

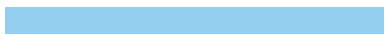
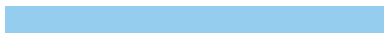
CONSUMER CREDIT LEGAL SERVICE (WA) INC

# ANNUAL REPORT

2014-2015



**cclswa**



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# GENERAL INFORMATION

Date of Incorporation **19 May 1993**

ABN **43 262 474 001**

Office Location and Postal Address **Level1  
231 Adelaide Terrace  
Perth WA 6000**

Telephone **08 6336 7020 (Admin) Mon - Fri 9:00am - 5:00pm  
08 9221 7066 (Advice line) Mon - Fri 9:00am -  
4:00pm**

Fax **08 9221 7088**

Email **info@cclswa.org.au**

Office Hours **Monday to Friday 9:00 am to 5:00 pm**

Auditor **Greg Ledger Accountants**

Web Address **www.cclswa.org.au**

# COMMITTEE & STAFF

## MANAGEMENT COMMITTEE

Chairperson	<b>Matthew Knox</b>
Secretary	<b>Cecily Montgomery</b>
Treasurer	<b>Judi Kellond</b>
Members	<b>Charlie Brown</b> <b>Tony Evans</b> <b>Liam Nicholls</b> <b>Henry Thong</b>

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## STAFF

Principle Solicitor	<b>Faith Cheok</b>
Solicitors	<b>Gemma Mitchell</b> <b>Georgina Molloy</b> <b>Curtis Ward</b>
Administration	<b>Gemma Corles</b>
Bookkeeper	<b>Dawn Emmanuel</b>

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## VOLUNTEERS

CCLSWA has continued to refine its practice of providing volunteering opportunities for law students. These volunteers are integral to the operation of CCLSWA, particularly in the provision of the telephone advice line and community legal education services. The Centre has between 18 – 20 law students as volunteers at any one time. On average CCLSWA utilises **152 hours** of volunteer time per week,.

# MISSION & OBJECTIVES

## MISSION

Consumer Credit Legal Service (WA) Inc. (CCLSWA) is a not for profit organisation whose mission is:  
*to assist members of the WA community to develop just and fair relationships with banks and financial institutions.*

## OBJECTIVES

CCLSWA's objectives are:

1. To assist consumers of financial services to resolve disputes with banks and financial institutions;
2. To create awareness and understanding of regulation, industry practices and consumer issues in financial services;
3. To improve the financial services marketplace for the benefit of consumers;
4. To develop and maintain effective networks to support the work of CCLSWA and the work of like minded organisations; and
5. To manage the association effectively, efficiently and appropriately for the benefit of the community.

## TESTIMONIAL & CASE STUDY - REVERSE MORTGAGES

*"[This letter is] is to formally and publicly commend Consumer Credit Legal Service WA Inc. in particular the actions of .. Faith Cheok and Alicia Chan, for the excellent service CCLSWA provided, to two Western Australian aged pensioners, 81yo HB and 85yo MB.*

In 2007 the two elderly clients entered into two reverse mortgage loans for a total of \$50,000. In 2012, when they decided to sell up to move into a retirement home, they were shocked to learn that apart from repaying \$88,000, they had to pay nearly \$56,000 to exit the loans. On CCLSWA's advice, the clients paid the amounts under protest, reserving their rights to contest the exit fee.

CCLSWA helped the clients challenge the validity of the exit fees. The dispute escalated to the final stages at the Financial Ombudsman Service.

FOS determined that the lender was entitled to the exit fee and interest on the first loan but not on the second loan. The result was that the lender refunded over \$58,000 to the clients. Our clients were immensely grateful and relieved.

For an idea of how substantial and protracted some of our file work can be: CCLSWA opened the file for the clients in June 2012. It was only in April 2015 that the clients finally received joy and the refund from the lender.

# CCLSWA SERVICES

**CCLSWA** is a not-for-profit community legal centre funded by the Commonwealth Attorney General's Department and Legal Aid of Western Australia to provide free legal services to West Australian consumers in the areas of:

- Home loans;
- Car finance;
- Personal loans;
- Credit card contracts;
- Banking transactions;
- Debt collection; and
- Various consumer law matters.

## **CCLSWA PROVIDES:**

- Telephone advice;
- Minor assistance for low income and disadvantaged consumers;
- Legal representation for individuals in public interest matters;
- Information and education to community workers and consumers about credit and debt matters;
- Policy work and law reform activities to improve the rights of consumers of financial services.

## **CCLSWA'S ACHIEVEMENTS**

Staff and volunteers worked together to provide the following services to West Australian consumers in the 2014-2015 year:

- CCLSWA referred 605 clients to other appropriate services.
- CCLSWA provided comprehensive legal advice to 1199 clients, on 2904 matters.
- CCLSWA provided case work assistance to 183 clients.

## **POLICY AND LAW REFORM**

CCLSWA is committed to advocating to improve the rights of consumers of financial services through policy and law reform. In 2014-2015 staff made a number submissions to various policy and law reform agencies.

These submissions included:

- Consultation on unacceptable conduct by representatives of credit repair companies; and
- Inquiry into proposals to lift the professional, ethical and education standards in the financial services industry.

CCLSWA undertook a total of five reform projects in 2014/2015.

# ACKNOWLEDGEMENTS

## FUNDING

Consumer Credit Legal Service (WA) Inc would like to thank the following organisations and government departments for their on-going support and funding:

- Attorney General's Office – Commonwealth and State
- Legal Aid of Western Australia
- Lotterywest
- Public Purposes Trust



Australian Government  
Attorney-General's Department

## NETWORKING

CCLSWA acknowledges the involvement and contribution of the following organisations:

- Australian Securities & Investments Commission
- Community Legal Centres Association (WA) Inc.
- Department of Commerce – Consumer Protection
- Financial Counsellors Association of WA
- Murdoch University – Business & Law Faculty
- Notre Dame University – Law Faculty
- University of Western Australia – Law Faculty

## MANAGEMENT COMMITTEE, STAFF & VOLUNTEERS

Thank you to the Management Committee, staff and the many volunteers who have contributed their time and expertise to CCLSWA over the last year.

### VOLUNTEER PERSPECTIVE: ISABELLE ZEKULICH

As a law student, CCLSWA offered me unique practical experience working with a team dedicated to an admirable cause. CCLSWA keeps the public up-to-date with news and current affairs through their website, which also provides consumers with fact sheets and sample letters to assist them in approaching banks and financial institutions.

CCLSWA also impacts the community through their Community Legal Education program, visiting schools in order to equip the next generation of consumers with a breadth of knowledge and skills.



# ACKNOWLEDGEMENTS

## PRO BONO ASSISTANCE FROM BARRISTERS, LAW FIRMS & AGS

**Graham Rabe** *Francis Burt Chambers*

September 2014

22 hours

At \$330 per hour total fees \$7,260

**Kim Lendich** *Francis Burt Chambers*

Late 2014

15 hours

At \$385 per hour total fees \$5,775

**Terry Palmer** *Francis Burt Chambers*

February 2015

Approximately 1.5 days' work

Approximate fees \$7,500

**Gilbert & Tobin (Sydney)**

13.7 hours

At \$348 per hour total fees \$4,765

**King & Wood Mallesons** for a legal opinion  
equivalent to an amount of \$9,563.40

**King & Wood Mallesons**

Facilities and refreshments for our consumer  
advocacy workshops & training

**Carla Kovacevi** *Australian Government*

*Solicitor*

(weekly secondment since September 2013)



**AT LEAST:  
\$35,563.40**

## ADDITIONAL PRO BONO ASSISTANCE

For Faith Cheok

On 14 May 2015

The Women's Leadership Symposium 2015

Women & Leadership Australia

Level 9, 607 Bourke Street, Melbourne VIC

3000

Approximately \$700

Department of Commerce -

Facilities for our training

## **VOLUNTEER TESTIMONIAL: BLAKE ROBINSON**

My name is Blake Robinson and I am a recent law graduate from the University of Western Australia. I was fortunate enough to spend 12 months as a volunteer paralegal at CCLSWA before starting full time employment.

