than 1 year and not later than 5 years	175,992	64,875
Later than 5 years	964	-
	<b>318,708</b>	<b>187,342</b>

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 31. Contingent assets and contingent liabilities

The Commission has no contingent assets or liabilities in addition to the assets and liabilities included in the financial statements.

## Note 32. Events occurring after the end of the reporting period

There were no matters or occurrences have come to our attention up to the present time which would materially affect the financial statements or disclosures therein or which are likely to materially affect the future results or operations of the Commission.



### Note 33. Explanatory statement

This statement provides details of any significant variations between estimates and actual results for 2016 and between the actual results for 2016 and 2015. Narratives are provided for selected major variances, which are generally greater than 5% and \$1.526 million for the Statement of Comprehensive Income.

#### Statement of Comprehensive Income

	Variance Note	2016 Estimate \$	2016 Actual \$	2015 Actual \$	Variance between Estimate and Actual \$	Variance between Actual for 2016 and 2015 \$
<u>Expenses</u>						
Employee benefit expense		31,666,382	30,529,603	31,600,405	(1,136,779)	(1,070,802)
Supplies and services		5,600,105	4,831,523	5,411,712	(768,582)	(580,189)
Depreciation and amortisation expense		976,190	956,389	1,051,616	(19,801)	(95,227)
Accommodation expenses		5,646,782	5,526,282	4,697,660	(120,500)	828,623
Legal Services expenses	1,a	20,077,062	22,518,258	18,879,244	2,441,196	3,639,014
Loss on disposal of non-current assets		-	28,448	-	28,448	28,448
Other expenses	b	12,187,273	11,928,407	6,795,502	(258,866)	5,132,905
<b>Total Cost of Services</b>		<b>76,153,794</b>	<b>76,318,910</b>	<b>68,436,139</b>	<b>165,116</b>	<b>7,882,771</b>
<u>Income</u>						
User charges and fees		2,235,886	2,989,352	2,480,410	753,466	508,942
Commonwealth grants and contributions	c	29,858,985	29,966,117	21,098,968	107,132	8,867,149
Interest revenue		940,340	1,044,045	988,717	103,705	55,329
Other revenue		1,627,102	1,180,807	1,854,501	(446,295)	(673,695)
<b>Total Revenue</b>		<b>34,662,313</b>	<b>35,180,321</b>	<b>26,422,596</b>	<b>518,008</b>	<b>8,757,725</b>
<u>Gains</u>						
Gain on disposal of non-current assets		-	-	455	-	(455)
<b>Total Gains</b>		<b>-</b>	<b>-</b>	<b>455</b>	<b>-</b>	<b>(455)</b>
<b>Net Cost of Services</b>		<b>41,491,481</b>	<b>41,138,589</b>	<b>42,013,088</b>	<b>(352,893)</b>	<b>(874,499)</b>
<u>Income from State Government</u>						
State Government Grant	2,d	40,147,220	42,370,220	40,156,220	2,223,000	2,214,000
Services received free of charge		-	-	8,838	-	(8,838)
Royalties for Regions Fund		117,000	114,548	179,042	(2,452)	(64,494)
<b>Total income from State Government</b>		<b>40,264,220</b>	<b>42,484,768</b>	<b>40,344,100</b>	<b>2,220,548</b>	<b>2,140,668</b>
<b>Surplus / (Deficit) for the period</b>		<b>(1,227,261)</b>	<b>1,346,179</b>	<b>(1,668,988)</b>	<b>2,573,441</b>	<b>3,015,167</b>

## Note 33. Explanatory statement continued

### Major Variance Narratives

#### Major Estimates and Actual (2016) Variance Narratives

1. State criminal casework costs have exceeded budget by \$3 million. These additional costs are due to an increase in the number and complexity of District and Supreme Court criminal matters, related to the increase in the rate of crime and arrests in Western Australia.
2. State Government Grant budget is lower than actual mainly due to the receipt of \$2.678 million of supplementary funding for State expensive cases and additional State indictable matters on 30th June 2016.

#### Major Actual (2016) and Comparative (2015) Variance Narratives

- a. In 2015-16, Commonwealth casework costs have increased by \$1.9 million due to additional funding allocated under the new 5-year National Partnership Agreement on Legal Assistance Services commencing from July 2015; and State casework costs have increased by \$1.3 million due to an increase in the number and complexity of District and Supreme Court criminal matters, related to the increase in the rate of crime and arrests in Western Australia.
- b. Other expenses for 2015-16 is higher mainly due to inclusion of \$5.5 million payment for Commonwealth Community Legal Centres (CLCs). Such expenses were not reportable in 2014-15. Commonwealth CLC funding comes under National Partnership Agreements from 2015-16. Legal Aid WA includes transactions related to the Commonwealth CLCs in its financial statements as it has effective decision making over the allocation of the funds.
- c. Commonwealth grants and contributions are higher in 2015-16 as compared with 2014-15. This is mainly due to the new 5-year National Partnership Agreement on Legal Assistance Services commencing from July 2015, which resulted in an increase in funding for Legal Aid WA of \$2.9 million; and the inclusion of funding for Commonwealth Community Legal Centres of \$5.7 million.
- d. State Government Grant actual is higher than prior year mainly due to the receipt of \$2.678 million of supplementary funding for State expensive cases and additional State indictable matters on 30th June 2016.

