



# Facing challenges together to pave a way forward for a healthier and safer Tasmania.

## **Acknowledgement of Country**

Worker Assist acknowledges and pays respect to the palawa (Tasmanian Aboriginal people) as the traditional and original owners, and continuing custodians of the land and waters of this island, lutruwita (Tasmania), where we live and work.

Worker Assist undertakes only a small print run of the Annual report and we encourage interested parties to access the electronic version (PDF) on our website.

**Worker Assist was founded in 2011 with one simple yet bold idea:**

**that injured workers required information, advice, and support to have control over their workers' compensation claims.**

**Nine years later, the core idea remains the same, yet encompasses so much more.**

Worker Assist Incorporated (WA) is a trusted community organisation that supports injured Tasmanian workers understand their entitlements and obligations under the *Workers Rehabilitation and Compensation Act (WRCA) 1988*, Asbestos scheme and the *Work Health and Safety Act 2012*. Worker Assist provides this support through the WorkCover Board Tasmania grant and is now a registered community legal centre (CLC).

Worker Assist helps clients, their families, employers, and the various support services surrounding an injured worker so that they can proactively participate within the scheme.

We take an integrated approach in supporting people during this often daunting and challenging process. Our collaborative approach is unbiased, with workers needs at the forefront of our approach.

The key features of Worker Assist:

- > **Provide information, advice and support injured workers**
- > **Help injured workers navigate the worker's compensation system**
- > **Educate Tasmanians about the schemes when injured at work**
- > **Advocate for injured workers through government policy changes**

## Our values

That all Tasmanians have access to:

- Free, high quality information, advice and resources
- Reliable and accurate information, advice and resources
- That our services are provided in a caring, compassionate and understanding manner to all Tasmanians.

## Our vision

Worker Assist is committed to improving the lives of workers, particularly those most disadvantaged by advising, informing, educating and campaigning for law reform and social change. Our vision aligns with WorkCover Tasmania Board's: to ensure that Tasmanian's workplaces are healthier, safer and more productive.

## Our purpose

To provide support to Tasmanians workers as they navigate the workers compensation scheme.

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YEAR IN REVIEW 19/20  
**Snapshot**

**1231**

Injured workers supported with Information, advice and assistance

**1584**

phone calls requesting assistance

**360** claims in 2019-20 were for **MENTAL INJURIES**

2018-2019 Claims **↓ 7%**

but in 2017-2018 **↑ 52%**

**8.5 / 10** client service result

Secured **3 YEARS** of funding

**3%** ↑ in existing clients returning to the service

**380** volunteer hours provided to the service

**16** face to face visits per month (average)

Established - hearing loss referral sources **2**

**82%** ↑ in referrals to WorkSafe Tasmania for investigations

**53%** ↓ in turn away to the service

Client issues **↓ BY ONLY 3%** in comparison to 2018-19

Per day we average dealing with **5 ISSUES 9 CONTACTS** and require **17** actions

# REPORT FROM THE Principal Solicitor



## Welcome to the 2019-2020 Annual Report

*“This year can be summarised as one of dramatic change, uncertainty, and loss for many workers. COVID-19 has impacted all aspects of how we live and work.”*

Against a backdrop of rapid change and uncertainty, Worker Assist has continued to be a stable source of information, advice, and assistance to thousands of Tasmanians. The impact of the pandemic on the workforce was sudden, with job losses, workplace changes and isolation. The introduction of working from home challenged us all.

Our clients quickly reported their concerns, and we faced new issues and demands on the service. The introduction of independent medical examinations by telehealth due to the border closures, changes to the provision of return to work options when there were no workplaces available, and workers' isolation when lodging a claim.

The cascading impact of COVID-19 will continue to affect the management of workers compensation claims. There are claims where treatment was delayed or cancelled, the under-reporting of claims, or the realisation for some workers that their workplace was the cause of the psychological illness that was only realised when the separation from the workplace occurred.

Support through centres such as Worker Assist will arguably become more important than ever in the months and years ahead, as will be the financial implications on injured workers and potentially more issues raised as a result of the uncertainty of businesses future.

Worker Assist will continue to support, monitor, and advise the Tasmanian community throughout the next phase of recovery from the pandemic. Support provided by Worker Assist will become more important in the months and years ahead.

2020 has challenged us all to assess what the 'norm' may look like. Worker Assist has adapted to the changes, and we will continue to do so in 2021. We are responsive to change, and as a community, we need to continue to work together to improve schemes and improve outcomes for injured workers. If legislative change is required, then action should take place to make it a fairer and more equitable.

The WorkCover Board acknowledge the importance of our service by providing triennial funding. This allows us to strategically develop the service and meet the demands of stakeholders and injured Tasmanian workers.



**We are often the first people who have listened to an injured worker and their family. This is an important step. At this point we can help. Our aim is not just about resolving their current problem but to increase the knowledge and confidence of workers so that they can resolve future issues.**

Worker Assist will continue to provide the Tasmanian community with an independent source of information so that workers can make formative decisions about their claim. We look forward to expanding our service in 2020/21.

As part of our commitment to educating the Tasmanian community, we provided six events from August 2019 – February 2020, prior to the pandemic changing the delivery of our services. These included visits to workplaces, trade tables at community events, presentations at meetings and attending the Health and Safety Representative (HSR) training, so HSR's understand the basics of workers compensation.

Worker Assist wants to inform the community, help workers understand their obligations and rights and make them accountable for the action they take.

Even with the challenges of COVID-19, we look forward to growing our educational services during our next cycle of funding.

Legislative reviews are an essential part of the scheme and overseen by the WorkCover Tasmania Board and WorkSafe Tasmania. This year we have been excited to be involved in this stakeholder engagement. We understand the frustrations and complexities our injured workers face and look forward to hearing the outcome of these reviews. Hopefully, the results will be positive for injured workers and have a positive impact on the scheme.

We remain optimistic that this pandemic has shown the community how important it is that we face challenges together and pave a way forward for a healthier and safer Tasmania.

On a personal note, I would like to thank our dedicated and passionate team as they have been flexible and responsive to changes forced upon them during these difficult times.

They have been supported by our first rotation of student volunteers from the University of Tasmania, and their assistance has been invaluable to Worker Assist.

The Committee of Management has also worked hard to steer our service through this challenging year. We farewelled Kirsten Siejka and Liz Barnham in October 2020 and we look forward to renewal on our Committee in welcoming new members Zach Lieutier, Rui Webb and Robbie Moore who all have experience within the sector.

Our achievements would not be possible without the support of The WorkCover Board, our panel law firms and the community. Again, we thank you for your help and look forward to working collaboratively in the future.

After a year filled with unique challenges, we look forward to improving and expanding our services as we continue to be a positive influence in the Tasmanian community. I look forward to working with you all over the next year.

**MYLINDA PURTELL**

**PRINCIPAL SOLICITOR  
WORKER ASSIST**

# WHO ARE WE?

**Worker Assist is a trusted community organisation funded by The WorkCover Board Tasmania to provide information, advice and assistance to all Tasmanians.**



# YEAR IN REVIEW 2019- 2020

Worker Assist continues to provide a holistic, client-centred, independent and knowledgeable service to the Tasmanian community. We implemented a range of initiatives to monitor, review and improve our performance.

Our performance is measured against the Strategic Plan of the WorkCover Tasmania Board, the Grant Deed for Worker Assist, and surveying our community education participants and clients. The data we have collected over the past nine years demonstrates an increase in our reach and impact within the community.