A volunteer position with CCLSWA is an invaluable opportunity for any student who enjoys problem solving and is seeking 'hands on' legal experience. During my time with CCLSWA I was able to gain extensive experience drafting legal advice, undertaking legal research, regularly engaging with clients and presenting information to groups of advocates, all while working with experienced solicitors who were always happy to provide meaningful feedback. Through these collective experiences I was able to significantly develop my legal abilities and communication skills, as well as my ability to work effectively within a fast paced environment.

CCLSWA also managed to consistently provide me with new and exciting challenges through which I was able to further my own legal knowledge and legal interests. For example - in July/August 2015, I assisted with the research for and drafting of a submission on behalf of CCLSWA for the Australian Senate's inquiry into matters relating to credit card interest rates.

Finally, CCLSWA is a great environment for those who are interested in social justice issues and who are looking to apply their legal skills to real life situations. CCLSWA provides an important and essential service to a wide range of disadvantaged individuals, and being a part of that service is extremely rewarding. I am forever grateful for my time with CCLSWA and I could not recommend it any more highly.

## **VOLUNTEER TESTIMONIAL: MEGAN FALLER**

My name is Megan Faller and I am a final year law student at the University of Notre Dame Australia. I am currently a volunteer paralegal at CCLSWA.

The best aspect of volunteering with CCLSWA is without a doubt the practical legal skills and experience that you acquire. Volunteering at CCLSWA has provided me with the opportunity to work within a very close team of dedicated and knowledgeable solicitors who are not only passionate about the work that they do within the community, but have an avid desire to provide high quality training through the volunteer program.

The work at CCLSWA is certainly challenging and I have learned extremely valuable lessons from both a personal and professional perspective.

Personally, CCLSWA has opened my eyes to a number of prevalent issues within our community, in particular, the devastating effects that financial hardship can have on the most vulnerable members.

Professionally, CCLSWA has been intrinsic in the development of my communication skills, in terms of being able to effectively and efficiently communicate with both clients and colleagues. This development has been further enhanced through my participation in CCLSWA's Community Legal Education program, with presentations to high school students on financial literacy, and other organisations regarding the work that CCLSWA undertakes.

Volunteering at CCLSWA has been the best decision I have made in my legal education so far and it has been an exceptionally rewarding experience.

# REPORTS

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# CHAIRPERSON'S REPORT

I am pleased to provide my report for the financial year 2014-2015 as the Chair on behalf of the Management Committee.

CCLSWA continues to provide a crucial service to marginalised and disadvantaged members of the West Australian community. In addition to providing free legal advice and advocacy services, CCLSWA works tirelessly to make a difference for consumers of credit, products and services by way of producing policy and law reform submissions and educating the community.


Community legal education and financial literacy initiatives have become a significant part of CCLSWA's work. Education is a useful preventative measure to decrease financial strain in the WA community. Utilising staff and volunteers, CCLSWA reaches a wide audience, informing people of their legal rights and responsibilities when entering into credit contracts or purchasing goods and services.

More than ever, vulnerable members of our community need the type of assistance offered by CCLSWA to help them make sense of the often intimidating world of finance and credit. With the current prohibitive cost of living and external financial pressures, CCLSWA's services have never been more meaningful.

This year, CCLSWA has continued in its astute use of law student volunteer paralegals. Combined with dedicated staff and considered use of resources, CCLSWA has increased its output of legal advice, legal education and contribution to the policy and law reform within WA and across the nation.

I thank the Attorney General's Office and Legal Aid Western Australia for their continuing support for CCLSWA. And I thank the Law Society - Public Purposes Trust for its funding of the position of Principal Solicitor; and I also thank the Australian Government Solicitor and the Department of Commerce.

To do its important work, CCLSWA once again counted on the very generous pro-bono support they receive from the legal fraternity. I would like to thank barristers Kim Lendich, Terry Palmer and Graham Rabe for their time and commitment to assist on particular legal issues. I would also like to thank King & Wood Mallesons for their assistance on legal opinions as well as providing facilities and refreshments for CCLSWA's workshops.



This year has seen CCLSWA reap the benefits of past efforts on resource management, which has put the service in a strong position to continue its work. In the face of the recent State Government funding shifts in the area of financial counselling services, CCLSWA's services will prove essential in providing support and advice to the most vulnerable members of our community.

Strong management has seen CCLSWA thrive in the past few years. Unfortunately we said goodbye to David Kernohan in May 2015. David was an outstanding Centre Manager and he is much missed. On behalf of the board, I wish him the best in his new role as the CEO at the Mental Health Law Centre.

Our Principal Solicitor, Faith Cheok, has worked tirelessly through several staff changes this financial year to ensure CCLSWA continues to run smoothly and focus on clients needs. The Management Committee is grateful to Faith who has undertaken the role of Acting Centre Manager in the interim. It has been my pleasure to work with Faith and I am thankful for her dedication to the organisation.

The staff and volunteers at CCLSWA continue to show unstinting commitment and enthusiasm to their work and for that I thank them. Their hard work and professionalism ensures a significant impact on our community. On behalf of the Management Committee, I thank you for always going over and beyond your job descriptions.

I take this opportunity to thank the members of the Management Committee who have generously given their time and guidance in the last 12 months. This year, Charlie Brown, Liam Nicholls and Tony Evans joined the Management Committee. Cecily Montgomery, Henry Thong and Judi Kellond and I continued to serve on it. The Management Committee worked diligently to ensure CCLSWA has a strong governing body to provide the support needed for the staff and volunteers.

Once again, this year has proved a rewarding one for me as Chair of CCLSWA. I feel privileged to have served another year and I look forward to the year to come. Working as a team with staff, volunteers and Management Committee members, I know we will provide another year of outstanding service to the WA community.

**Matthew Knox**  
**Chairperson**  
**CCLSWA Management Committee**

**October 2015**

# LEGAL REPORT

The last financial year has been an exceedingly packed one. Staff and volunteer paralegals have worked very hard and produced work that is remarkable in quality, variety and quantity.

## CASE FILES

1. We achieved successful outcomes for many clients. Examples are showcased throughout the annual report. For these clients, CCLSWA's work has led to a better outcome than they otherwise would have had.
2. For the purpose of agitating for policy changes and holding financial institutions and retailers to account, CCLSWA has a practice of reporting misconduct to the regulators, mainly the Australian Securities and Investments Commission, the Australian Competition and Consumer Commission and the Department of Commerce. We do so because we believe in the power of the pen and of using the pen as a mighty tool of advocacy. Our clients' stories about breaches of the law and how the breaches adversely affect people's lives illustrate the impact at a human level.

## VOLUNTEER PROGRAMME

3. We utilise a large number of law students in delivering our service, particularly with our daily telephone advice line and our financial literacy programme. We work with law students from a number of law schools: the University of Western Australia, Notre Dame University, Murdoch University and Curtin University. With UWA phasing out its Bachelor of Laws programme, we may see a smaller number of UWA law students. However, I envisage we would start working with Jurisprudence Doctorate law students in due course.

Our volunteers work on our telephone advice line service, case file work and education

4. presentations. A number of them also helped in our submissions for policy and law reform initiatives. Compared with many other community law centres, CCLSWA uses volunteer help on frontline service delivery far more intensely.
5. Apart from our regular volunteer programme, CCLSWA can now boast of cooperation with Notre Dame Law School in student placement. The NDU Law School runs a unit that includes a compulsory practical component for the students. A selected number of the students undertake the practical component by volunteering at CCLSWA once weekly for a semester. I report to NDU Law School regularly throughout the semester on the students' contribution and progress at CCLSWA.
6. Carla Kovacevic of the Australian Government Solicitor (AGS) continued her volunteering with CCLSWA. I appreciate Carla's and AGS' generosity, especially as Carla's workload has increased substantially over time.

