



  
**Worker Assist**  
TASMANIA

**20 | 21**  
ANNUAL REPORT

# TABLE OF CONTENTS

<b>WELCOME</b>	<b>3</b>
<b>STRATEGIC OBJECTIVES</b>	<b>4</b>
<b>OUR YEAR</b>	<b>8</b>
<b>OUR SERVICE</b>	<b>13</b>
<b>CLIENT TRENDS FY20/21</b>	<b>14</b>
<b>STORIES</b>	<b>17</b>
<b>COMMUNITY</b>	<b>29</b>
<b>OUR PEOPLE</b>	<b>31</b>
<b>FINANCES</b>	<b>35</b>

## Acknowledgements

Worker Assist (WA) acknowledges the muwinina people, the traditional owners of the land on which the community lives and works and pays deep respect to Elders past and present.

We acknowledge and uphold their continuing relationship with this land and sea.

We appreciate and welcome diversity within our community.

A copy of this report can be obtained by calling 1300 027 747 or emailing [workerassist@workerassist.org.au](mailto:workerassist@workerassist.org.au)

**WORKER ASSIST TASMANIA**  
ABN 73 104 282 625  
212 Liverpool Street  
Hobart 7000

**Web**  
**Facebook**  
**Instagram**

[www.workerassist.org.au](http://www.workerassist.org.au)  
[www.facebook.com/WorkerAssistTasmania](https://www.facebook.com/WorkerAssistTasmania)  
[workerassisttasmania](https://www.instagram.com/workerassisttasmania)

# WELCOME

---

Worker Assist Tasmania is the 'first responder' providing free information, advice and support to vulnerable workers who have suffered a workplace injury or illness.

Our service has no equivalent across Australia. The continued funding by the WorkCover Board has allowed us to assist the most significant number of clients since our establishment in 2011.

Our vision is that Tasmanian workers have equal access to information, advice and to create a safer workplace for all workers. This year we have supported 1,800 injured workers.

Our fundamental objective is to empower injured workers so that they can proactively participate in their claims.

As part of a nationwide network of independent community legal centres that work towards achieving a fair and equitable justice system for all, we strive to make a positive difference in the lives of people who are disadvantaged by the system.

We welcome you to our 20/21 Annual Report.

## OUR VISION

---

We achieve our vision by:

An empowered community that values equal access to justice and creates a safe workplace for Tasmanian workers.

## OUR MISSION

---

We achieve this by:

- People-focused practice
- Listening and responding in purposeful, caring and respectful ways so people can take control of their lives
- Welcoming lived experiences, embracing differences and participate in improving our community
- Innovative solutions that partner with the community to achieve results
- Strong financial strategy
- Assisting people through immediate support and referral pathways
- Building individual and community capacity through education
- Engaging with our sector partners, governments, businesses, and the local community to connect and improve service delivery
- Investing in staff, volunteers, and resources to improve the delivery of our service

# OUR STRATEGIC ACHIEVEMENTS

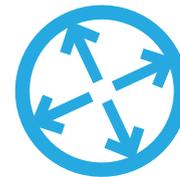
At the end of our Strategic Plan 2019-2021, it is pleasing to report that we have met and, in some cases, exceeded our expectations for this financial year. Our focus from 2019-2021 was growth, capability and capacity, collaboration, and governance.



## GROWTH

**Growth is the driving force for any organisation to succeed and achieve its objectives, from satisfying client's needs to delivering a valuable service to the community.**

- Increased client reach by 51% in new clients and 64% in existing clients
- Over FY20/21, Worker Assist have increased staff to meet the needs of our service with our first junior lawyer beginning in September 2020
- Increasing awareness of our service at new events across Tasmania
- Becoming a return-to-work provider of alternate duties for an injured worker
- 4.8 out of 5-star rating from our client satisfaction survey
- Focused on our digital reach from 7 Facebook posts in 2017/18 to 142 in 2020/21



## CAPABILITY AND CAPACITY

**Worker Assist owes its tremendous success of FY20/21 due to the passion and commitment of our people.**

**We have built an independent organisation with the foundations of compassion, integrity and equality.**

**Throughout the year we have:**

- Expanded the knowledge of our staff through a variety of educational sessions
- Restructured internal procedure for client calls relating to mental health claims to prevent staff "burnout"
- Rebooted the volunteer program following COVID-19

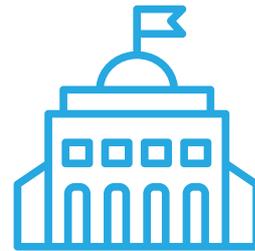


## COLLABORATION

Creating a collaborative environment is imperative to our organisation. Given the nature of our service, we must collaborate with our clients and all stakeholders involved in the scheme.