COVID-19 has created a unique set of challenges for Worker Assist. We have managed to continue to deliver our service without disruption to our clients. In March 2020, a range of measures was implemented by the Tasmanian State Government to flatten the curve of COVID-19. These measures had an immediate effect on clients and service delivery.

We effectively suspended all face-to-face contact, educational events, and our volunteer program. All staff worked from home for four months, while also supporting the education of their young families. Despite the restrictions and challenges they faced, we ensured that injured workers were not left without support. The pre COVID-19 management of the service meant that the service were quick to adapt to the changing landscape. Our move to a cloud-based database system, new telephone and adoption of flexible work practices pre COVID-19 meant our clients were not impacted by a sudden change in the delivery of our service. To ensure a safe provision of services from the home office, a small cost was required. Our staff were able to work safely from their home office and higher levels of wellbeing were recorded as we found new ways to re-balance home and work life through different work arrangements.

We anticipated a decrease across the service due to the turbulent second half of the year. Many businesses closed, workers lost their positions, Job Keeper and Jobseeker payments were introduced and we changed the way we worked. From 1 July 2019 to 30 June 2020, we supported 1200 clients, only a 5% decrease from 2018/19, men represented more than half of the client base for the first time in 9 years and a surge of CALD workers requiring interpreting services, with people from culturally and linguistically diverse background and other minorities a growing demographic that we supported. We noted a 12% decrease in new clients requesting assistance from Worker Assist, but there was only a 5% decrease overall in clients accessing the service as existing clients returned to the service.

# REFLECTING ON OUR REACH

We are committed to increasing the reach of Worker Assist within the community. Our one year grant in 2019-2020 did not allow us to retain our staffing levels at 3.1 FTE (the 2018-19 level). A combination of COVID-19 implications and a decrease in staff reflects a decrease in new clients, issues and actions. However, reflecting over a three-year term from 2016-17, when we maintained the same 2.7 FTE, it demonstrates that we have developed efficiencies within the organisation to deliver the service.

We believe that the secured funding for the next three years will enable us to continue to grow the service, particularly in providing greater community education and awareness.

COMPARISON FROM 2016-2017 TO 2019-2020					INCREASE OR DECREASE IN COMPARISON FROM 2016/17 to 2019/20
	16/17	17/18	18/19	19/20	
FTE	2.7	2.7	3.1	2.7	0%
ISSUES	772	838	1132	1088	+41%
NEW CLIENT	488	515	623	550	+12%
ACTIONS	2163	2517	5955	5188	+139%
TURNUED AWAY	13	29	28	13	0%
MENTAL	N/R	51m	1hr 38m	1hr 26m	+34m
PHYSICAL	N/R	1hr 6m	1hr 36m	1hr 22m	+18m

\* N/R = Not Reported



# OUR SERVICE

## Advisory service

Information, advice, support and referrals are provided through our confidential advisory service. This service is available state-wide to all Tasmanians enquiring about their rights and obligations following a workplace injury or asbestos related claim.

Our advisory service continued despite COVID-19 restrictions with our case officers providing "contactless" assistance. Although small reduction in new clients accessed the advisory service, a 2% increase in existing clients continued to utilise the service as a result of changes brought about by COVID-19 in their claims.

The advisory service is often the first time an injured worker discusses issues with a specialist. We allow sufficient time for workers to feel heard and to discuss a range of issues. Often we can discuss multiple issues that allows workers and their families to feel supported and prepared.

By assisting workers and their families to obtain answers to their questions we are able to empower them on their workers compensation journey. We actively re engage with clients that require continue assistance to ensure that their concerns are being dealt with. This outcome focused approach alleviates the confusion often felt by workers navigating the system and gives them achievable steps.

Complex matters are referred immediately to our panel lawyers state-wide who are specialist in the area. Injured workers then have an understanding of the issues they will raise with their lawyer, how the legal system operates and what they can expect to be the resolution of their queries.



"The rights and obligations of workers and employers under the Workers Rehabilitation and Compensation Act are relatively complex and can be contentious. Worker Assist was established to provide specialised information at an early stage of the process to assist all parties. It enables early resolution of issues and filters what is capable of being dealt with outside of contested legal proceedings. It is also less formal and structured as a first port of call service which is a valuable tool in the overall scheme. Its purpose and scope need to continue being filled by specialised quasi-legal service, and the demand it meets cannot easily or effectively be met by other community or social work-oriented programs or organisations."

Sandra Taglieri – Barrister

## Community Education

When people face legal problems, most do not go directly to a lawyer for assistance. They reach out into their networks and the community for support. Worker Assist has increased our partnerships with various stakeholders, even during the pandemic to ensure we are reaching clients in need.

Educational programs continued state-wide, however, limited by COVID-19 restrictions. This financial year we held 6 sessions in 5 months. Our ability to provide community education is dependent on the availability of staff. During 2019/20 our staff levels decreased from 3.1FTE to 2.7 and this impacted the delivery of the service.

We provide information to organisations, health and safety representatives, union delegates, businesses, government departments and the general community. Educational sessions provide participants with a general understanding of the schemes, making and managing of claims and the benefits of returning to work where appropriate.

These sessions were impacted by COVID-19 with only 6 sessions delivered in a 5 month period reaching approximately 150 people. Our ability to facilitate community education is also impacted by our availability of staff and we hope that this can increase in 2020/21.

## Law reform and raising community concerns

We continue to provide a unique perspective on issues from an injured workers perspective through submissions regarding reviews or changes to the Act.

We regularly raise workers concerns with WorkSafe. This financial year we have referred 69 referrals to WorkSafe regarding breaches of the Act. In 2020/21, we will be following the breaches of legislation by employers on behalf of workers and following the outcomes.

This year we were requested to provide our perspective on the review of step-down provisions contained in Section 69B of the Act. Our information provided valuable insight into the impact of step downs and that it did not encourage a return to work.

# OUR IMPACT

Through the provision of free, confidential and high quality services across the state we support workers and their families at a time when they are often confused and vulnerable.

Our care and skill, assist workers to understand and navigate the justice system.

## MEASURING PROGRESS AND IMPACT

Worker Assist has implemented a range of initiatives to monitor and review performance and improve our service quality. The depth of data assists in understanding the needs of injured workers and strategically grow the service in accordance.