## COMMUNITY LEGAL EDUCATION (CLE)

7. In the last financial year, CCLSWA provided quality CLE on consumer credit law and ACL to a large cross-section of the community. We presented at 12 sessions for high schools, two sessions to financial counsellors, five sessions to university students and 12 sessions to other consumer advocates.
8. We also developed a fact sheet on payday loans. That fact sheet has been distributed far and wide to many consumers and advocates. I acknowledge the skill and dedication of my colleague Gemma Mitchell and our former paralegal Giuseppe Zagari for their excellent work on it.
9. My work on community radio Heritage FM 107.3 has again focussed on providing clear layman information to the listeners on consumer credit law and ACL.
10. From the increased client contact on our daily telephone advice line, it is evident that our community education programme has raised CCLSWA's profile and brought more traffic into our service. This in turn generated more case work for our service.

## SUBMISSIONS FOR POLICY AND LAW REFORM

11. CCLSWA undertook a high amount of work in this area.

- a. Financial counsellors

A major concern during the financial year was the unexpected cut to funds for metropolitan financial counsellors. The state government's announcement in early June 2015 took all by surprise and resulted in much consternation, consultation and lobbying.

Whilst CCLSWA does not employ financial counsellors, we work closely with financial counsellors and consider them an integral part of the suite of our service delivery outcomes. We wrote to politicians and spoke on community radio about the issue.

We are pleased to hear that the state government has re-allocated \$2M per year into a new financial counselling service delivery model that will be managed by the Department of Local Government and Communities. CCLSWA looks forward to the details of the new funding model.

- b. Credit repair companies

The Credit and Investments Ombudsman (formerly the Credit Ombudsman Service) sought consultation on credit repair companies' conduct towards consumers.

In providing our comments to the Ombudsman, CCLSWA drew on our work on the telephone advice line, our case file work as well as our work with the regulator the Australian Securities and Investments Commission (ASIC).

c. Professional, ethical and education standards in the financial services industry

CCLSWA made this submission to the parliamentary joint committee on corporations and financial services. The joint committee sought consultation on lifting the standards for financial services personnel.

CCLSWA maintains that the law should impose more stringent regulations on financial advisers in the financial services industry.

d. No cooling-off period for motor vehicle purchase contracts

In November 2013, CCLSWA provided a submission to the Department of Commerce on their review of the Motor Vehicle Dealers Act (1973).

Recently, in working further on the review, the Department sought case studies from CCLSWA on specific instances of consumers being disadvantaged due to the absence of a cooling-off period in motor vehicle contracts and the presence of a 15% liquidated damages clause. The clause permits dealers to recover 15% of the contract from consumers who changed their minds.

e. EDR consumer casework issues

ASIC sought feedback from consumer credit specialist lawyers across the nation about our experiences with the two external dispute resolution schemes, namely the Financial Ombudsman Service and the Credit and Investments Ombudsman. It was curious that CCLSWA's experience of the two schemes varied quite dramatically from our eastern states colleagues' experiences.

CCLSWA maintains regular contact with both schemes to facilitate feedback and to provide us with an updated understanding of their processes. It is more challenging for CCLSWA than for our eastern states colleagues to do so, due to the distance and time differences.

## **VOLUNTEERS**

12. Once again, our volunteer paralegals form the backbone of our service delivery.

13. There were many outstanding volunteers who helped CCLSWA in particular ways:

- Isabelle Zekulich and Megan Faller, who took on many extra hours of paid and unpaid paralegal work to help us cope when our legal administrative assistant Samantha left our service to move interstate. Isabelle and Megan also hosted skills training sessions to equip our new staff and paralegals with presentation techniques.



- Many other paralegals helped out in our legal practice beyond the telephone advice line; be it file work, client interviews, presentations, policy/law reform work or our website update: Aarushi Garg, Anita Kousari, Eamonn Bochat, Edward Souti, Emily Lynch and Nadia Agnello.
- I also make mention of our former volunteer paralegals: Aoife Nugent, Blake Robinson, Jasper Johnson and Ryan Torabi, each of whom made a significant contribution to CCLSWA's work.

## **STAFF**

14. Without the staff solicitors' fantastic work and the legal administrative assistant's great support, I would not have ventured on the multiple projects I did. I credit my colleagues with the output and the high quality of CCLSWA's legal work.
15. I also acknowledge Dawn Emmanuel, our bookkeeper, for her eagle eye over our financial records. I value Dawn's counsel and encouragement, particularly as I step temporarily into the role of Acting Centre Manager.
16. There were many significant changes to our staff profile during the financial year. In May 2015, David Kernohan, our Centre Manager since September 2011, left CCLSWA to take up the helm at the Mental Health Law Centre. David is very much missed and we are envious of Mental Health Law Centre for 'stealing' him from us. David's intelligent, firm but consultative style of leadership allowed CCLSWA to transition into a dynamic legal practice. Under his guidance, CCLSWA entered the era of an on-demand telephone advice service, document electronic filing, an expanded quality volunteer paralegal programme and a more targeted engagement with all stakeholders. David also undertook a mammoth task to ensure CCLSWA reached high standards required for the accreditation process.

We wish David the very best in his new role. He has left CCLSWA in a very good shape for staff to carry on the service.

17. In July 2015, Alicia Chan left CCLSWA to join her partner Rob King in Saigon as he assumed the lead in the Indo-China Ernst & Young practice. Alicia first joined CCLSWA in late 2012 as a volunteer paralegal, progressed to an employed staff paralegal and subsequently to an employed solicitor. From early days, Alicia took on complex file matters, drafted numerous law and policy submissions and supervised many volunteer paralegals. She impressed colleagues and clients with her sharp legal mind, insight and composed, clear way of communicating.

18. Around the same time, Samantha Stain, our legal administrative assistant, also left. Sam left to join her partner Pete in Melbourne. In her 12 months at CCLSWA, Sam was a bubbly colleague who took on tasks beyond the usual expectations. Sam was eager to contribute and added great value to our work processes. Sam took up the challenge of drafting our first few e-newsletters.
19. In late July 2015, Georgina Molloy joined CCLSWA as a part-time solicitor. Georgina brings highly valued skills and experience as a corporate lawyer from Ashurst Lawyers, Melbourne. In her short time since she joined CCLSWA, Georgina has already assumed conduct of case files, spoken at a fundraiser event for CCLSWA and held the fort when the other solicitors were at a national conference. Georgina has stepped into the role of a community lawyer very easily, drawing on her personal compassion and her 7-month stint as a secondee pro bono lawyer at Youthlaw, Melbourne.
20. In late July 2015, Gemma Corles joined CCLSWA as our new legal administrative assistant. Gemma has dual formal tertiary qualifications: a law degree as well as a politics degree. Gemma worked for more than two years as a media and communications director for the federal member Natasha Griggs. Gemma has not stopped since she started in her role at CCLSWA. She has become indispensable to staff and paralegals alike. Gemma has brought immense relief to me in my role, especially when I also juggle the task of Acting Centre Manager.

## **THANKS**

21. Once again, I gratefully acknowledge David Kernohan's leadership and support for me in my role as Principal Solicitor until he left in May 2015. I feel privileged to have been a witness to, and beneficiary of, David's excellence.
22. I thank Leigh Warnick of Francis Burt Chambers for his mentoring and guidance. I know Leigh has precious little spare time outside of his work as a barrister, so I highly value the kind and intuitive sounding board he provides to me.
23. I thank the Management Committee for its ongoing governance and support, I particularly acknowledge the Management Committee's role when CCLSWA faced recent uncertain times. Without that support and encouragement, I would have found it difficult to carry on the task of running the legal practice.