Over the past year, we have:

- Developed a new referral system with WorkSafe Tasmania regarding investigations into possible breaches
- Increased referral sources
- Presented at new medical practices and rehabilitation providers regarding our services
- Became a return-to-work provider of alternate duties for an injured worker, resulting in a 6-week placement
- Increased the referral pathways to our panel law firms to include more firms across the state



## GOVERNANCE

We are a strong, principled, and community-led organisation. By listening to our clients and stakeholders, nurturing our relationships, and implementing our values through our policies and procedures, we build a well-connected, safe and supportive organisation. Our Board leads this.

Over the past year, we have:

- Strengthened our Board with the induction of new members
- Reviewed our policies & procedures in line with our accreditation scheme
- Entered phase 3 of our accreditation with NACLC
- Created a digital workplace with a cloud-based system
- Greater data integrity with an increase in the information recorded from each client

## MESSAGE FROM THE

# PRINCIPAL SOLICITOR



**The work we do in empowering workers through advice, support and education, has hit record heights, with the demand for our service exceeding our expectations**



Worker Assist Tasmania Inc continues to grow every year, and FY20/21 demonstrated that our reach & assistance to those in need is expanding.

Each day we work to deliver justice to our community and strive for a fair and inclusive society.

The past year has been one of the most rewarding and successful years for Worker Assist. Worker Assist has emerged as a front-line service provider to the Tasmanian community in the shadow of the global pandemic.

In our first year of a triannual grant from The WorkCover Board, our service has exceeded expectations given the current employment environment. 2020 was a year when we reviewed our organisational structure, practices, and made decisions about where we wanted to be at the end of 2022/23.

FY20/21 has been a year of looking back to pave a new way forward. Empowering workers who are suffering from an injury or illness related to work is at the centre of all the work we do, whether through our advisory service, educational programs or commenting on legislative changes or forums.

Mechanisms to advance the service are now in place to increase awareness, engagement within our community and to collaborate with different, more diverse partners over the next two years. Ensuring our continued significance as a trusted resource for the Tasmanian community is paramount to the work we do.

The year was also challenging on the back of unprecedented times for workers and the community. However, our vision has remained the same – empowering workers within the workers compensation and asbestos schemes and ensuring a safe return to work and understanding their options post-injury or illness.

This new chapter in our history has been transformative, and I am excited to share with you the key highlights. Over the past year, the management of workers compensation claims has changed for a variety of reasons. This added complexity has meant that we also must shift the way we provide our service.

The changes we have noted are:

- New ways to deliver information and communicate with the community through a proactive social media message
- Increase of diversity in our workforce, including our volunteers
- Welfare checks on clients who require additional support, including suicidal or workers of CaLD backgrounds
- Referral to other services in the community where appropriate
- Reducing the language barrier to workers by facilitating an interpreter at an early stage of their claim
- Assisting workers to lodge complaints with WorkSafe Tasmania following possible breaches of the Workers Rehabilitation and Compensation

Many of these changes will continue to support our clients throughout their workers compensation claims in the years to come.

We are proud of the commitment, specialised skills and resilience of our small but growing team. This year we have achieved some fantastic results for injured Tasmanian workers that have only occurred due to the increase in our staff.

Our volunteer support program returned in early 2021 and we thank each volunteer and staff for their skills, passion, and dedication. The Board continued to provide the strategic direction and support of the team throughout the year. We have welcomed new faces who have re-energised the Committee of Management and share a unique insight in dealing with injured workers.

## **MYLINDA PURTELL** **Principal Solicitor**



OUR YEAR

# IN REVIEW 2020/21

51%

increase in existing clients returning to the service



Employed our first **GRADUATE** lawyer on a full-time basis

11

training sessions provided

1.99%

required the assistance of an interpreter

235

volunteer hours



2000 phone calls

1809

workers supported with information, advice and assistance



\$2961.51

on interpreting services

98%

of callers to the service were provided with assistance

37.5%

increase in face-to-face appointments (176 appointments for complex matters)

92

clients spoke a different language other than English at home



57%

decrease in enquires regarding COVID 19 while on workers compensation

800%

increase in enquiries related to employee entitlements

20.1k

people on Facebook reached, with 1,998 page engagements



63.3%

increase of followers on Facebook

Participated in the review of the WCCF, Return to work by University of Tasmania

Attended **32** events across the state



First publication in the WorkSafe Tasmania magazine introducing Worker Assist

5

matters referred to the Police

27

complaints lodged by Worker Assist on behalf of clients for breaches of the WRCA

3

lawyers employed at Workers Assist

# OUR WORK



In FY20/21, Worker Assist was staffed by 3 lawyers, 2 case officers and our administrative assistant. Clients accessed our services by telephone, face to face appointments at any time in our office or by arranging appointments online through our booking system via the website or Facebook.