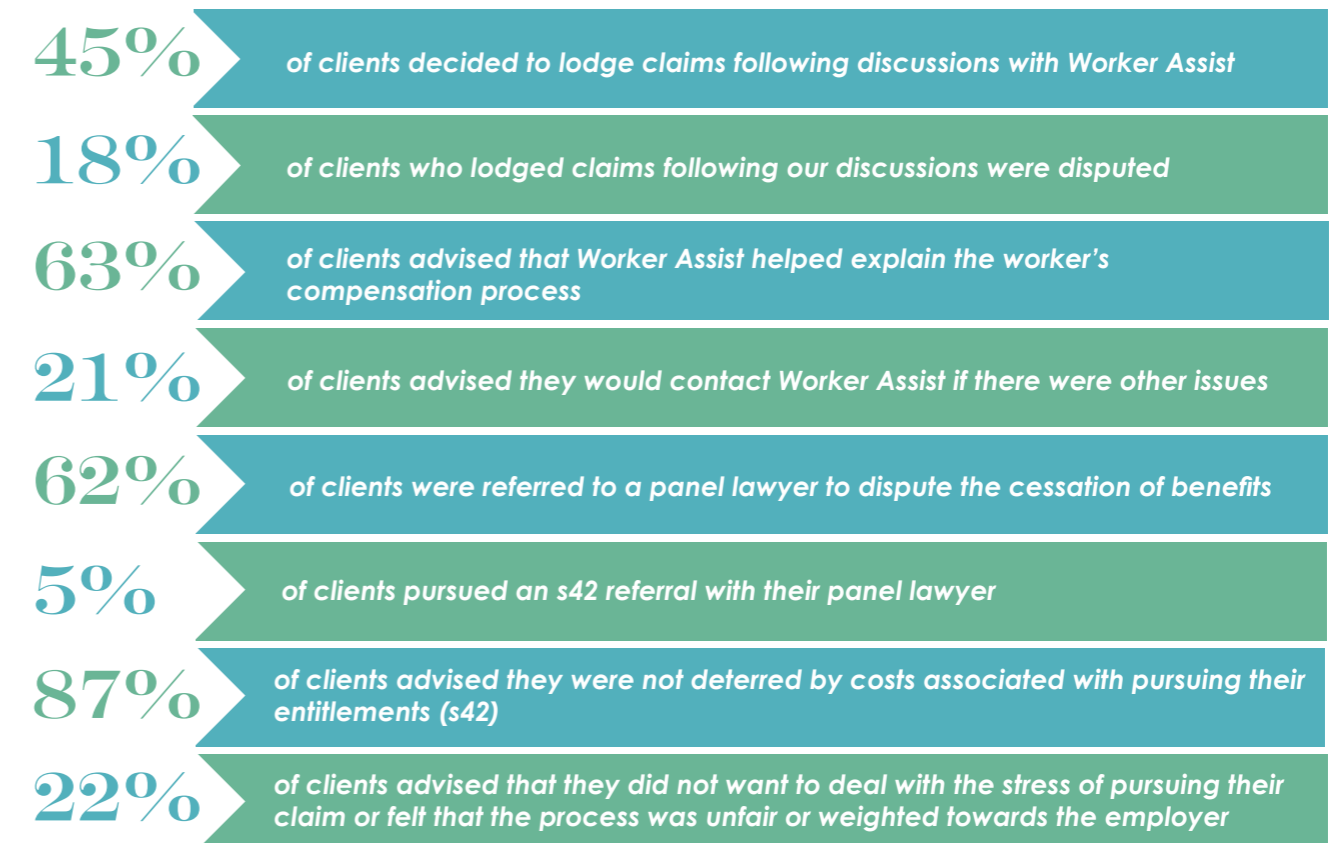
### OUR MISSION

Exceed our client's expectation in providing accurate and timely information. A positive and successful outcome for injured workers is fundamental to our service delivery.

### MEASURE

In line with our Grant Deed requirements, we survey our clients regularly regarding their experience with Worker Assist. This is measured through our yearly client expectation survey, and our outcomes project following either a lodgement or dispute referral enquiry or after any community education event.

The results are summarised below:



# CLIENT STORIES

These stories demonstrate the impact our support has on improving individual experiences with the schemes. The need for our service is only increasing within the current climate. The range of negative experiences and confusion that injured workers experience due to the actions of employers and insurers is a growing concern for Worker Assist.

We value our clients' confidentiality and privacy highly. Many clients want their stories and experiences to be told, so we give them a voice in our reports to WorkSafe and the WorkCover Board.

No real names or images are used in this report. Some details are amended to protect our client's privacy.



## Matthew, 32, Guidance to recovery

By providing easy to understand information and advice, Worker Assist guided Matthew in lodging a workers' compensation claim and recovering his out of pocket expenses.

Matthew, a single father of 2 young children, had finished school at 15 and became a labourer with his current employer. He was referred to Worker Assist from his union representative following a back injury on a construction site. Matthew was afraid of losing his job if he made a claim and wasn't sure how to access legal support or respond to the legal system following a workplace injury.

His employer didn't provide him with any information about lodging a claim or a claim form. Instead, his employer suggested to take sick leave or unpaid leave whilst he recovered. This is not an uncommon request by uninformed employers. He had recently been unwell and had very little sick leave available. He could not afford to take time off work without pay as he had a family to support.

After speaking with Worker Assist, it was apparent that Matthew was having trouble reading the worker's compensation claim form. A face to face appointment was arranged, and our Case Officer assisted reading the form to him and completing the necessary parts. He then agreed to see his treating General Practitioner again, with the information he gained from Worker Assist. The GP then issued a worker's compensation medical certificate.

Matthew lodged his claim with his employer along with several medical expenses he had paid himself. It was with great relief to Matthew that the Insurer accepted his claim. Eight months later, Matthew is back at work on restricted duties and hours. He has had no further issues with his claim, as he understood what his obligations were. His employer is now aware of the process of lodging a worker's compensation claim and is supportive of his return to work.

Matthew continues to receive regular physio, so he can participate in his return to work program and is hoping to be back to his full capacity by the end of the year. Worker Assist removed the significant barriers that Matthew faced in accessing and responding to the legal system to obtain the treatment he required to get him back working and working well.

## THIS YEAR:

- 62 claim forms were provided to clients who did not receive one from their employer when requested. This is a 36% decrease from 2018-19
- 45% of injured reported that they decided to lodge a claim following discussion with Worker Assist
- 6% of workers were from the construction industry
- 54% of males required assistance in completing a WCCF an increase of 4% from 2018-19
- 64% of clients were in southern Tasmania



## Denise, 59

### Positively supporting workers to return to work safe & well

Increasing the positive return to work experience for workers with a work-related injury or illness is one of the three focuses for the National Return to Work Strategy of Safe Work Australia.

Denise had been a residential support worker for 30 years and loved working with her clients, especially taking them out to the park or for a walk around the neighbourhood.

Following a fall at work in January of 2018, Denise required surgery to her ankle but was keen to return to work as soon as possible. Her general practitioner implemented a RTW plan for reduced hours and restricted duties, gradually increasing to five days a week. After presenting her employer with her RTW plan, her employer ignored the requirement that she be placed on light duties and immediately had her back to her normal duties. This included pushing residents in wheelchairs and assisting getting them in and out vehicles.

Denise was afraid of raising her RTW plan with her boss as he had recently yelled at her for not completing her 'normal duties'. After searching online one night, Denise called Worker Assist. She was worried about her job security and the reaction from her employer. She felt very alone in dealing with the process and was concerned about hurting herself again.

Worker Assist discussed her capacity and her role as a residential support worker. This assisted Denise in detailing a list of jobs she could complete. Denise then made an appointment with her GP to discuss her capacity within her workplace. Her capacity to work in different roles were then outlined on her worker's compensation medical certificate and a new return to work place was completed.

Denise presented this to her employer, who found it much easier to find her work within her capacity. We are happy to report that her employer is now complying with the RTW plan, and Denise has been able to increase her hours, resulting in a happy outcome for everyone involved.

By opening the communication with Denise, her treating GP and her employer, Worker Assist was able to minimise the impact of her work-related injury and enable her to have a timely, safe and durable return to work.



## THIS YEAR:

- **7.5% clients advised RTW issues (increase of 1% from 2018-19)**
- **Rehabilitation providers referred 8% of clients (5% in 2018-19)**
- **Presented @ TVARP for the 4th year**
- **20% of workers were from the Health care and social assistance**
- **Assisted 97% of callers to Worker Assist**
- **65% of women reported they had a problem with their RTW plan**
- **16% of workers were referred by the internet**
- **Only 4% advised their injuries improved and they were able to return to work following a disputed claim**

## THIS YEAR:

- **Columbia was the most common home country for non-English-speaking clients**
- **89 clients were not born in Australia (31% decrease from 2018-19)**
- **Presented @ TVARP for the 4th year**
- **71% of non-English speaking clients advised that their weekly payments were not paid or had stopped**
- **Worker Assist was invited to attend the Federation of Ethnic Communities Council of Australia National Conference held in Tasmania in November 2019. We received 8 client referrals during the following 6 months who were from CALD background**
- **65% of women reported they had a problem with their RTW plan**
- **5% of clients advised they were Aboriginal or Torres Strait Islander, increase from 3%. (National CLC average is 7.8%)**
- **Only 6% of workers pursued their s42 claim**



## Sandeep, 27

### Removing language as a barrier to obtain entitlements

It is often difficult to understand your legal rights and obligations when English is your second language. Sandeep moved to Australia with his family in 2015. He started working at a small family-run farming business. He enjoyed the work and most of all, liked the people he worked with.