## Note 34. 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 Commission's 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 allowance for impairment as shown in the table at note 34(c) 'Financial instruments disclosures' and note 19 'Receivables'.

Credit risk associated with the Commission's financial assets is minimal. 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 2006*. 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 it's 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. The Commission's exposure to interest rates is detailed in the interest rate sensitivity analysis table at note 34(c).

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

## Note 34. Financial instruments continued

### (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:

	2016 \$	2015 \$
<u>Financial Assets</u>		
Cash and cash equivalents <sup>(a)</sup>	29,461,081	24,835,870
Restricted cash and cash equivalents	179,651	1,285,294
Receivables <sup>(b)</sup>	7,312,192	8,294,386
<u>Financial Liabilities</u>		
Payables	17,000,311	15,134,013

<sup>(a)</sup> Cash and cash equivalents balance includes petty cash balance.

<sup>(b)</sup> The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

### (c) Financial instrument disclosures

#### Credit risk

The following tables disclose the Commission's maximum exposure to credit risk and the ageing 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.

#### **Aged Analysis of Financial Assets**

	Carrying Amount	Not past due and not impaired	Up to 3 months	3 months to 1 year	1 year to six years	More than 6 years	Impaired financial assets
	\$	\$	\$	\$	\$	\$	\$
<b>2016</b>							
Cash & cash equivalents	29,461,081	29,461,081	-	-	-	-	-
Restricted cash & cash equivalents	179,651	179,651	-	-	-	-	-
Receivables <sup>(a)</sup>	7,312,192	2,363,016		761,263	2,197,134	1,990,779	-
	<b>36,952,924</b>	<b>32,003,748</b>	<b>-</b>	<b>761,263</b>	<b>2,197,134</b>	<b>1,990,779</b>	<b>-</b>
<b>2015</b>							
Cash & cash equivalents	24,835,870	24,835,870	-	-	-	-	-
Restricted cash & cash equivalents	1,285,294	1,285,294	-	-	-	-	-
Receivables <sup>(a)</sup>	8,294,386	3,562,541		272,042	2,327,561	2,132,242	-
	<b>34,415,550</b>	<b>29,683,705</b>	<b>-</b>	<b>272,042</b>	<b>2,327,561</b>	<b>2,132,242</b>	<b>-</b>

<sup>(a)</sup> The amounts of receivables excludes the GST recoverable from the ATO (statutory receivable).

## Note 34. Financial instruments continued

### Liquidity risk and interest rate exposure

The following table details the Commission's interest rate exposure and the contractual maturity analysis of financial assets and financial liabilities. The maturity analysis section includes interest and principal cash flows. The interest rate exposure analyses only the carrying amounts of each item.

### Interest rate exposure and maturing analysis of financial assets and financial liabilities

2016	Weighted Average Effective Interest Rate %	Carrying Amount	Interest rate exposure			Nominal Amount	Maturity Dates					
			Fixed Interest Rate	Variable Interest Rate	Non-Interest Bearing		Up to 3 months	3 months to 1 year	1 year to 6 years	More than 6 years		
		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
<u>Financial Assets</u>												
Cash and cash equivalents <sup>(a)</sup>	2.97%	29,461,081	17,820,349	11,427,638	213,095	29,461,081	-	-	-	-	-	
Restricted cash and cash equivalents	2.97%	179,651	179,651	-	-	179,651	-	-	-	-	-	
Receivables <sup>(c)</sup>	1.663 <sup>(b)</sup>	7,312,192	-	-	7,312,192	7,312,192	-	-	-	-	-	
		<b>36,952,924</b>	<b>18,000,000</b>	<b>11,427,638</b>	<b>7,525,287</b>	<b>36,952,924</b>	-	-	-	-	-	
<u>Financial Liabilities</u>												
Payables		17,000,311	-	-	17,000,311	17,000,311	17,000,311	-	-	-	-	
		<b>17,000,311</b>	-	-	<b>17,000,311</b>	<b>17,000,311</b>	<b>17,000,311</b>	-	-	-	-	

(a) The Commission has the right to withdraw term deposits before maturity dates.

(b) Debtors-secured were discounted at 1.663% (2015: 2.436%) which is the 5 year government bond rate as at June 30 2016.

(c) The amount of receivables excludes the GST recoverable from the ATO (statutory receivable).

## Note 34. Financial instruments continued

Liquidity risk and interest rate exposure continued

### Interest rate exposure and maturing analysis of financial assets and financial liabilities

2015	Weighted Average Effective Interest Rate %	Carrying Amount	Interest rate exposure			Maturity Dates				
			Fixed Interest Rate	Variable Interest Rate	Non-Interest Bearing	Nominal Amount	Up to 3 months	3 months to 1 year	1 year to 6 years	More than 6 years
		\$	\$	\$	\$	\$	\$	\$	\$	\$
<u>Financial Assets</u>										
Cash and cash equivalents <sup>(a)</sup>	3.36%	24,835,870	15,214,706	9,022,261	598,903	24,835,870	-	-	-	-
Restricted cash and cash equivalents	3.36%	1,285,294	1,285,294	-	-	1,285,294	-	-	-	-
Receivables <sup>(c)</sup>	2.436 <sup>(b)</sup>	8,294,386	-	-	8,294,386	8,294,386	-	-	-	-
		<b>34,415,550</b>	<b>16,500,000</b>	<b>9,022,261</b>	<b>8,893,289</b>	<b>34,415,550</b>	-	-	-	-
<u>Financial Liabilities</u>										
Payables		15,134,013	-	-	15,134,013	15,134,013	-	-	-	-
		<b>15,134,013</b>	-	-	<b>15,134,013</b>	<b>15,134,013</b>	-	-	-	-

(a) The Commission has the right to withdraw term deposits before maturity dates.