## **PRO BONO ASSISTANCE**

24. I thank the following for their generosity in providing CCLSWA with valuable assistance throughout:
  - Australian Government Solicitor for allowing Carla Kovacevic to attend weekly at CCLSWA to help with our work. Carla has helped out since September 2013 and her particular gift at drafting is a boon to CCLSWA.

- Barristers Kim Lendich, Graham Rabe and Terry Palmer, who willingly agreed to take on briefs from CCLSWA and provided valuable opinions on matters when we keenly needed them.
- Gilbert + Tobin (Sydney) for their assistance on a matter pertaining to the interpretation of a clause in a contract.
- King & Wood Mallesons for their opinion regarding the law pertaining to the proceeds of crime.
- King & Wood Mallesons for their facilities and refreshments for our consumer advocacy workshops and training session.
- The Department of Commerce for the use of their rooms for our paralegal training session.
- Additionally I would like to thank Legal Aid (WA) and the Commonwealth government for their funding commitment.

**Faith Cheok**  
**Principal Solicitor**  
**CCLSWA**

## **TESTIMONIAL – MY TROUBLE WITH CAR FINANCE**

I was originally from Burma. I lived in a refugee camp in Malaysia for 15 years before I came to Australia in 2006. I spoke very little English when I arrived in Australia. Today, I still have some problems with English.

In July 2014, I wanted to buy a used car from a dealer in Perth for \$15,999. It was the first time for me to buy a car from a dealer and also to borrow money. The dealer told me he would get me the best and cheapest deal. I trusted him.

The dealer said he would help me get a loan to buy the car. He gave me many documents to sign. He said that because I had never borrowed money before, I would have to sign all the documents. He did not give me time to read the documents. He did not explain them to me. I thought the dealer was getting the best deal for me, so when he told me to sign, I just signed.

After taking the car home, my friend told me I had signed a loan for \$30,500. I found out the dealer had charged me over \$7,000 for extra accessories for the car. I did not ask for the accessories. The dealer also charged me for insurance and broker fees that I did not know anything about. The loan was much more than I wanted. The repayments were too high and I could not afford them.

I was very stressed. I felt I had been cheated and I didn't know what to do. I came to CCLSWA for help. CCLSWA wrote many letters for me to the bank, the dealer and to government departments. CCLSWA did a lot of work. Now I can keep my car and have a loan I can afford to pay.

If CCLSWA did not help me, I would be in a lot of trouble. I feel that CCLSWA has helped me a lot. My life is less stressful now because CCLSWA helped me with my debt problem.

- P

# TRENDS

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# COMMUNITY LEGAL EDUCATION

## PREVENTION BETTER THAN A CURE

CCLSWA believes in prevention. Financial literacy is key to prevent poor financial decisions and out of control debt.

CCLSWA is committed to financial literacy education initiatives and community legal education. We reach different target groups: high school students, youth, new Australians, community advocates and groups with specific vulnerabilities such as migrants with low literacy, prisoners and women.

## SOME CLE HIGHLIGHTS

### Financial literacy sessions to Year 12 students

CCLSWA regularly presents to high school students. In the 2014-2015 year CCLSWA presented to the following high schools:

- Corpus Christi College
- Kennedy Baptist College
- Mandurah Baptist College
- Melville Senior High School
- Southern River College
- Willetton Senior High School
- North Lake Senior Campus

### Consumer advocacy workshops

Through workshops, CCLSWA aims to assist financial counsellors and consumer advocates identify the circumstances and the evidence to successfully challenge a loan contract on the basis of unfairness.

## CCLSWA WEBSITE

The new CCLSWA website went live on 15 April 2015. The website will be formally launched later this year.

The new website features automated letters and updated fact sheets.

Since the launch of the website we have had 7,582 visitors and 2,500 downloads.



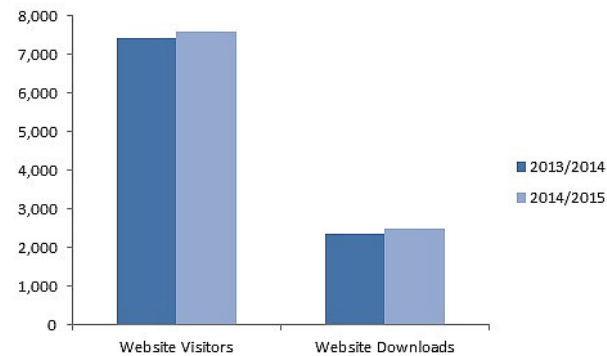
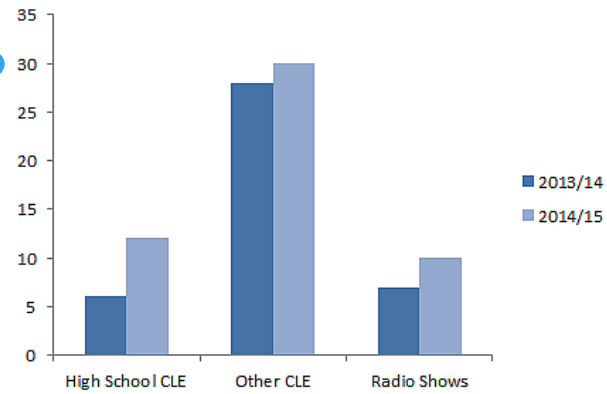
Eamonn Bochat, Elisha Butt,  
Faith Cheoke, Edward Soulti and  
Isabelle Zekulich.

## GROWING CLE

CCLSWA is committed to continuing and growing its CLE service.

CCLSWA has doubled its commitment to providing financial literacy sessions to high schools since the 2013/2014 financial year.

	2013/2014	2014/2015
CLE Sessions to High Schools	6	12
Other CLE Sessions	28	30
Radio Shows	7	10
Website Visitors	7,418	7,582
Website Downloads	2,361	2,500



## CASE STUDY: CAR DEALER & CAR FINANCE TROUBLE

M, a migrant, had a limited understanding of English, and was not confident in dealing with the Australian financial process.

Some time ago, they bought a car on finance. A year later, they thought of trading it for a black SUV, again on finance. Almost immediately, before collecting the SUV and drawing down on any loan for the SUV, M's income drastically reduced due to a sudden job loss. M explained to the dealer they could no longer afford to buy the SUV or pay the loan on it, so would like to pull out.

Instead of allowing M to pull out – as the client legally could, because the contract was subject to finance – the dealer pressured the client to buy a hatchback instead of the SUV. The dealer misled M into thinking they could not legally pull out of the SUV contract.