In March 2019, Sandeep injured his knee when he fell through a cattle walkway. His employer asked him not to make a worker's compensation claim and instead paid for all his medical expenses, including an operation. He was unaware of lodging a worker's compensation claim and thought that his employer was looking after him. However, his knee did not make a full recovery, and in April 2020, his employer decided it was best that Sandeep did make a worker's compensation claim.

Worker Assist with the aid of an interpreter assisted Sandeep to complete the claim form. As expected, Sandeep was then contacted by the Insurer to notify him that they were going to dispute the claim. The insurance company claimed that the injury was a degenerative condition, and notice was not provided.

After speaking to Worker Assist again, we outlined the process of the possible s81A referral. Due to the issues involved, we talked to the Insurer on behalf of Sandeep and then referred him to our panel lawyers in preparation for an s42 referral.

Due to our joint involvement, the Insurer did not dispute the claim, and it has since been accepted. He is now receiving the additional medical care he needs so that he can return to work.

By giving Sandeep the right advice and putting him in touch with relevant panel lawyers at the right time, he was able to make a valid workers compensation claim well outside the 6-month timeframe.

Without our help, the language barrier would have precluded Sandeep from understanding his avenues for assistance. He received the medical assistance he required to have a successful return to work.

## Helen, 43 Leave Confusion

Making a workers' compensation claim can be a confusing and stressful experience, especially for someone with a psychological injury. If the process is managed well, it can provide the client with the support they require to assist them in their recovery and return to work.

Helen was a returning client and had been teaching for 15 years on the North West Coast. She enjoyed the lifestyle and community.

In July 2017, Helen filed a claim due to a psychological injury, which was successful. A year later she was contacted by Human Resources, informing her that she was required to cash out some excess leave she had accumulated. When Helen spoke with the Human Resources Manager, she was told that she would be required to take some leave and her workers' compensation claim would be "suspended".

Unsure of what this meant to her claim, she reached out to her union representative and Worker Assist. Worker Assist was able to advise Helen that under the Act, she would not be able to be paid both workers compensation and leave at the same time. She was worried about taking leave and how this would affect her claim. We explained her rights and obligation to continue to provide workers compensation medical certificates.

During the discussion, Helen advised that she had not been back at work for over two and a half years. She remained totally incapacitated, and her psychologist doubted that she would ever return to working with the Education Department.

Helen was unaware of her possible WPI entitlement for a psychological injury or the fact that she could receive a settlement of her claim. Helen was thankful to receive some advice regarding her leave entitlements and reassured to know that her WCC would continue as usual.



## THIS YEAR:

- 13% of client North West Coast, an increase of 3.4%
- Referrals from Unions increased by 4% to 39% in 2018-19
- 80% of claims made in the education industry are from females
- Decrease in women contacting the service 48% in 2019/20 vs 56% in 2018/19
- Mental injury average time to assist a client is 1hr 26 min
- 2% increase in PTSD claims from 2018-19



## THIS YEAR:

- 21 % of clients sustained a wrist/hand injury
- 22 participants at the HSR events returned as clients
- Attended 1st year @ Wellness Expo in February 2020
- Participant on panel during WorkSafe month
- Presented at 2 University of Tasmania events
- 82% of clients rated our community education as excellent
- Spoke to 6% of education attendees on site

## Rachel, 32 Right place, right time

No matter what stage a claim is at, Worker Assist helps workers navigate their way through their claim to achieve a positive outcome.

Rachel worked part-time as a nurse, as she had primary school-aged children. She sustained a significant shoulder and wrist injury, whilst performing her regular tasks and also suffered a secondary psychological injury.

Rachel had not returned to work two-years post-injury. Concerned about job security she had spoken to the Insurer about her options and received a settlement offer. Whilst attending the Women's Conference in 2019, Rachel discussed her concerns with Worker Assist.

We reviewed the offer and deed of settlement. We advised Rachel regarding the legal implications of accepting the offer and obtained from the Insurer a breakdown of the offer. This provided Rachel with a greater understanding of what was covered by the settlement. We obtained the Insurer's medical reports on her behalf and discussed aspects that were not covered by the Insurer's offer. We referred Rachel to our panel law firms with the material she required to discuss a settlement of her claim.

We are pleased to confirm that because of Worker Assist's advice, Rachel was able to negotiate a timely settlement of her claim. The Insurer's original offer did not include retraining, any allowance for a WPI or treatment as detailed in the medical reports provided by the Insurer. Rachel was unaware that these aspects would even be considered.

Rachel expressed her thanks for Worker Assist being at the right place at the right time'.

Educating the community is an essential aspect to Worker Assist, and is a growing source of referrals to the service.

**Reza, 36**  
**Centring the person on a claim or becoming an active person on claim**

Improving outcomes for injured workers and putting them at the centre of their claim is difficult if they are unaware of their rights or obligations.

Reza recently arrived in Tasmania with his wife and young family. While working, Reza was hit in the eye by an object and lost his vision. He was unable to work and was on complete bed rest. He was required to visit his GP daily for treatment. Reza and his wife were concerned about what would happen once their visa expired.

He did not have a clear understanding of the workers' compensation process and his treating General Practitioner had little knowledge, so he referred Reza to Worker Assist.

Worker Assist was able to provide Reza with the information he needed about the process, provide advice that he should not be out of pocket for medical expenses and organised his paperwork. It was apparent that Reza had a problematic relationship with the insurer due to the language barrier. Worker Assist stepped in to arrange an interpreter and he became an active participant in his own claim. This enabled Reza to be an active participant in his own claim.

We are pleased to report that since we last spoke to Reza, the insurance company has reimbursed him all of his medical expenses and provided him with a machine to test his eye at home. He did not need to attend the doctor's office every day. This allowed him to rest and recover at home. This new arrangement was not only time efficient but cost effective for the insurer. This outcome directly resulted from Worker Assist's unbiased advice and assistance to the worker and the insurer.

**THIS YEAR:**

- **37% of clients came from a non-English speaking background**
- **15% increase in GP's referring patients to Worker Assist**
- **97% of s81a client survey found Worker Assist helpful**
- **2.9% contacted Worker Assist about medical expenses not paid/stopped**
- **9% of clients were unaware of whole person impairment ratings**
- **1% of the 2019-20 budget was spent on interpreting services**
- **Only one business did not hold a Workers Compensation policy compared to 15 in 2018-19**



**THIS YEAR:**

- **Referred 55% more clients to panel law firms with complex legal needs**
- **13% of clients do not pursue their claim due to costs**
- **2% terminated their employment rather than proceed with claim**
- **Only 2% of clients had issue with their current legal representation**
- **15% of clients found new employment following a dispute claim**

**Michelle, 62**  
**Front line awareness**

Worker Assist continues to develop strong relationships with various medical practices across the state. A treating practitioner recently referred a patient to our service who had been reluctant to make a claim and needed further reassurance that she was doing the right thing.