(b) Debtors-secured were discounted at 2.436% (2014: 2.966%) which is the 5 year government bond rate as at June 30 2015.

(c) The amount of receivables excludes the GST recoverable from the ATO (statutory receivable).

## Note 34. Financial instruments continued

### 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 \$
<b>2016</b>					
Financial assets					
Cash and cash equivalents <sup>(a)</sup>	29,454,821	(294,548)	(294,548)	294,548	294,548
Restricted cash and cash equivalents	179,651	(1,797)	(1,797)	1,797	1,797
<b>Total Increase/(Decrease)</b>		<b>(296,345)</b>	<b>(296,345)</b>	<b>296,345</b>	<b>296,345</b>
<b>2015</b>					
Financial assets					
Cash and cash equivalents <sup>(a)</sup>	24,829,550	(248,295)	(248,295)	248,295	248,295
Restricted cash and cash equivalents	1,285,294	(12,853)	(12,853)	12,853	12,853
<b>Total Increase/(Decrease)</b>		<b>(261,148)</b>	<b>(261,148)</b>	<b>261,148</b>	<b>261,148</b>

(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 35. Remuneration of members of the Commission and senior officers

### Remuneration of members of the Commission

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

\$	2016	2015
0 - 10,000	5	5
20,001 - 30,000	1	1
410,001 - 420,000	1	-
440,001 - 450,000	-	1
	<b>\$</b>	<b>\$</b>
Base remuneration and superannuation	363,091	388,457
Annual leave and long service leave accruals	41,614	41,614
Other benefits	74,178	69,008
<b>The total remuneration of the members of the Commission</b>	<b>478,883</b>	<b>499,079</b>

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

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

## Note 35. Remuneration of members of the Commission and senior officers continued

### Remuneration of senior officers

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

	\$	2016	2015
150,001 - 160,000		-	1
160,001 - 170,000		-	1
190,001 - 200,000		1	-
200,001 - 210,000		-	2
220,001 - 230,000		1	-
230,001 - 240,000		1	1
240,001 - 250,000		3	3
250,001 - 260,000		1	-
300,001 - 400,000		1	-
	\$		\$
Base remuneration and superannuation		1,503,927	1,233,732
Annual leave and long service leave accruals		179,963	175,574
Other benefits		279,044	285,636
<b>The total remuneration of senior officers</b>		<b>1,962,934</b>	<b>1,694,943</b>

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 Commission.

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

## Note 36. Remuneration of auditor

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

	2016	2015
	\$	\$
Auditing the accounts, financial statements and key performance indicators	82,500	81,300

The remuneration of auditor is included at note 7 'Supplies and services'. The remuneration to 30 June 2016 was not accrued as work was not substantially completed. This amount excludes GST.

## Note 37. Related bodies

The Commission had no related bodies during the financial year.

## Note 38. Affiliated bodies

The Commission had no affiliated bodies during the financial year.



## Note 39. Special purpose accounts

### Special Purpose Account

#### (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.

	2016 \$	2015 \$
Balance at start of period	5,000	-
Receipts	-	5,000
Payments	-	-
<b>Balance at end of period</b>	<b>5,000</b>	<b>5,000</b>

Established under section 16(1)(b) of FMA.

#### (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.

	2016 \$	2015 \$
Balance at start of period	169,736	65,068
Receipts	1,128,405	1,139,536
Payments	(1,286,303)	(1,034,867)
<b>Balance at end of period</b>	<b>11,838</b>	<b>169,736</b>

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.

Established under section 16(1)(c) of FMA.

## Note 40. Supplementary financial information

### (a) Write-Offs

	2016 \$	2015 \$
Debts written off during the year that were authorised by the Commission.	148,452	15,636

### (b) Gifts of public property

Gifts of public property provided by the Commission	-	726
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## Note 41. Special category funding

During the course of the year the Commission realised expenditure related to legal representation costs in support of five 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.

	2016 \$	2015 \$
<b>Balance at start of period</b>	<b>167,364</b>	<b>167,364</b>
Expenditure	-	-
<b>Balance at end of period</b>	<b>167,364</b>	<b>167,364</b>

## Note 41. Special category funding continued

### (ii) Department of Child Protection and Family Support 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 and Family Support.