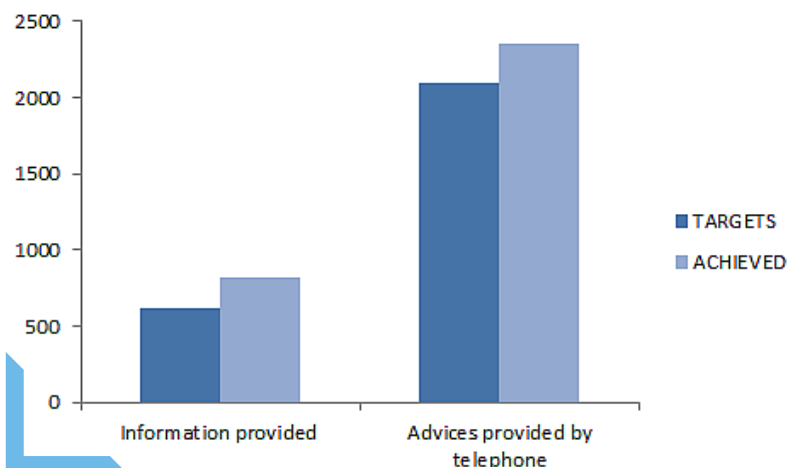
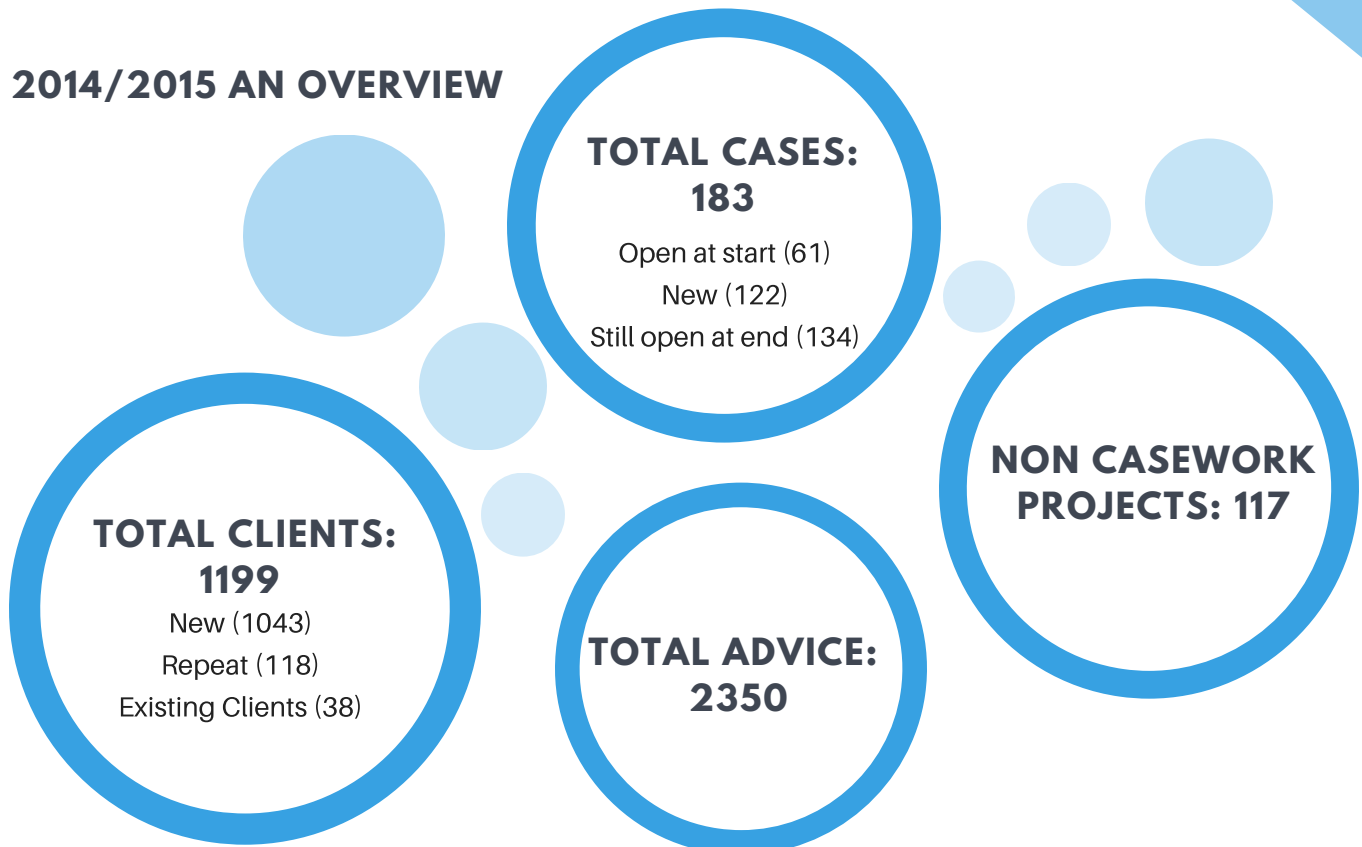
CCLSWA took up M's case and challenged the dealer's actions on the basis of unconscionable conduct; and misleading or deceptive conduct.

CCLSWA successfully negotiated a termination of both the SUV and hatchback contracts and also a refund of the deposit.

M was very relieved to be freed from the financial burden of a loan they could not afford.

# FACTS & FIGURES

## 2014/2015 AN OVERVIEW



## TARGETS VS ACHIEVED

NUMBER OF	TARGETS	ACHIEVED
Information provided	618	821
Advices provided by telephone	2,096	2,350

We exceeded the number of information provided target by 33% and exceeded the target number of telephone advices by 12%.



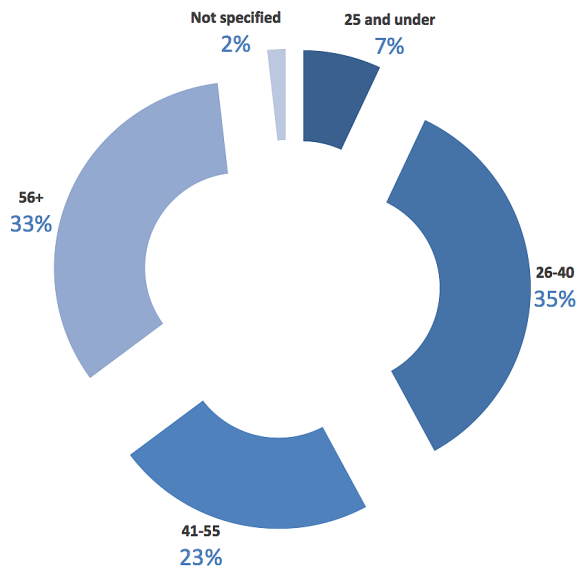
# ACTIVITIES

	2013/2014	2014/2015
<b>CLIENTS</b>		
<b>Total number of Clients</b>	<b>1157</b>	<b>1199</b>
New Clients	1034	1043
Repeat Clients	95	118
Existing Clients	28	38
<b>ACTIVITIES</b>		
<b>Information Activities</b>	<b>591</b>	<b>821</b>
<b>Total Advice Activities</b>	<b>2046</b>	<b>2350</b>
- with Public Interest dimension	3	0
<b>CASES</b>		
<b>Total cases open during period (Open and New)</b>	<b>149</b>	<b>183</b>
- Open at period start	32	61
- New (opened in period)	117	122
- Still open at period end (Ongoing)	61	134
<b>Total cases closed during period</b>	<b>88</b>	<b>49</b>
- Minor Cases closed	44	20
- Medium Cases closed	30	16
- Major Cases closed	14	13
Closed involving court representation	1	0
Closed involving primary dispute resolution	81	41
Closed test cases	1	0
Closed with Public Interest Indicator	5	0
<b>NON-CASEWORK PROJECTS</b>		
<b>Total projects open during period (Open and New)</b>	<b>125</b>	<b>177</b>
- Open at period start	37	40
- New (opened in period)	88	77
- Still open at period end	40	41
Open Community Legal Education Projects	9	9
Open Law Reform & Legal Policy projects	15	15
<b>Total projects completed during period</b>	<b>85</b>	<b>76</b>
- Minor projects completed	63	55
- Medium projects completed	19	11
- Major projects completed	3	10
CLE projects completed	47	43
LRLP projects completed	18	11
<b>Projects deferred during period</b>	<b>1</b>	<b>1</b>

# NEW CLIENTS

To support our funding applications CCLSWA obtains data from new clients who are seeking assistance. CCLSWA obtains data on the client's age, income and source of income, family type and indigenous background.

## AGE



### AGE GROUP

25 and under	73	7%
26-40	366	33%
41-55	237	23%
56+	367	33%
Not specified	19	2%
<b>TOTAL</b>	<b>1043</b>	

While the distribution of ages has remained proportional from the 2013/2014 financial year, clients in the 25 and under, and 41-55 age brackets decreased, while clients 56+ increased by 14%.