Michelle is a grandmother and enjoyed taking them to their local park every Saturday morning. Unfortunately, due to the repetitive nature of her work, she developed carpal tunnel and was struggling in her day to day life.

When Michelle notified her employer and provided them with a worker's compensation medical certificate, they asked her not to make a worker's compensation claim as it would affect her redundancy that they planned to offer her. Michelle had been employed for seven years and was confused by the prospect of a redundancy package. She had never discussed this with her employer before being injured.

Michelle was confused and shocked by her employer's treatment of her. She initially contacted a private lawyer but found that she could not afford their fees. She contemplated selling the family home instead of lodging a claim and retire early.

Thankfully, Michelle was referred to Worker Assist by her treating general practitioner. She mentioned the stress she was under regarding the redundancy offer and that her employer wouldn't accept her claim form or certificate.

Worker Assist and her General Practitioner discussed her claim and encouraged Michelle to lodge a claim and obtain the requested medical treatment.

Thanks to the information, reassurance, and clear direction on what she could do, Michelle submitted a successful workers compensation claim. She has since returned to work but in a different role. She still enjoys her Saturday mornings with her grandchildren but is no longer concerned about her future employment.

If it had not been for the awareness of our service by front line services such as Michelle's GP, it is unlikely that Michelle would have even pursued lodging a claim, obtained the treatment she required to return safely to work.

**Tiffany, 20**  
**Assisting both distressed parties**

It is not often that within hours of each other, the worker and employer contact the service. However, in these circumstances, the provision of information and advice was crucial to both parties understanding their rights and obligations.

Tiffany's boss contacted the Launceston Community Legal Centre (LCLC), and Tiffany found us through social media. LCLC forwarded the enquiry to our service for expert advice enquiring about the legal obligations to pay workers compensation to an injured worker. They were both unaware that each other had contacted our service.

We advised the worker that her employer had contacted the service and would only be provided with general information regarding her obligations. Separate appointments were arranged with general advice to assist both parties in understanding their issue. Following the discussion with Worker Assist, both parties understood their requirements.

We are pleased to report that Tiffany was back paid two months of entitlements and medical expenses and is no longer reliant on family support. Her employer made contact with her Insurer and has now set up policies and procedures to deal with workers compensation claims.



## THIS YEAR:

- 9% of clients who had their workplace insured by Allianz contacted Worker Assist regarding a complaint
- 4% of clients suffered an injury reoccurrence
- 16% of clients who worked in a self-insured business contacted Worker Assist regarding a complaint
- 5% of workers contacted the service were under 24 years of age (an increase by 1% from 2018-19)
- Introduced 5 new issues including, Issue/question re COVID -19, superannuation related to claim, support services request and Centrelink issue related to claim
- 9% increase in Facebook followers
- 41 clients were referred through CLC or community-based organisations

# OUR PEOPLE

## A STRONG + DYNAMIC ORGANISATION

We continue to build a strong and dynamic organisation capable of providing high-quality services to the Tasmanian community.

We recognise that at times, we are an incidental counselling service for many workers to share their stories and obtain direction and purpose.

We are committed to engaging and supporting all staff and volunteers to develop and foster its people, so that they can deliver the essential services aimed at enhancing and improving the lives of injured Tasmanian workers.

Our work this year was supported by 12 volunteers who completed 380 hours of service. Unfortunately, this service was suspended from March due to COVID-19 restrictions and closure of the office. We continue to look at ways and means to consolidate or improve systems, and this year we deployed a new telephone system in February 2020. Our database is always adapting to benefit system management, efficiency and of course, data integrity for reporting purposes.

We continue to look at new ways to consolidate or improve systems. This year we deployed a new telephone system, and our database moved to a cloud-based system. This has improved the service's system management, data integrity and efficiencies in reporting.



# OUR STAFF 2019-2020

My linda Purl ell	>>	Principal Solicitor	>	.8 FTE
Donna Woodleigh	>>	Case Officer	>	.4 FTE
Yvette Fitzgerald	>>	Case Officer	>	.4 FTE
Del Gorschelski	>>	Administration Officer	>	1 FTE
Angela Kirk	>>	Finance Officer	>	.1 FTE

# COMMITTEE OF MANAGEMENT

Jessica Munday	>>	President/Treasurer	>>	Appointed Feb '16
Kirsten Seijka	>>	Secretary	>>	Appointed Feb '16-20
John Short	>>	Ordinary Member	>>	Appointed 2019-2020
Renee Spencer	>>	Ordinary Member	>>	Appointed 2017
Elizabeth Banham	>>	Ordinary Member	>>	Appointed 2017-2020



# VOLUNTEERS

Worker Assist is building the skills and knowledge of work health and safety and workers compensation in future Tasmanian legal practitioners through our volunteer program that began in 2019/20.

12 University of Tasmania law students began our first rotation at Worker Assist. The students obtained experience of community law by seeing all aspects of the work we do while considering access to justice issues faced by our clients.

The program was coordinated and managed by the Principal Solicitor and day to day handling with our Administration Officer, Delicity.

Our volunteer program began in August 2019 following the successful introduction on a small scale in 2018-19. Although the longevity of the program was cut short with COVID-19, we look forward to resuming a smaller version due to limits on office space in 2020-21.

The feedback from students is always very positive. Their energy and enthusiasm provides a benefit to us all and the assistance is rewarding for all.

Although short-lived due to COVID-19, it is essential to continue to cultivate, maintain and value the benefits of volunteers in organisations such as Worker Assist. We look forward to continuing the service in 2020/21 and welcoming Peter Tullgren back from his volunteer position to a .1 FTE employee. We thank all the volunteers for their service.

*"I enjoyed my time at WA and found it extremely fulfilling assisting injured workers in navigating complex legal obstacles.*

*WA as an organisation goes above and beyond to help injured workers be not only compensated and supported but heard and understood in their time of need."*

*Student volunteer*

*"I really enjoyed my time at Worker Assist.*

*The team was enthusiastic about an area of law that impacts on so many people.*

*It was a rewarding experience and a insight into working in this area."*

*Student volunteer*

# THE NUMBERS BEHIND THE STORIES

For the year ended 30 June 2020

# TREASURER'S REPORT 2019-2020

I am pleased to present the third audited financial statements for the year ended 30 June 2020. This financial year has a surplus of \$98,258.00.

The Committee of Management oversees the financial management of Worker Assist from budget development and tracking throughout the year to audit processes and our end of year result.

Consistent with previous years, the majority of Worker Assist's expenditure was dedicated to employee costs at 80% of our total grant. A conservative approach was taken during this financial year, as it was unknown whether the service would continue past 30 June 2020. The retained surplus from this financial year will be utilised for future projects as per our ongoing Grant Deed requirements.

The funding environment over recent years has been an uncertain one for Worker Assist with only short term 12 month funding grants awarded. The Committee was pleased to secure long term funding for Worker Assist for the next three years so we can continue to provide the invaluable service that we do for injured workers.