	2016 \$	2015 \$
Balance at start of period	36,533	92,056
Funding	12,519	8,620
Expenditure	(27,852)	(64,144)
<b>Balance at end of period</b>	<b>21,200</b>	<b>36,533</b>

### (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.

	2016 \$	2015 \$
Balance at start of period	104,803	16,411
Receipt from Commonwealth	429,086	480,771
User charges and fees	54,854	35,074
Expenditure	(449,807)	(427,453)
<b>Balance at end of period</b>	<b>138,936</b>	<b>104,803</b>

### (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 \$26,000.

	2016 \$	2015 \$
Balance at start of period	(40,813)	(1,006,551)
Funding	3,709,788	4,118,857
Assigned expenditure	(2,804,160)	(2,557,840)
Expenditure for IHP disbursements	(192,038)	(291,091)
In-House legal services expenditure	(277,130)	(304,188)
<b>Balance at end of period</b>	<b>395,647</b>	<b>(40,813)</b>

### (v) Commonwealth Expensive Cases

Arrangements exist with the Commonwealth 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 \$40,000.

	2016 \$	2015 \$
Balance at start of period	270,816	66,946
Supplementary Funding	-	203,870
Expenditure	(62,501)	-
<b>Balance at end of period</b>	<b>208,315</b>	<b>270,816</b>

## Note 42. Community legal centres

During 2003/04, State Cabinet endorsed key recommendations into community legal centres (CLC) including the establishment of a State funding program for CLC'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.

Commonwealth CLC funding comes under the National Partnership Agreement on Legal Assistance Services from 2015/16. Legal Aid WA includes transactions related to the Commonwealth CLCs in its financial statements as it has effective decision making over the allocation of the funds.

Financial transactions for 2015/16 related to the State and Commonwealth funding for CLCs are as follows:

	State	Commonwealth
Balance at start of period	1,804,799	161,229
Receipts	3,996,248	5,552,539
Payments	(4,910,382)	(5,540,575)
<b>Balance at end of period</b>	<b>890,665</b>	<b>173,193</b>

## 6.4 Additional Key Performance Indicators Information

### 6.4.1 Certification of Key Performance Indicators

We hereby certify that the key 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 2016.



**Stuart Shepherd**  
Chairman of the Commission  
Date: 8/9/2016



**Lex Payne**  
Acting Director of Legal Aid  
Member of the Commission  
Date:8/9/2016

## 6.4.2 Detailed Information in Support of Key Performance Indicators

Agency funds are limited and determining the extent and type of assistance provided to clients is central to Legal Aid WA 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 legal task	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 1300 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 most 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 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 lawyers.	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 Dispute Resolution.	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 are regulated by policies and procedures relating to a 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.

## Desired Outcomes and Key Effectiveness/Efficiency Indicators

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

Effectiveness Indicators	2012-13 Actual %	2013-14 Actual %	2014-15 Actual %	2015-16 Budget %	2015-16 Actual %	Reasons for Significant Variance * Between Current Actuals and Target and Prior Year Comparative
Percentage of eligible applicants who receive a grant of legal aid	75	78	78	77	88	The increase in the effectiveness indicator is attributable to an increase in demand for grants of aid for indictable crime matters in the District and Supreme Courts throughout 2015-16. Because of the <i>Dietrich</i> principle all applicants charged with an indictable crime must be provided with legal aid. Guidelines in Commonwealth family law matters were relaxed during the 2015-16 period, compared to a restriction in these guidelines in the 2014-15 period.
Percentage of persons who are provided with a duty lawyer service	17	17	18	17	16	The slight decrease is caused by an increasing demand for duty lawyer services; i.e. 6% increase on appearance for criminal cases and civil cases in the Magistrates Court and Children's Court in comparison with the 2014-15 year. The withdrawal of duty lawyer services from traffic lists as a result of prioritisation of available resources has also influenced the final result.
Percentage of callers successfully accessing Infoline services	78	80	70	81	60	This decline reflects an increase in demand for the service and the limited capacity to allocate additional resources to the Infoline service. The total number of calls answered mirrored the 2014-15 actual result. However, a 16% increase in demand for Infoline services during 2015-16 has resulted in a higher abandoned call rate. Prior year comparatives for 2013-14 and 2014-15 have been restated to reflect a correction to the method used to calculate the abandoned call rate from March 2014. The revised methodology has been confirmed by the Infoline system provider and this will be incorporated into automated reports to ensure accurate reporting in future.

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

### Service: Legal Aid Assistance

Key Efficiency Indicators	2012-13 Actual \$	2013-14 Actual \$	2014-15 Actual \$	2015-16 Budget \$	2015-16 Actual \$	Reasons for Significant Variance * Between Current Actuals and Target and Prior Year Comparative
Average cost per legal representation	3,759	3,474	3,787	3,725	3,654	The prioritisation and diversion of available resources to casework has contributed to the reduction in average costs.
Average cost per legal information service	34	45	48	46	50	There is no significant variation.
Average cost per legal advice	199	221	223	219	220	There is no significant variation.
Average cost per application for a grant of legal aid processed	396	376	387	335	425	The average cost is higher than the 2015-16 budget due to delays in processing applications as there was a major system upgrade. Further system upgrades are planned in 2016-17.
Average cost of delivering regional initiatives for legal practice	11,220	10,249	1,148	6,172	204	The cost reduction is largely due to the withdrawal of Commonwealth funding for the Country Lawyers Program from 2015-16, which was successful in attracting legal practitioners to regional and remote areas during the period the program operated from 2008 until ceasing in 2015. The interactive online learning system continues to deliver professional training to lawyers in regional and remote areas in Western Australia.

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

## 6.5 Ministerial Directions

No Ministerial directions were received during the financial year.