Our service operates on a triage model, responding to and sorting the issues of individuals based on their degree or type of need to determine the appropriate variety of service within our resources. Our receptionist is our first point of contact, obtaining details, completing database checks for any conflicts & matches them with our case officers or lawyers to assist.

This triage model has been developed to ensure that we are meeting the needs of the most vulnerable quickly. This method of triage also keeps our staff safe. Due to a rapid increase in mental health claims from 19 enquiries in FY17/18 to 530 clients in FY20/21, case officer/lawyer fatigue was a concern. Our staff now predominately work part-time, and the scheduling of calls are spread across the team.

Once a client is assisted by our staff, we endeavour to continue that relationship. We aim to avoid the constant retelling of personal stories, which can often be traumatic for our clients. This fosters trust between our clients and staff.

Clients who receive a positive experience with the service are more likely to become loyal clients in the future and return to the service when further issues occur, are more likely to refer our service to friends, family and colleagues in the future this pattern is reflected in our statistics across the years. This shift in our triage of clients in FY17/18 saw an increase in the number of existing clients returning. Before this, we only had a return rate of 37%. With the changes mentioned above, in FY20/21, we now have a return rate of 77%.

Our "warm referral service" to organisations outside of Worker Assist has increased. This model calls for cooperation, coordination and communication across the whole practice and the community.

# OUR REACH

## We provided high-quality services to the community at an unprecedented level in FY20/21.

FY20/21 has challenged us all and through it all, Worker Assist has helped Tasmanian workers adapt to the challenges and changes and continued to serve people from all walks of life.

This year we recorded a massive 51% increase in new clients accessing the service. This growth exceeded our expectations due to our ability to increase staff levels with the secure triannual grant.

Worker Assist has assisted over 6,000 clients and dealt with over 10,000 issues. On average, we deal with 150 clients per month, including 54 new clients per month. Compare this to our early years. Worker Assist was evaluated by KPMG in 2013, and we were averaging 33 clients a month. By FY17/18, we were averaging approximately 75 clients per month. During COVID19, we continued to average 99 clients each month.

In such a short time, the number of clients we have been dealing with has doubled, but our budget has remained the same with only a slight increase each year. This highly efficient growth and performance is due to specialist staff, secure resources, and the growing awareness of our service within the community. In monetary terms, we now average approximately \$220 per client (often dealing with multiple issues) compared to the 2016/17 financial year, where it was close to \$450 per person. So, we have grown while becoming better value, more efficient and delivering better service to our clients.

Client cost vs. WorkCover Board grants



# CLIENT SATISFACTION

---

**The role of a community lawyer is unique. We provide specialist legal advice; however, this requires a diverse skill set to handle everyone's needs in a compassionate and caring manner.**

A workplace incident can leave a worker with a spinal cord injury, amputations, burns, PTSD or can even result in a death. Workplace injuries/illness can turn their world upside down.

Recovery can be fraught with emotions, fear, and anger. People contact our service when they are often at their lowest, feeling alone and isolated.

Their frustration is often understandable with delays in claim management, confusion regarding their options and the impact of the emotional stress of the situation.

We often hear of marriage or relationship breakdowns, the financial implications from the injury, including the impact on housing, or even the struggle to put food on the table for injured workers and their families. This year it has been further strained by the impact of COVID19 and the restriction in travel with many clients not being able to visit or have the support of family and friends.

Our aim is to empower each client through a people-focused approach.

We know what it is like to face a legal problem, the stress this causes, the financial pressure and emotional toll it can take on a worker and their family. We work hard to provide a supportive environment and a friendly voice at the end of the phone when clients often feel at their lowest.

We present realistic options and achievable steps to the worker, focusing on the future to help workers heal from the emotional trauma of their experience. We are often required to extend this assistance to family members to help them cope with the change in their circumstances and try to assist them to understand their "new norm".

Providing this early intervention, client-centric focus and allowing the worker to tell their story allows Worker Assist to constantly support injured workers across the state.