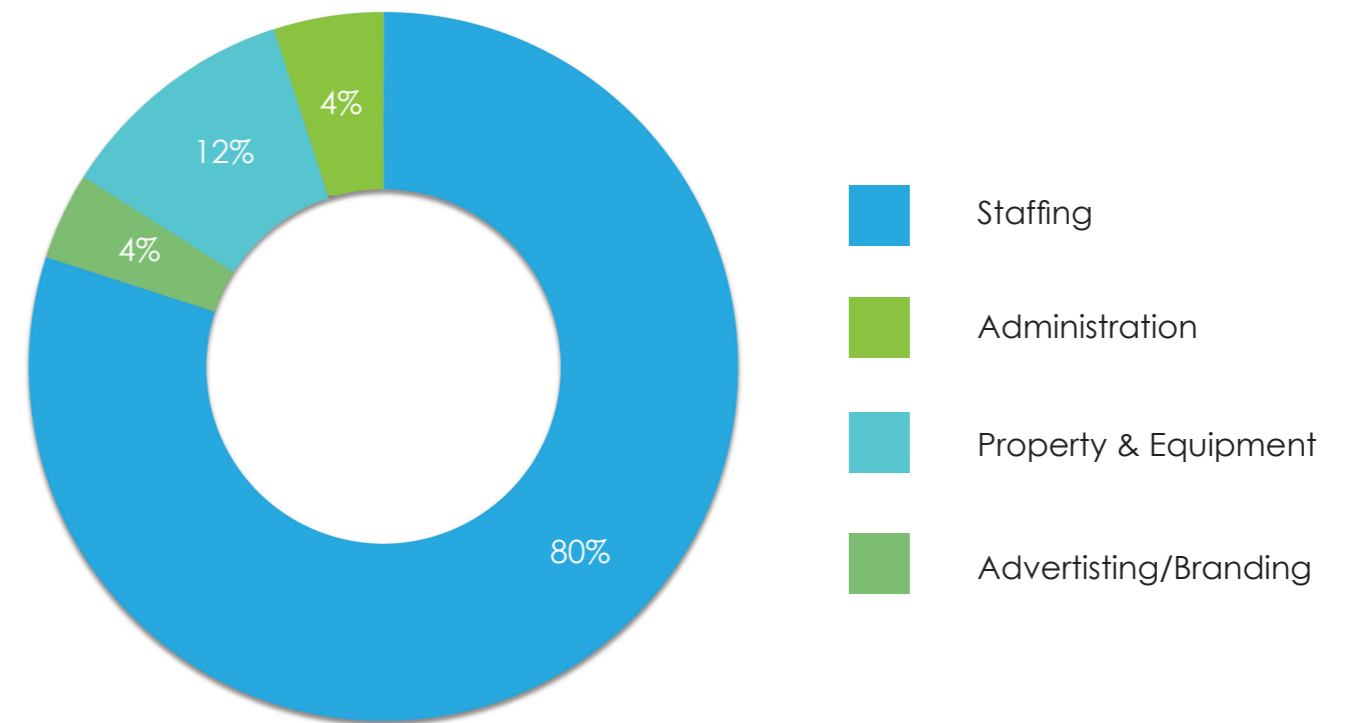
I would like to thank the WorkCover Board for the continued funding in recognition of the ongoing need for our service in the community.

I would also like to extend my thanks to the staff at Worker Assist and the other members of the Committee who all work together to ensure that our service is ran in accordance with the financial and governance standards expected of our organisation.

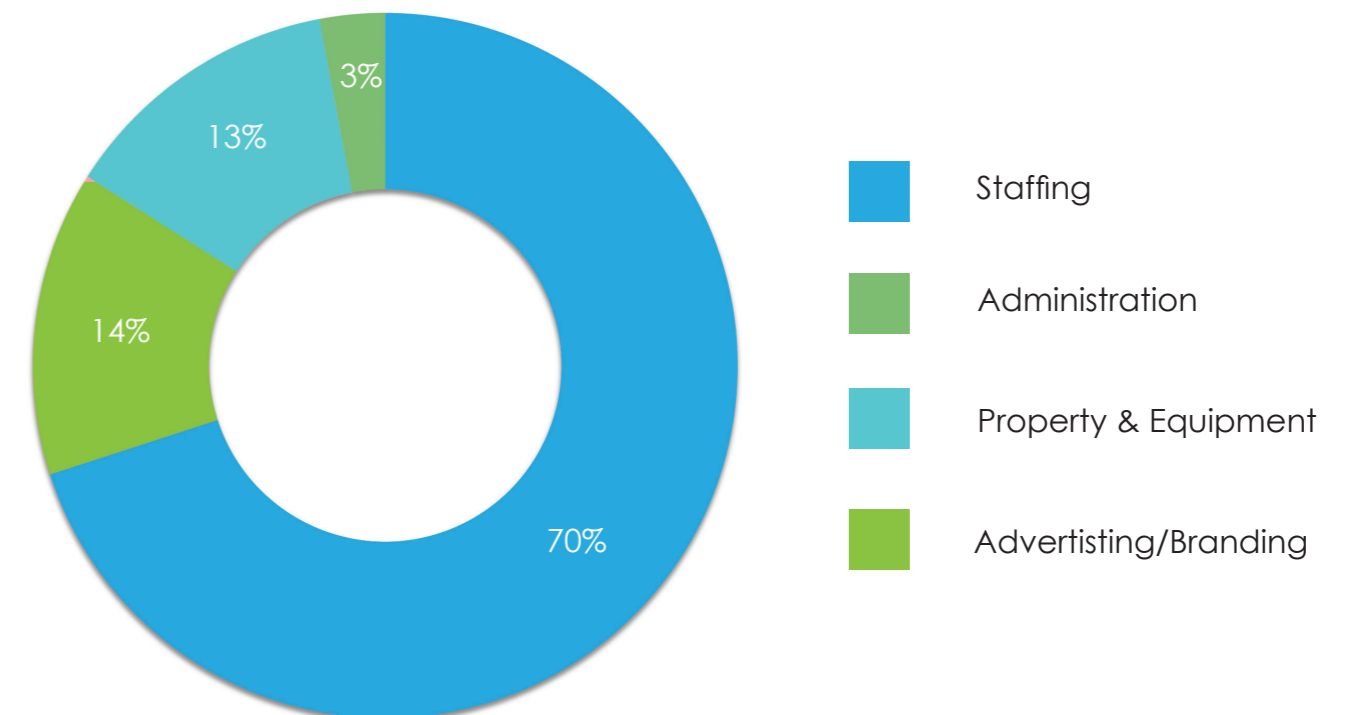
JESSICA MUNDAY



## EXPENSES 2019/2020



## EXPENSES 2019/2018



# FINANCE PAPERS

## Worker Assist Tasmania Inc

### Financial Report

For the Year Ended 30 June 2020

## Worker Assist Tasmania Inc

For the Year Ended 30 June 2020

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# Worker Assist Tasmania Inc

## Board Report

For Year Ended 30 June 2020

Your Board members submit the financial report of the Association for the financial period ended 30 June 2020.

### 1. General information

#### Board Members

The names of Board members throughout the period were:

Jessica Munday	President & Treasurer
Kirsten Siejka	Secretary
Myllinda Purtell	Principal Solicitor
Renee Spencer	Board Member
Elisabeth Banham	Board Member
John Short	Board Member - Elected 2 September 2019

#### Principal Activities

Worker Assist Tasmania Inc is a free service for injured workers in Tasmania. The service provides information, assistance and advice in the following areas:

- Workers compensation
- Return to work and rehabilitation following a workplace injury
- Asbestos related diseases compensation fund

Typically, injured workers contact the service when:

- Experiencing barriers
- Unsure of legal obligations
- Confused by conflicting information or direction
- Frustrated by perceived lack of action
- Unsure what to do
- Seeking to claim for compensation, expenses or other entitlements in dispute

Worker Assist Tasmania Inc operates a telephone information service and can also provide case management support. It can provide referrals to law firms in necessary cases.

Worker Assist Tasmania Inc is operated for all injured workers, not just union members. It is supported by the Tasmanian Government and WorkCover Tasmania.