## 6.6 Other Financial Disclosures

### **Pricing policies of services provided**

Legal Aid WA 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.

### **Capital Works**

Capital project incomplete

All capital projects were completed during 2015-16.

Capital projects completed

The fit-out of the Geraldton regional office was completed in 2015-16 at a cost of \$348,608. This fit-out is part of Legal Aid WA's ongoing investment to ensure office accommodations are maintained to adequately support the delivery of services across Western Australia. The ongoing upgrade of Legal Aid WA's offices is necessary to maintain current government accommodation standards. Upgrades are expected every ten years at lease expiry and/or lease renewal.

## Employment and Industrial Relations

### EMPLOYEE PROFILE 2015-2016

Level	Lawyer		Paralegal		Administration		TOTAL	TOTAL	%	%
	P	O	P	O	P	O	2014-15	2015-16	2014-15	2015-16
Cadet							1	0	0.31%	0.00%
1			5	4			9	9	2.81%	3.01%
2			16	5	31	5	69	57	21.56%	19.06%
3			23	3	19	3	52	48	16.25%	16.05%
4			10		7		12	17	3.75%	5.69%
5			5	1	5		12	11	3.75%	3.68%
6			2		8	1	11	11	3.44%	3.68%
7					2		3	2	0.94%	0.67%
8					3		4	3	1.25%	1.00%
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	0.31%	0.33%
Class 4							0	0	0.00%	0.00%
Special Division		1					1	1	0.31%	0.33%
S/C Level 1	3	12					19	15	5.94%	5.02%
S/C Level 2	32	11			1		45	44	14.06%	14.72%
S/C Level 3	5	2					8	7	2.50%	2.34%
S/C Level 4	30	1			1		29	32	9.06%	10.70%
S/C Level 5	5						6	5	1.88%	1.67%
S/C Level 6	28						30	28	9.38%	9.36%
S/C Level 7	1						1	1	0.31%	0.33%
S/C Level 8	1						0	1	0.00%	0.33%
S/C Level 9							0	0	0.00%	0.00%
S/C Level 10	5	1					7	6	2.19%	2.01%
<b>TOTAL</b>	<b>110</b>	<b>28</b>	<b>61</b>	<b>13</b>	<b>78</b>	<b>9</b>	<b>320</b>	<b>299</b>	<b>100%</b>	<b>100%</b>

#### Includes staff on leave without pay

##### 2014-15

Leave without pay 9 Females/0 Male

##### 2015-16

Leave without pay 8 Females/0 Male

P= Permanent employee

O= Contract employee



## **Staff Development**

Legal Aid WA is committed to the professional development and care of its employees. Legal Aid WA has a comprehensive in person and online induction program which includes personal safety and resilience training. This ensures all employees are fully prepared for the work they will be doing.

In addition, Legal Aid WA also provides accredited professional development opportunities for all in-house lawyers and lawyers in the community legal sector, including those based in rural regional and remote areas of Western Australian. This includes:

- an annual three day Summer Series which consists of a series of workshops in criminal, family and civil law.
- other regular accredited in-person training.
- a comprehensive online platform with 1082 registered users, 866 of whom are lawyers, housing 105 online modules 76 of which attract continuing professional development points (CPD) for lawyers.

In 2015-16, Legal Aid WA conducted 95 in person accredited training sessions and awarded a total of 3713 CPD points to Western Australian lawyers (145 in-house, 722 external, 171 regional).

## **Workers' Compensation**

Legal Aid WA is committed to ensuring the highest standards of workplace safety, health and wellbeing to ensure the protection of its employees. No workers' compensation claims were received during 2015-16. The management of one compensation claim which was received during 2014-15 continued.

## Annual Estimates

### Statement of Comprehensive Income

For the Year Ended 30 June 2017

	2016-17 Proposed
<b>COST OF SERVICES</b>	
<u>Legal Service Expenses</u>	
Casework Costs	17,886,718
Disbursements	895,000
Sundry Casework Expenses	75,000
Other Service Expenses	237,928
<b>TOTAL Legal Service Expenses</b>	<b>19,094,646</b>
<u>Salaries and Related Expenses</u>	
Salaries and Allowances	29,771,019
Staff Related Expenses	3,911,389
<b>TOTAL Salaries and Related Expenses</b>	<b>33,682,408</b>
<u>Other Operating Expenses</u>	
Communications	919,430
Services and Contracts	8,236,364
Consumables	1,135,719
Maintenance	1,037,711
Other	624,460
Depreciation	976,189
<b>TOTAL Other Operating Expenses</b>	<b>12,929,873</b>
<u>Other Grants</u>	
State Community Legal Centres	3,899,000
Commonwealth Community Legal Centres	5,821,000
<b>TOTAL Other Operating Expenses</b>	<b>9,720,000</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>75,426,927</b>
<b>REVENUE FROM SERVICES</b>	
Contributions	2,115,316
Revenue from Services	182,595
Other Operating Revenue	107,102
Legal Contribution Trust Fund	1,000,000
Interest Revenue	940,344
<b>TOTAL REVENUE FROM SERVICES</b>	<b>4,345,357</b>
<b>NET COST OF SERVICE</b>	<b>(71,081,570)</b>
<b>REVENUE FROM GOVERNMENT</b>	
<u>Commonwealth Revenues</u>	
Cwlth Funding National Partnership Agreement	24,030,000
Cwlth Funding Christmas Island	586,570
Cwlth Other	150,000
Cwlth Community Legal Centres	5,821,000
<b>TOTAL Commonwealth Revenues</b>	<b>30,587,570</b>
<u>State Revenues</u>	
State Funding Recurrent	39,356,000
Other Funding State Community Legal Centres	250,000
Other State Funding	120,000
<b>TOTAL State Revenues</b>	<b>39,726,000</b>
<b>TOTAL REVENUE FROM GOVERNMENT</b>	<b>70,313,570</b>
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>	<b>(768,000)</b>
<b>Total other comprehensive income</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>	<b>(768,000)</b>