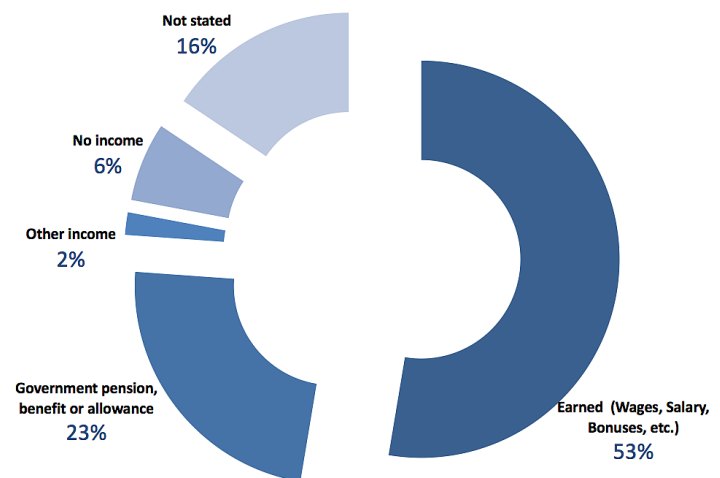
## INCOME SOURCE

### INCOME SOURCE

Earned (Wages, Salary, Bonuses, etc.)	549	53%
Government pension, benefit or allowance	249	23%
Other income (Rent, Income, Dividends, etc.)	19	2%
No income	67	6%
Not stated	163	16%
<b>TOTAL</b>	<b>1043</b>	

### INCOME SCALE

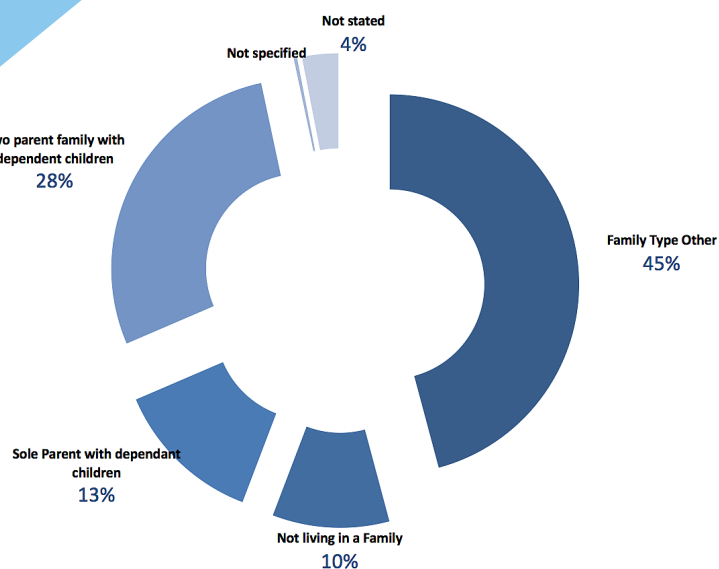
High Income	75	7%
Low Income	505	49%
Medium Income	389	37%
No income	42	4%
Not stated	32	3%
<b>TOTAL</b>	<b>1043</b>	



The distribution of new clients income and income source remained proportional to the previous financial year with no significant changes.

# NEW CLIENTS

## FAMILY TYPE



### FAMILY TYPE

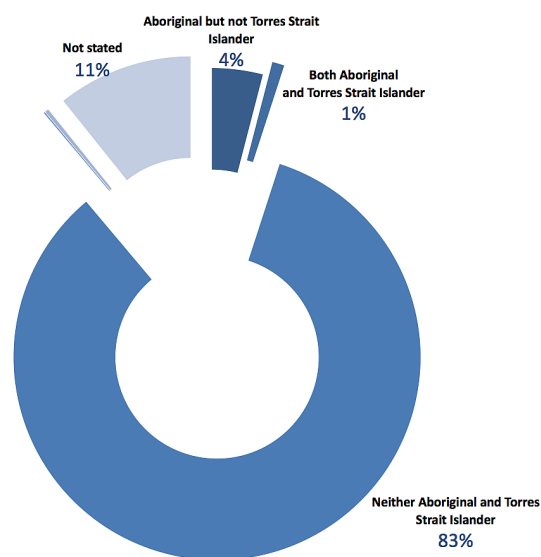
Family Type Other	478	45%
Not living in a Family	104	10%
Sole Parent with dependent children	133	13%
Two parent family with dependent children	293	28%
Not specified	3	-
Not stated	32	4%
<b>TOTAL</b>	<b>1043</b>	

New clients living in alternative family types increased slightly from the previous financial year, while clients not living in a family decreased.

## INDIGENOUS STATUS

INDIGENOUS STATUS	Count	Percentage
Aboriginal but not Torres Strait Islander	42	4%
Both Aboriginal and Torres Strait Islander	10	1%
Neither Aboriginal and Torres Strait Islander	875	83%
Torres Strait Islander but not Aboriginal	1	-
Not specified	3	-
Not stated	112	11%
<b>TOTAL</b>	<b>1043</b>	

There have been no significant changes the makeup of indigenous status of new clients from the 2013/2014 financial year.



## TOP 5 CLIENT BACKGROUNDS

CCLSWA receives calls from clients from numerous cultural and linguistic backgrounds. The top 5 countries of birth are:

1. Australia **56%**
2. England **8.9%**
3. New Zealand **4.7%**
4. India **2%**
5. Zimbabwe **1.15%**

# TOP 20 PROBLEMS

These are the Top 20 problem types we have come across over the last year.

As you can see our main area is Consumer Credit and Debt, but we have also been involved in a wide range of related issues.

Credit and debt consumer credit	1239
Consumer complaints services	195
Credit reporting	183
Credit and debt owed by client	174
Consumer complaints products	158
Credit and debt collection	156
Credit and debt other	136
Motor vehicle dealer complaint	109
Credit and debt management/negotiation	98
Consumer complaints other	77
Credit and debt recovery (court)	60
Consumer complaints financial/ insurance/ super etc	55
Motor vehicle other	50
Credit and debt bankruptcy	45
Consumer complaints fair trade/trade/sell practice	41
Credit and debt information/privacy	39
Electronic Transfer	27
Telco's	23
Other civil contracts	23
Consumer complaints building	16
<b>Total Problem Types</b>	<b>2944</b>

# FINANCIAL REPORTS

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# FINANCIAL REPORTS

**CONSUMER CREDIT LEGAL SERVICE (WA) INC**

**ABN 42 262 474 001**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 30 JUNE 2015**

COMMITTEE'S REPORT

DIVISIONAL INCOME AND EXPENDITURE STATEMENT

INCOME AND EXPENDITURE STATEMENT

BALANCE SHEET

STATEMENT OF CASH FLOWS

NOTES TO THE FINANCIAL STATEMENTS

AUDITORS REPORT

AUDITORS DECLARATION

**OFFICIAL**

**CONSUMER CREDIT LEGAL SERVICE (WA) INC.**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 30 JUNE 2015**

# CONSUMER CREDIT LEGAL SERVICE (WA) INC.

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## CONTENTS

Committee's Report

Declaration by the Members of the Committee

Statement of Divisional Financial Performance

Statement of Financial Performance

Balance Sheet

Statement of Cash Flows

Notes to the Financial Statements

Independent Auditor's Report



# CONSUMER CREDIT LEGAL SERVICE (WA) INC.

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## DECLARATION BY THE MEMBERS OF THE COMMITTEE FOR THE YEAR ENDED 30 JUNE 2015

The committee of the Consumer Credit Legal Service (WA) Inc. has determined that the organisation is not a reporting entity. The committee has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the committee of the Consumer Credit Legal Service (WA) Inc.:

- 1
  - a) the statement of financial performance gives a true and fair view of the result of the organisation for the year ended 30 June 2015; and
  - b) the balance sheet gives a true and fair view of the state of affairs of the organisation as at 30 June 2015 .
- 2 At the date of this statement, there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

  
\_\_\_\_\_  
Chairperson

  
\_\_\_\_\_  
Treasurer

# CONSUMER CREDIT LEGAL SERVICE (WA) INC.

## STATEMENT OF DIVISIONAL FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2015

	65%	35%	New Common wealth	PPT	LotteryWest	Consolidated
Generalist Services	\$	\$	\$	\$	\$	\$
<b>Income</b>						
Grants	139,405					139,405
Commonwealth State	213,141	213,565				426,706
SACS Supplementation	18,152					18,152
PPT				83,046		83,046
Lotterywest					4,790	4,790
Lotterywest funds c/f from FY2014					31,760	31,760
New Commonwealth Funding			120,000			120,000
Donations	546	294				840
CCLS membership	76	42				118
Reimbursements	1,500	-				1,500
Interest received	3,861	2,078				5,939
Training Sessions	2,608	1,404				4,012
<b>Total Income</b>	<b><u>379,289</u></b>	<b><u>217,383</u></b>	<b><u>120,000</u></b>	<b><u>83,046</u></b>	<b><u>36,550</u></b>	<b><u>836,268</u></b>
<b>Expenditure</b>						
Advertising & Promotion	809	436				1,245
Archiving	1,386	747				2,133
Accounting Fees	16,223	8,736				24,959
Audit fees	1,866	1,004				2,870
Asset Purchased < \$1,000	1,346	724				2,070
Bank charges	158	85				243
Board & governance expenses	263	142				405
Cleaning	2,344	1,261				3,605
Client support services	48	26				74
Computer expenses	26,327	14,176	6,600			47,103
Depreciation	9,443	5,085				46,288
Funding Carried Forward	3,592	4,899	10,009		31,760	18,500
Insurance	4,452	2,396				6,848
Legal fees	1,579	851				2,430
Publication & information resources	2,041	1,099				3,140

# CONSUMER CREDIT LEGAL SERVICE (WA) INC.

## STATEMENT OF DIVISIONAL FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2015

	65% Generalist Services \$	35% State \$	New Common wealth \$	PPT \$	LotteryWest \$	Consolidated \$
Meeting expenses	300	160				460
Memberships	5,115	2,755				7,870
Postage	220	119				339
Printing & stationery	5,034	2,710				7,744
Rent & outgoings	33,674	18,205				51,879
Repairs & maintenance	339	182				521
Salaries	191,715	113,125	92,505	76,006		473,351
Staff amenities	3,392	1,802				5,194
Staff entitlement provisions	(4,761)	(2,563)				(7,324)
Staff recruitment provisions	7,199	3,877				11,076
Staff training & development	4,313	2,323			4,790	11,426
Superannuation	18,174	10,800	8,761	7,040		44,775
Sundry expenses	161	108				269
Fees & Permits	1,638	882	1,250			3,770
Telephone & fax charges	14,011	7,459				21,470
Travel & accommodation	9,342	5,032	875			15,249
Utilities	16,196	8,642				24,838
<b>Total expenditure</b>	<b>377,939</b>	<b>217,285</b>	<b>120,000</b>	<b>83,046</b>	<b>36,550</b>	<b>834,820</b>
<b>Net Surplus</b>	<b>1,350</b>	<b>98</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,448</b>

## CONSUMER CREDIT LEGAL SERVICE (WA) INC.

### STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
	\$	\$
<b>Income</b>		
Government	584,263	546,883
Government- New Commonwealth Funding	120,000	110,000
Non-Government - Public Purposes Trust	83,046	79,705
Non-Government - Consumer Protection Dept	-	36,364
Non-Government – LotteryWest	4,790	121,700
Non-Government – LotteryWest carried forward funds FY2014	31,760	-
<b>Other Income</b>		
Donations	840	1,015
CCLS membership	118	209
Reimbursements	1,500	1,600
Interest received	5,939	5,374
Training Sessions	4,012	2,863
<b>Total Income</b>	<b><u>836,268</u></b>	<b><u>905,713</u></b>
 <b>Expenditure</b>		
Advertising & Promotion	1,245	715
Archiving	2,133	1,645
Accounting Fees	24,959	23,189
Audit fees	2,870	2,800
Assets Purchased < \$1,000	2,070	2,496
Bank charges	243	358
Board & governance expenses	405	151
Cleaning	3,605	2,415
Client support services	74	685
Computer expenses	47,103	33,709
Depreciation (including Lotterywest items)	46,288	32,178
Employment support	-	690
Funding Carried Forward	18,500	-
Insurance	6,848	7,799
Legal Fees	2,430	-
Leases	-	7,171
Publication & information resources	3,140	11,485
Meeting expenses	460	367
Memberships	7,870	5,270
Postage	339	465
Printing & stationery	7,744	5,076
Rent & outgoings	51,879	49,490
Repairs & maintenance	521	781

**CONSUMER CREDIT LEGAL  
SERVICE (WA) INC.**

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**STATEMENT OF FINANCIAL PERFORMANCE (CONTINUED)  
FOR THE YEAR ENDED 30 JUNE 2015**

Salaries	473,351	438,957
Staff amenities	5,194	3,239
Staff entitlement provisions	(7,324)	14,813
Staff recruitment provisions	11,076	641
Staff training & development	11,426	8,285
Volunteer Training Program	-	30,000
Superannuation	44,775	40,046
Sundry expenses	269	202
Donation CLC Campaign Expense	-	1000
Fees & Permits	3770	3950
Telephone & fax charges	21,470	18,948
Travel & accommodation	15,249	10,464
Utilities	24,838	24,506
Over provisions for:		
Provision IT	-	16,300
Provision for Service Devel relocation	-	15,000
LotteryWest carried forward funds for equipment depreciation	-	59,595
Provision for future salary position	-	23,500
<b>Total expenditure</b>	<b><u>834,820</u></b>	<b><u>898,381</u></b>
<b>Net Surplus / (Deficit)</b>	<b><u>1,448</u></b>	<b><u>7,332</u></b>

**CONSUMER CREDIT LEGAL  
SERVICE (WA) INC.**

**BALANCE SHEET  
AS AT 30 JUNE 2015**

	2015	2014
	\$	\$
<b>Assets</b>		
<b>Current Assets</b>		
Bankwest Cheque Account	13,173	2,291
Bankwest Businesss TeleNet Saver Account	79,712	60,248
Bankwest Zero Debit Card	1,078	-
Bankwest Term Deposit	150,000	-
Westpac Cheque Account	-	3,322
Westpac Savings Account	-	120,890
Cash on hand	500	500
Prepayments	9,902	6,285
Sundry Debtors	500	11,572
Other Debtors	-	31,600
	<u>254,865</u>	<u>236,708</u>
<b>Non-Current Assets</b>		
Leasehold improvements	19,768	19,768
Less: Accumulated depreciation	(9,370)	(6,604)
Plant & equipment	217,795	207,660
Less: Accumulated depreciation	<u>(146,740)</u>	<u>(103,218)</u>
	<u>81,453</u>	<u>117,606</u>
<b>Total Assets</b>	<u>336,318</u>	<u>354,314</u>
<b>Current Liabilities</b>		
Sundry creditors	776	3,864
PAYG payable	10,342	3,984
GST payable	11,295	11,044
Salary Sacrifice	3,641	-
Superannuation payable	7,675	6,761
Provision for annual leave	14,656	19,402
Provision for annual leave loading	2,565	3,395
Provision for long service leave	31,755	32,942
Provision for super on employee entitlements	4,653	5,213
Funding in advance	18,500	-
	<u>105,858</u>	<u>86,605</u>