# Worker Assist Tasmania Inc

## Board Report

For Year Ended 30 June 2020

### 1. General information

#### Formation of Worker Assist Tasmania Inc - Date of Commencement of Operations

Worker Assist Tasmania Inc was created by Unions Tasmania. Unions Tasmania previously carried out Worker Assist Tasmania Inc's activities as part of its operations until 1 February 2016, when a separate entity was created. All of Worker Assist Tasmania Inc's net assets were transferred from Unions Tasmania on 1 February 2016.

### 2. Business Review

#### Operating result


The net surplus/(deficit) of the Association for the financial year amounted to \$ 98,258 (2019: \$8,656).

### 3. Other items

#### Significant Changes in State of Affairs

No significant changes in the Association's state of affairs occurred during the financial period from date of commencement of operations.

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

President:  .....  
Jessica Munday

Secretary:  .....  
Kirsten Siejka

Dated this 13 day of November 2020.

## Worker Assist Tasmania Inc

### Statement by members of the Board

The Board has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial statements as set out on pages 4 to 13:

1. Presents a true and fair view of the financial position of Worker Assist Tasmania Inc as at 30 June 2020 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Worker Assist Tasmania Inc will be able to pay its debts as and when they fall due.

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

President .....   
Jessica Munday

Secretary .....   
Kirsten Siejka

Dated this 13 day of Nov 2020.

## Worker Assist Tasmania Inc

### Statement of Comprehensive Income

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
<b>Income</b>		
Grants received	468,068	448,480
Other income	5,045	-
<b>Total Income</b>	<u>473,113</u>	<u>448,480</u>
<b>Less: Expenses</b>		
Accounting & audit fees	3,064	4,838
Advertising	19,344	64,037
Bank charges	126	124
Building & property	73	100
Catering	1,339	1,682
Cleaning & waste removal	-	105
Computer expenses	8,505	7,428
Depreciation	5,570	4,388
Depreciation expense - leased asset	15,367	-
Electricity	102	508
Equipment	195	2,687
General outgoing	5,644	3,811
Gifts and donations	184	-
Insurance	3,167	2,968
Interest expense	1,729	-
Motor vehicle expenses	5,660	4,700
Personnel expenses	289,926	294,583
Interpreting services	539	360
Printing and stationery	1,385	8,622
Rent	-	14,381
Subscriptions and affiliations	2,720	3,148
Sundry expenses	-	555
Telephone and internet	6,358	15,048
Travel	3,857	5,751
<b>Total Expenses</b>	<u>374,854</u>	<u>439,824</u>
<b>Net surplus/(deficit) for the year</b>	<u>98,259</u>	<u>8,656</u>
<b>Other comprehensive income</b>	-	-
<b>Total comprehensive income for the year</b>	<u><u>98,259</u></u>	<u><u>8,656</u></u>

The accompanying notes form part of these financial statements

## Worker Assist Tasmania Inc

### Statement of Financial Position

For Year Ended 30 June 2020

	Note	2020 \$	2019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	500,024	345,400
<b>TOTAL CURRENT ASSETS</b>		<u>500,024</u>	<u>345,400</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	3	6,757	12,327
Right of Use Asset	4	35,345	-
<b>TOTAL NON-CURRENT ASSETS</b>		<u>42,102</u>	<u>12,327</u>
<b>TOTAL ASSETS</b>		<u>542,126</u>	<u>357,727</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	5	45,520	7,942
Employee benefits	6	25,782	14,764
Lease liability		15,555	-
Unspent grant funds		-	247,322
<b>TOTAL CURRENT LIABILITIES</b>		<u>86,857</u>	<u>270,028</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	6	3,723	2,055
Lease liability		20,321	-
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>24,044</u>	<u>2,055</u>
<b>TOTAL LIABILITIES</b>		<u>110,901</u>	<u>272,083</u>
<b>NET ASSETS</b>		<u>431,225</u>	<u>85,644</u>
<b>EQUITY</b>			
Reserves		354,779	-
Accumulated surpluses		76,446	85,644
<b>TOTAL EQUITY</b>		<u>431,225</u>	<u>85,644</u>

The accompanying notes form part of these financial statements

## Worker Assist Tasmania Inc

### Statement of Changes in Equity

For the Year Ended 30 June 2020

	2020	Accumulated Surpluses \$	Restricted Reserves \$	Total \$
<b>Balance at 1 July 2019</b>		85,644	-	85,644
Net surplus/(deficit) for the year		98,258	-	98,258
Initial adoption of AASB 1058		247,322	-	247,322
Transfer to/(from) reserves		(354,778)	354,778	-
<b>Balance at 30 June 2020</b>		<u>76,446</u>	<u>354,778</u>	<u>431,224</u>
<b>2019</b>				
<b>Balance at 1 July 2018</b>		76,989	-	76,989
Net surplus/(deficit) for the year		8,655	-	8,655
<b>Balance at 30 June 2019</b>		<u>85,644</u>	<u>-</u>	<u>85,644</u>

The accompanying notes form part of these financial statements

# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

The financial report covers Worker Assist Tasmania Inc as an individual entity. Worker Assist Tasmania Inc is a not-for-profit Association incorporated and domiciled in Australia.

### 1 Summary of Significant Accounting Policies

#### (a) Basis of Preparation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act (Tas) 1964*. The Board has determined that the Association is not a reporting entity. The Association is a not-for-profit entity for financial reporting purposes.

The financial statements have been prepared on an accruals basis and are based on historic costs which do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements. The amounts presented within the financial statements have been rounded to the nearest dollar.

#### (b) Comparative Figures

Where appropriate, comparative figures have been adjusted to conform to changes in presentation for the current financial period from date of commencement of operations.

#### (c) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held-at call with banks, other short-term highly liquid investments, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

#### (d) Trade and other receivables

Trade and other receivables are recorded at cost which is considered a reasonable approximation of fair value due to the short term nature of the balances.

#### (e) Property, Plant and Equipment

Plant and equipment are measured using the cost model.

The depreciable amount of all plant and equipment is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	
Office Equipment	33.33%
Library	33.33%

# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

### 1 Summary of Significant Accounting Policies

#### (f) Leases

##### Right-of-use asset

At the lease commencement, the Association recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Association believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

##### Lease liability

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Association's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Association's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

#### (g) Trade payables

Trade and other payables are stated at cost, which approximates fair value due to the short term nature of these liabilities.

#### (h) Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

Contributions made by the Association to an employee superannuation fund are charged as expenses when incurred.

#### (i) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

### 1 Summary of Significant Accounting Policies

#### (j) Income Tax

No provision for income tax has been raised as the Association is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

#### (k) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

#### (l) Revenue and Other Income - Accounting policy prior to 1 July 2019

Revenue from the provision of services is recognised upon delivery of the service to the customers.

Grant income is recognised when expenses in accordance with the terms of the funding agreement.

Other income is recognised on an accruals basis when the Association is entitled to it.

All revenue is stated net of the amount of goods and services tax (GST).

#### Revenue from contracts with customers - Accounting policy from 1 July 2019

For current period from date of commencement of operations

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

### 1 Summary of Significant Accounting Policies

#### (l) Revenue and Other Income - Accounting policy prior to 1 July 2019

##### Operating Grants/Subsidies under AASB 1058 - Accounting policy from 1 July 2019

Assets arising from grants in the scope of AASB 1058 (i.e. agreements that are not enforceable or do not have sufficiently specific performance obligations) are recognised at their fair value when the asset is received. These assets are generally cash, but may be property which has been donated or sold to the Association significantly below its fair value.

The Association then considers whether there are any related liability or equity items associated with the asset which are recognised in accordance with the relevant accounting standard. Once the assets and liabilities have been recognised, then income is recognised for any difference between the recorded asset and liability.