## Annual Estimates

### Statement of Financial Position

As at 30 June 2017

	2016-17 Proposed
<b>ASSETS</b>	
<b>Current Assets</b>	
Cash and cash equivalents	26,377,332
Restricted cash and cash equivalents	171,875
Receivables	3,865,198
Other current assets	245,370
<b>Total Current Assets</b>	<b>30,659,775</b>
<b>Non-Current Assets</b>	
Restricted cash and cash equivalents	110,000
Receivables	4,668,778
Property plant & equipment	2,612,926
Intangible assets	333,059
<b>Total Non-Current Assets</b>	<b>7,724,763</b>
<b>TOTAL ASSETS</b>	<b>38,384,538</b>
<b>LIABILITIES</b>	
<b>Current Liabilities</b>	
Payables	14,276,962
Provisions	5,780,461
Other current liabilities	36,822
<b>Total Current Liabilities</b>	<b>20,094,244</b>
<b>Non-Current Liabilities</b>	
Provisions	1,577,324
<b>Total Non-Current Liabilities</b>	<b>1,577,324</b>
<b>TOTAL LIABILITIES</b>	<b>21,671,568</b>
<b>NET ASSETS</b>	<b>16,712,970</b>
<b>EQUITY</b>	
Contributed equity	595,669
Reserves	933,776
Accumulated surplus	15,183,524
<b>TOTAL EQUITY</b>	<b>16,712,969</b>

## Annual Estimates

### Statement of Cash Flows

For the Year Ended 30 June 2017

	2016-17 Proposed
<b>CASH FLOWS FROM STATE GOVERNMENT</b>	
State Government Grant	39,606,000
Royalties for Regions Fund	120,000
<b>Net cash provided by State Government</b>	<b>39,726,000</b>
Utilised as follows:	
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	
<b>Payments</b>	
Employee benefits	(32,643,104)
Supplies and services	(5,678,514)
Accommodation	(5,645,710)
Legal services	(20,017,062)
GST payments on purchases	(5,147,201)
Cwlth Community Legal Centres	(5,540,575)
Other payments	(6,636,886)
<b>Receipts</b>	
User charges and fees	2,167,637
Commonwealth grants and contributions	24,766,570
Commonwealth Community Legal Centres	5,821,000
Interest received	940,344
GST receipts on sales	778,924
GST receipts from taxation authority	4,368,277
Other receipts	1,107,102
<b>Net cash provided by/(used in) operating activities</b>	<b>(41,359,198)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>	
<b>Payments</b>	
Purchase of non-current physical assets	(612,000)
<b>Net cash provided by/(used in) investing activities</b>	<b>(612,000)</b>
Net increase/(decrease) in cash and cash equivalents	(2,245,198)
Cash and cash equivalents at the beginning of period	28,904,405
<b>CASH AND CASH EQUIVALENTS AT THE END OF PERIOD</b>	<b>26,659,207</b>

## 6.7 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.

### Contracts with Senior Officers

At the date of reporting, no senior officers, or firms of which senior officers are members, or entities in which senior officers have substantial interests, had any interests in existing or proposed contracts with Legal Aid WA, other than normal contracts of employment of services.

### Unauthorised Use of Credit Cards

Officers of Legal Aid WA hold corporate credit cards where their functions warrant usage of this facility. Despite each cardholder being aware of their obligations under Legal Aid WA's credit card policy, seven employees inadvertently utilised the corporate credit card for meals, and property title searches. The matters were not referred for disciplinary action as the Chief Finance Officer noted prompt advice and settlement of the personal use amount and, the nature of the expenditure was immaterial and characteristic of an honest mistake.

	2016 \$
Aggregated amount of personal use expenditure for the reporting period	779
Aggregate amount of personal use expenditure settled by the due date (within 5 working days)	779
Aggregate amount of personal use expenditure settled after the period (after 5 working days)	-
Aggregate amount of personal use expenditure outstanding at balance date	-

### Insurance premiums to indemnify any Director

An insurance premium of \$3,123.07 (including GST) was paid to AIG Australia Limited for Directors and Officers Liability Insurance.

### Professional conduct

Legal Aid WA and individual legal practitioners employed by or receiving remuneration from Legal Aid WA, are required, where applicable, to comply with the *Legal Profession Act 2008*, *Legal Profession Regulations 2009*, *Legal Profession Rules 2009*, and *Legal Profession Conduct Rules 2010*.

### Application of Accountability Legislation

Section 56 of the *Legal Aid Commission Act 1976* states that the provisions of the *Financial Management Act 2006* regulating the financial administration, audit and reporting of statutory authorities apply to and in respect of Legal Aid WA and its operations.