**CONSUMER CREDIT LEGAL  
SERVICE (WA) INC.**

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**BALANCE SHEET (CONTINUED)  
AS AT 30 JUNE 2015**

	2015	2014
	\$	\$
<b>Non- Current Liabilities</b>		
LotteryWest depreciation clearing a/c	27,835	59,595
Provision for future salary position	23,500	23,500
Provision for IT	5,063	12,000
Provision for Service Devel relocation	15,000	15,000
	<u>71,398</u>	<u>110,095</u>
<b>Total Liabilities</b>	<u>177,256</u>	<u>196,700</u>
<b>Net Assets</b>	<u>159,062</u>	<u>157,614</u>
<b>Accumulated Funds</b>		
Balance at beginning of year	157,614	150,282
Add Surplus / (Deficit) for the year	1,448	7,332
<b>Accumulated Funds at End of Year</b>	<u>159,062</u>	<u>157,614</u>

**CONSUMER CREDIT LEGAL  
SERVICE (WA) INC.**

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$	\$
<b>Cash Flow from Operating Activities</b>		
Receipts from Government Grants	704,263	647,363
Receipts from Non-Government Grants	83,046	207,769
Receipts from other sources	5,970	4,087
Interest received	5,939	5,374
Payments to suppliers & employees	<u>(731,871)</u>	<u>(723,549)</u>
Net cash provided by operating activities	<u><b>67,347</b></u>	<u><b>141,044</b></u>
 <b>Cash Flows from Investment Activities</b>		
Payments for purchases of plant & equipment	<u>(10,135)</u>	<u>(82,102)</u>
Net cash (used in) investment activities	<u><b>(10,135)</b></u>	<u><b>(82,102)</b></u>
 Net increase (decrease) in cash held	57,212	58,942
Cash at beginning of the year	<u>187,251</u>	<u>128,309</u>
<b>Cash at end of the year</b>	<u><b>244,463</b></u>	<u><b>187,251</b></u>

**Notes to Statement of Cash Flows**

**1. Reconciliation of Cash**

Cash on hand	500	500
Cash at bank	<u>243,963</u>	<u>186,751</u>
	<u><b>244,463</b></u>	<u><b>187,251</b></u>

**2. Reconciliation of net cash used in operating activities to operating result**

Operating Surplus / (Deficit)	1,448	7,332
Depreciation	46,288	32,178
(Increase) / Decrease in receivables	39,055	(33,373)
Increase / (Decrease) in provisions	(5,184)	124,907
Increase / (Decrease) in payables	<u>(14,260)</u>	<u>10,000</u>
Net cash provided by operating activities	<u><b>67,347</b></u>	<u><b>141,044</b></u>



# CONSUMER CREDIT LEGAL SERVICE (WA) INC.

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

### Note 1 - Statement of Significant Accounting Policies

These financial statements are a special purpose financial report prepared in order to satisfy the financial reporting requirements of the organisation, pursuant to the constitution of the organisation and the requirements of the Association Incorporations Act of WA. The committee has determined that the organisation is not a reporting entity.

The statements have been prepared in accordance with the requirements of the following applicable Accounting standards and other mandatory professional reporting requirements:

AASB 102	Inventories
AASB 110	Events Occurring After Reporting Date
AASB 118	Revenue
AASB 119	Employee Benefits
AASB 1031	Materiality
SAC 1	Definition of the Reporting Entity

No other applicable Accounting Standard's or mandatory professional reporting requirements have been applied.

The financial statements are prepared on an accrual basis. They are based on historic costs and do not take into account changing money values or, except where specifically stated current valuation of non-current assets. The accounting policies adopted are consistent with those of the previous year.

### Going Concern

The financial statements have been prepared on a going concern basis, which contemplates continuity of normal activities of the organisation. The ability of the organisation to continue as a going concern will be dependent upon the continued receipt of grants from the State Government of Western Australia and supporting bodies.

### Principal Activities

The principal activities are to:

- Provide free and confidential legal advice and information to consumers in the West Australian community, on credit contracts (such as home loans, car loans, credit cards) and also on goods and services covered by the Australian Consumer Law;
- Provide education to high school students, consumer advocates and financial counsellors on prevention strategies or resolutions of consumers' disputes with financial institutions and suppliers of goods and services;
- Assist consumers by advocating for them in their disputes on various forums such as the Financial Ombudsman Service and the Credit Ombudsman Service Limited;
- Assist consumers by providing legal advice for their disputes at the Magistrates Court of Western Australia;
- Participate in relevant law reform initiatives for the long-term benefit of consumers.

## **CONSUMER CREDIT LEGAL SERVICE (WA) INC.**

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### **NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2015**

#### **Plant and Equipment**

Plant and equipment are included at cost. All fixed assets are depreciated over their estimated useful lives commencing from the time the asset is held ready for use using the diminishing value method.

#### **Superannuation**

Staff superannuation has been paid in accordance with the requirements of the Superannuation Guarantee Charge legislation and is paid to complying funds.

#### **Employee Entitlements**

Provision is made in respect of the organisation's liability for annual leave and long service leave. Both the provision for annual leave and long service leave has been accrued in respect of all employees from the commencement of their employment with the organisation.

#### **Funding /Grants in Advance**

All grants are brought to account as income when received, unless they relate to future years in which case they are recognised as income in the year expended.

They appear in the Balance Sheet as a liability – Funding in Advance.

# **Independent Audit Report**

## **To the members of Consumer Credit Legal Service (WA) Inc.**

### **Report on the Financial Report**

I have audited the accompanying financial report, being a special purpose financial report, of Consumer Credit Legal Service (WA) Inc., which comprises the balance sheet as at 30 June 2015, the statement of financial performance for the year then ended, the statement of cash flows, a summary of significant accounting policies, other explanatory notes and the declaration by the members of the committee.

### **The Responsibility of the Members of the Committee for the Financial Report**

The Members of the committee of the entity are responsible for the preparation and fair presentation of the financial report. The members of the committee responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### **Auditor's responsibility**

My responsibility is to express an opinion on the financial report and the disclosures based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Members of the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the members of the committee financial reporting under the constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

### **Independence**

In conducting my audit, I have complied with the independence requirements of the Australian professional accounting bodies.

### **Audit opinion**

In my opinion, the financial report gives a true and fair view of the financial position of Consumer Credit Legal Service (WA) Inc. as of 30 June 2015, and of its financial performance for the year then ended in accordance with accounting policies described in Note 1 to the financial statements.

### **Basis of Accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describe the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's financial reporting responsibility under the constitution. As a result, the financial report may not be suitable for another purpose.



RG Ledger  
**Chartered Accountant**  
**Registered Company Auditor**

19 AUGUST 2015

# GREG LEDGER PTY LTD

CHARTERED ACCOUNTANT

ABN 63 066 718 134

PO Box 565  
Wembley, WA 6913

Suite 3, 20 Altona Street  
West Perth, WA 6005

Telephone+(08) 93221114  
Facsimile+ (08) 9322 1134

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

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19 August 2015

The Board of Management  
Consumer Credit Legal Service (WA) Inc  
Level 1, 231 Adelaide Terrace  
Perth WA 6000

## AUDITOR INDEPENDENCE DECLARATION

This declaration is made in connection with the audit of the financial report of Consumer Credit Legal Service (WA) Inc. for the year ended 30 June 2015 and in accordance with the provisions of the Corporations Act 2001.

I declare that, to the best of my knowledge and belief, there have been:

- No contravention of the auditor independence requirements of the Corporations Act 2001 in relation to this audit;
- No contravention of the Code of Professional Conduct of the Institute of Chartered Accountants in Australia in relation to this audit.

Yours sincerely



Ross Gregory Ledger  
**Chartered Accountant**  
**Registered Company Auditor**