#### (m) Restricted Reserve

Restricted Reserve represents amounts not otherwise recorded in the financial statement for which the Association has set aside accumulated surpluses for specific purposes being either internal or external restrictions. The amount as at 30 June 2020 represents the amount of unspent grant funds for which there is no present obligation or liability.

#### (n) Adoption of new and revised accounting standards

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. Workers Assist Tasmania Inc. has decided to adopt these Standards. Below is a summary of those future requirements, and their impact where the standard is relevant:

##### Revenue

AASB 15 Revenue from contracts with customers and AASB 1058 Income for not for profit entities became effective from 2020. These standards changed the timing of income recognition depending on whether transactions give rise to a liability or other performance obligation (a promise to transfer a good or service).

The impact in 2020 first time implementation resulted in the grants received by grantor revenue being recognised when received as opposed to the previous deferral. During the 2020 year an amount of \$247,322 from grants received in advance liability was recorded via accumulated surpluses as if it was previously recognised when received. During 2020 the amount of revenue recognised in respect of the grants was the amount received.



# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

### 1 Summary of Significant Accounting Policies

#### (n) Adoption of new and revised accounting standards

##### Leases

AASB 16 Leases standard is applicable to annual reporting periods beginning on or after 1 January 2019. The Association applied the standard from 1 July 2019.

AASB 16 Leases introduced 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 (lower than the asset capitalisation policy). A lessee is required to recognise a right-of-use asset representing its right to use the underlying leased asset and a lease liability representing its obligations to make lease payments.

The calculation of the lease liability takes into account appropriate discount rates, assumptions about the lease term, and increases in lease payments. A corresponding right to use assets is recognised and amortised over the term of the lease. Rent expense is no longer shown. The profit and loss impact of the leases is through amortisation and interest charges.

Workers Assist Tasmania Inc. has one lease that must be accounted, it is the following:

Premises lease that ends on the 1 October 2022 and the Association pays a total of \$1,350 a month.

The impact in 2020 first time implementation was to recognise a right -of- use asset and corresponding liability on 1 July 2019 totaling \$50,712. The impact on the statement of comprehensive income for 2020 was to reduce Rent expense by \$16,565 and increase depreciation by \$15,367 and interest by \$1,729.

#### (o) New accounting standards for application in future periods

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The board members have decided against early adoption of these Standards, but does not expect the adoption of these standards to have any impact on the reported position or performance of the Association.

#### (p) Critical Accounting Estimates and Judgments

The Board members evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association, however as additional information is known then the actual results may differ from the estimates.

# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

### 2 Cash and Cash Equivalents

	2020	2019
	\$	\$
Cash on hand	100	100
Cash at bank	499,924	345,300
	<u>500,024</u>	<u>345,400</u>

### 3 Property, Plant and Equipment

	2020	2019
	\$	\$
PLANT AND EQUIPMENT		
Office equipment and furniture		
At cost	21,077	21,077
Accumulated depreciation	(14,320)	(8,750)
Total plant and equipment	<u>6,757</u>	<u>12,327</u>
Library		
At cost	130	130
Accumulated depreciaton	(130)	(130)
Total plant and equipment	<u>6,757</u>	<u>12,327</u>
Total property, plant and equipment	<u>6,757</u>	<u>12,327</u>

### 4 Right of Use Asset

	2020	2019
	\$	\$
Right of use asset		
At cost	50,712	-
Accumulated depreciation	(15,367)	-
	<u>35,345</u>	<u>-</u>

Lease asset relates to 212 Liverpool St, Hobart. A written commitment exists between Workers Assist Tasmania Inc. and Unions Tasmania for the use of this address.

### 5 Trade and Other Payables

	2020	2019
	\$	\$
Trade payables	34,508	1,765
Payroll liability	11,012	6,177
	<u>45,520</u>	<u>7,942</u>

# Worker Assist Tasmania Inc

## Notes to the Financial Statements

For the Year Ended 30 June 2020

### 6 Employee benefits

	2020	2019
	\$	\$
Current - annual leave	25,782	14,764
Non-current - long service leave	3,723	2,055
	<u>29,505</u>	<u>16,819</u>

### 7 Contingent Liabilities and Contingent Assets

The Association has received grant funds with associated agreements whereby unexpended funds may be repayable to the funding provider in the future in the event of either cessation of the funded services or upon triggering of a repayment clause in a funding agreement.

There are no other contingent liabilities or contingent assets as at reporting date to be disclosed.

### 8 Events After the Statement of Financial Position Date

The Coronavirus (COVID-19) pandemic continues to impact both communities and businesses throughout the world including the community where the Association operates. The scale, timing and duration or any potential impact on the Association into the future is unknown, as are any future mitigating factors. The Board continues to closely monitor and will respond as appropriate.

There are no other known events after the statement of financial position date affecting these financial statements to be disclosed.

### 9 Association Details

The registered office of the Association is:  
Worker Assist Tasmania Inc  
212 Liverpool Street  
Hobart TAS 7000



**Crowe Audit Australia**  
ABN 13 969 921 386  
Level 1, 142-146 Elizabeth Street  
Hobart TAS 7000 Australia  
GPO Box 392  
Hobart TAS 7001 Australia  
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## Worker Assist Tasmania Inc

### Auditors' Independence Declaration

I declare that, to the best of my knowledge and belief, during the period ended 30 June 2020 there have been:

- no contraventions of the auditor independence requirements as set out in the Accounting Professional Ethical Pronouncements in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

**Crowe Audit Australia**

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

Dated this .....9th..... day of .....September..... 2020.

Hobart, Tasmania.

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

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

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## Worker Assist Tasmania Inc

### Independent Audit Report to the members of Worker Assist Tasmania Inc

#### Opinion

We have audited the financial report of Worker Assist Tasmania Inc (the Association), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income and the statement of changes in equity for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the member of Board.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Association as at 30 June 2020, and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the *Associations Incorporation Act (Tas) 1964*.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

#### Emphasis of Matter – Basis of Accounting and Restriction on Distribution

We draw attention to Note 1 to the financial statements, which describe the basis of accounting. The financial report has been prepared to assist Worker Assist Tasmania Inc to meet the requirements of the *Associations Incorporation Act (Tas) 1964*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### Other Information

The Board are responsible for the other information. The other information comprises the Board Report the year ended 30 June 2020, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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

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## Worker Assist Tasmania Inc

### Independent Audit Report to the members of Worker Assist Tasmania Inc

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of the Board for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report and have determined that the basis of preparation described in Note 1 to the financial statements is appropriate to meet the needs of the members in accordance with the financial reporting requirements of the applicable legislation and for such internal control as the Board determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

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

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

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

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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# GLOSSARY

## Worker Assist Tasmania Inc

### Independent Audit Report to the members of Worker Assist Tasmania Inc

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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



**Crowe Audit Australia**



Alison Flakemore  
**Senior Partner**

Dated this .....16th..... day of .....November..... 2020.

Hobart, Tasmania.

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CALD	Culturally and Linguistically Diverse
CLC	Community Legal Centre
COM	Committee of Management
GP	General Practitioner
IME	Independent Medical Examination
LCLC	Launceston Community Legal Centre
RTW	Return to Work
WA	Worker Assist
WCCF	Workers Compensation Claim Form
WCMC	Workers Compensation Medical Certificate
WPI	Whole Person Impairment
WRCA	Workers Rehabilitation and Compensation Act
WRCT	Workers Rehabilitation and Compensation Tribunal



# Worker Assist

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TASMANIA

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9am to 5pm