### Legal Aid Commission Board of Western Australia

Position	Name	Type of Remuneration	Period of Membership	Gross/actual remuneration (annual) \$
Chairman	Stuart Shepherd	Per Annum	01/07/2015 to 30/6/2016	18,600
Member	Dion Smith	Per Annum	01/07/2015 to 30/6/2016	7,400
Chairman of Audit sub-committee	Dion Smith	Per Annum	01/07/2015 to 30/6/2016	1,100
Member	Brian Bradley	Per Annum	01/08/2015 to 30/6/2016	6,877.17
Member of Audit sub-committee	Brian Bradley	Per Annum	01/07/2015 to 30/6/2016	1,100
Member	Katherine Beaumont	Per Annum	01/07/2015 to 30/6/2016	7,400
Member	Belinda Lonsdale	Per Annum	01/07/2015 to 30/6/2016	7,400
Member	John Prior	Per Annum	01/07/2015 to 30/6/2016	7,400
Member	George Turnbull	0	01/07/2015 to 30/6/2016	0

## 6.8 Other Legal Requirements

### Expenditure on advertising, market research, polling and direct mail

In accordance with section 175ZE of the *Electoral Act 1907*, Legal Aid WA incurred the following expenditure in advertising, market research, polling, direct mail and media advertising:

**Total expenditure for 2015-16 was \$10,456.70.**

Expenditure was incurred in the following areas:

Expenditure	Total	Expenditure	Amount
Advertising agencies	\$441.70	Adcorp	\$381.25
		Lizart Productions	\$ 60.45
Market research organisations	\$9 815.00	Advantage Communications and Marketing	\$9 815.00
Polling organisations	Nil		
Direct mail Organisations	Nil		
Media advertising organisations	\$200.00	Cocos Island Community Resource Centre	\$200.00

### Compliance with Public Sector Standards and Ethical Codes

Legal Aid WA strives to maintain compliance with both the Public Sector Standards in Human Resources Management and the Public Sector Code of Ethics. The following actions were taken during 2015-16 to ensure compliance:

- All recruitment and selection processes were reviewed by an independent person;
- Legal Aid WA operated a gift register;
- All new staff were informed of and were asked to acknowledge their obligations under the Public Sector Code of Ethics, Legal Aid WA Code of Conduct and relevant information, communication technology use policies;
- Accountable and Ethical Decision Making training and refresher training was delivered to staff;
- Standards information was made available to staff and job applicants;
- Relevant policies and procedures were available to all staff via the intranet;
- Trained Grievance and Contact Officers are available to all staff.

During 2015-16, two breaches of ethical codes and conduct were recorded. There was no breach of standard claims received.

## Disability Access and Inclusion Plan Outcomes

The *Disability Services Act 1993* requires Legal Aid WA to have a Disability Access and Inclusion Plan (DAIP). Legal Aid WA's first DAIP (2014-2019) was endorsed by the Disability Services Commission in 2015. Legal Aid WA is committed to ensuring that everyone has equal access to legal aid services.

Outcome	Comment	Status
People with disability have the same opportunities as other people to access the services of and any events organised by Legal Aid WA.	Legal Aid WA's Social Inclusion Program provides legal assistance to the public, particularly vulnerable sections of society, including people with cognitive or intellectual impairment, mental illness, physical disability or illness. The program focusses on early intervention and resolution of legal issues through a variety of means, including legal advice, advocacy and negotiations.	Ongoing
People with disability have the same opportunities as other people to access the building and facilities of Legal Aid WA.	Legal Aid WA relocated its head office to new premises during 2015. The new premises provides improved access and facilities for people with disabilities. Processes are in place to ensure that public services provided are accessible by all members of the public in each location.	Ongoing
People with disability receive information from Legal Aid WA in a format that will enable them to access the information as readily as other people are able to access it.	Processes are established to assist clients to access Legal Aid WA services through the telephone interpreter service and the National Relay Service. Information is available in various formats via the external website.	Ongoing
People with disability have the same opportunities as other people to participate in any public consultation by Legal Aid WA.	Public consultation processes will provide equal access for the community to participate.	Ongoing
People with disability have the same opportunities as other people to obtain and maintain employment with Legal Aid WA.	Processes are in place to support all employees in the workplace. Recruitment processes are reviewed to ensure that all people have equal access to apply for opportunities.	Ongoing

## Recordkeeping Plans

Legal Aid WA's Recordkeeping Plan was approved on the 30 August 2012.

In accordance with the State Records Commission Standard 2 and Principle 6 the following information demonstrates Legal Aid WA's compliance.

### Efficiency and effectiveness of the organisation's recordkeeping systems

Legal Aid WA utilises an external service provider to conduct an internal audit of Legal Aid WA's recordkeeping systems and practices. Recommendations provided in their report are considered and changes implemented where necessary. Another external service provider is contracted to ensure the document management system is operating in accordance with agency specifications.

### The nature and extent of the recordkeeping training program

Legal Aid WA conducts online training programs for recordkeeping. The recordkeeping Awareness Training (RAT) is incorporated into the induction package provided to all new staff, with a RAT refresher online training program delivered to all staff every two years after they have completed the initial program. These online courses are amended to reflect any new legislative and/or State Records Office requirements.

In-person training is conducted on Legal Aid WA's Document Management System and Business Classification Scheme to new employees with follow up training as required. Ad-hoc lunchbox records management information/question and answer sessions are run for all staff to attend.

### Efficiency and effectiveness of the recordkeeping training

Review of recordkeeping training is done on an ongoing basis through feedback and evaluation of usage of Legal Aid WA's Document Management System and Business Classification Scheme and ad-hoc training sessions.

### Organisation's induction program addressing employee roles and responsibilities in regard to their compliance with the recordkeeping plan

Legal Aid WA's RAT training is incorporated in the induction program. The content covers employee roles and responsibilities in regard to their compliance with the recordkeeping plan.

## 6.9 Government Policy Requirements

### Occupational Safety, Health and Injury Management Statement of Legal Aid WA's commitment to occupational safety and health and injury management 2015-2016

Legal Aid WA is committed to ensuring the highest standards of workplace safety, health and wellbeing to ensure the protection of its employees, contractors and visitors to the workplace by:

- Providing an environment (as far as practicable) where people can undertake their work safely;
- Developing appropriate systems for the reporting of work safety and health incidents and the tracking of follow up action;
- Encouraging employees to report incidents or hazards and working together to achieve outcomes;
- Identifying work safety and health risks and taking action (as far as practicable) to mitigate the risk;
- Providing programs of workplace safety education, training and awareness;
- Ensuring everyone is accountable for occupational safety, health and injury management in the workplace and aware of their individual responsibilities;
- Striving to ensure that at least 80% of managers and supervisors have completed occupational safety, health and injury management training.

During 2015-2016 Legal Aid WA circulated occupational safety and health information to staff by:

- Providing safety updates and the minutes of the Work Health Safety Standing Committee on the intranet;
- Making all staff aware of the membership of the Work Health Safety Standing Committee and the priorities of this group;
- Encouraging staff to report incidents and hazards and responding to reports;
- Providing 'Safety First: Working Safely with Clients at Legal Aid WA' training to all staff;
- Providing occupational safety, health and injury management training to managers and supervisors;
- Providing a trained staff member to conduct ergonomic assessments of individual work station set ups as required;
- Providing Remote Driver and Remote First Aid training to those undertaking regional Circuit work;
- Providing a trained group of First Aid Officers and Fire Wardens;
- Providing a building induction to all staff moving to our new premises at 32 St Georges Terrace;
- Operating a risk register.

Legal Aid WA promoted and encouraged staff wellness during 2015-2016 by:

- Regularly promoting the Employee Assistance Program to all staff;
- Offering fully subsidised flu vaccinations to all staff;
- Offering fully subsidised inoculations e.g. Hepatitis to all staff working in frontline roles;
- Offering suicide awareness and prevention training;
- Offering end of trip facilities and bicycle parking at most office locations;
- Openly discussing resilience related issues and encouraging debriefing practices;
- Managing the use of accrued leave and supporting flexible work practices.

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

Legal Aid WA follows the injury management compliance requirements in accordance with the *Workers' Compensation and Injury Management Act 1981*, and provides support to managers and staff who are managing workplace injuries. Injury Management Plans are implemented in accordance with the Act.



## Occupational safety and health systems

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

Measure	Actual Results			Results against Target	
	2013-14	2014-15	2015-16	Target	Comment on result
Number of fatalities	0	0	0	0	NIL
Lost time injury and/or disease incidence rate	0	0	0	0	NIL
Lost time injury and/or disease severity rate	0	0	0	0	NIL
Percentage of injured workers returned to work	NA	NA	NA	NA	NIL
(i) Within 13 weeks	NA	NA	NA	NA	NIL
(ii) Within 26 weeks	NA	NA	NA	NA	NIL
Percentage of managers trained in occupational safety, health and injury management responsibilities	67	55	82	80	NIL

Period	Number of Lost Time Injury or Disease		Number of Severe Claims	Lost Time Injury Severity Date
	Number of fatalities			
01/07/15 – 30/6/16	0	1	0	0
01/07/14 – 30/6/15	0	0	0	0
01/07/13 – 30/06/14	0	2	0	0

### Data Definitions

Fatalities	The 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 claims (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.
Invalid Claims	Cancelled and Declined claims are excluded, however claims with actual lost time are recorded even though a subsequent approval may have been declined.

### Government Building Contracts

No contracts subject to the Government Building Training Policy were awarded during 2015-16.

# 7.

## Legal Aid Offices

### PERTH OFFICE

32 St Georges Terrace  
Perth WA 6000

Telephone (08) 9261 6222  
Facsimile (08) 9261 6554

### TELEPHONE INFORMATION LINE

General Inquiries  
1300 650 579

National Relay Service:  
(for hearing and speech impaired) 133677  
Translating and interpreting services 131450

### WEBSITE

[www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)

### SOUTHWEST REGIONAL OFFICE

7th Floor Bunbury Towers  
61 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 8, The Boardwalk  
273 Foreshore Drive  
Geraldton WA 6530

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

### PILBARA REGIONAL OFFICE

28-32 Throssells 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) 9192 1520

### CHRISTMAS/COCOS ISLANDS OFFICE

Administration Building  
20 Jalan Pantai  
Christmas Island, Indian Ocean 6798

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



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