“

***We are uniquely positioned to present injured workers with honest and realistic advice & options.***

”

# MEASURING IMPACT



Worker Assist has implemented a range of ways to monitor and review performance. These include providing evaluations form post educational sessions through to requesting client satisfaction surveys following appointments. This allows us to analyse the service strategically.

This year we undertook a new approach to client satisfaction surveys. Over the past nine years we have delivered surveys through different measures such as email, cold calling and SMS, to obtain information regarding client experience and interaction. The surveys have varied in length and in previous years, on occasion, we have also offered incentives for clients to respond.

To increase engagement, we shortened the 23 questions to 2. Our survey now only requires clients to review the service via a star rating and when they require a follow up appointment.

This approach has enabled the client to remain engaged with Worker Assist

In 2021/22 we will expand the questionnaire to improve data collection of the service.

From 1 January 2021, clients were advised that a survey would be sent following the session. Most people were willing to provide feedback, with 111 participating in the FY20/21 client satisfaction survey.

What followed was a 170% increase in client engagement (41 responses in FY19/20 to 111 in FY20/21).

We also continue to document “client comments” during our conversations that are recorded into our database and utilised in our social media content.

# A SUMMARY OF OUR SERVICE

## PARTICIPANTS AT EDUCATIONAL ACTIVITIES

**75%** of the participants in training course agreed that the knowledge of the presenter was excellent

"I was not informed of this sort of information by my workplace"

"Explained simply and effectively"



**67** participants provided feedback on our education sessions

**70%** described the content of our workshops as excellent



**77%** advised the knowledge of the presenter was excellent

## CLIENT RESPONSES



**4.8 out of 5** stars for client satisfaction in our service delivery

**32%** response rate to client survey



**170%** increase in the client expectations survey from FY19/20

**353** surveys sent for client comment

**116**

participants in our online survey in 6 months

"Thanks for calling prior to my General Practitioner appointment today. I now have a clearer understanding of the questions I need to ask and has given me the reassurance I needed."

→ **CLIENT**

"Having a resource that General Practitioners can call is amazing. I needed clarification on what to put on a certificate, and you were quick to respond and provide advice."

**GP**

# CLIENT TRENDS

## 2020/2021

### VULNERABLE WORKERS

4% Aboriginal & Torres Strait Islander & 10% CaLD workers

### REFERRAL

Union (111)  
Internet (83)  
Rehab provider (63)  
Tribunal (36)  
Insurer (36)

### WHERE

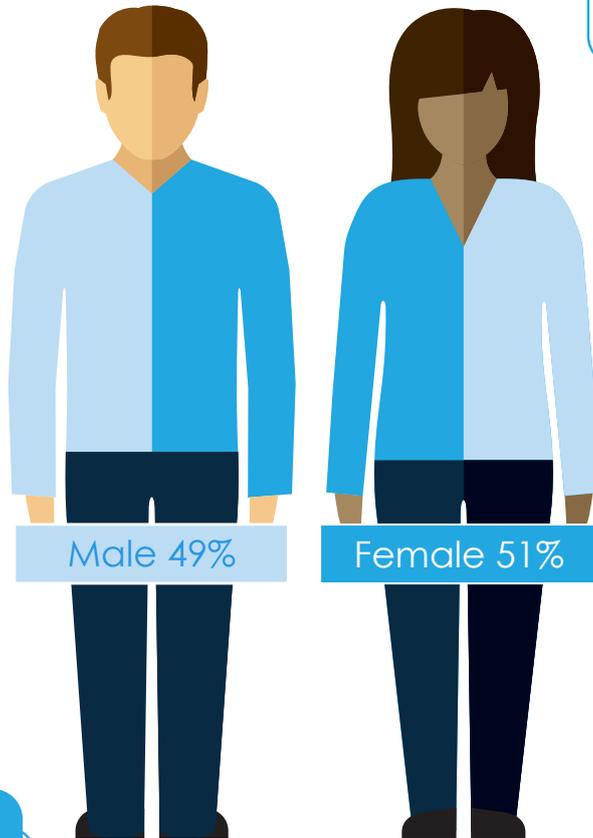
North 29%  
North West 16%  
South 55%

### REASON

s81A disputes,  
lodging a claim

### AGE

45-54 years  
of age



### AVG HOURS PER ISSUE

1 hour 10m

### INJURY TYPE

Mental Health (505)  
Back (319)  
Shoulder (189)

### INDUSTRY

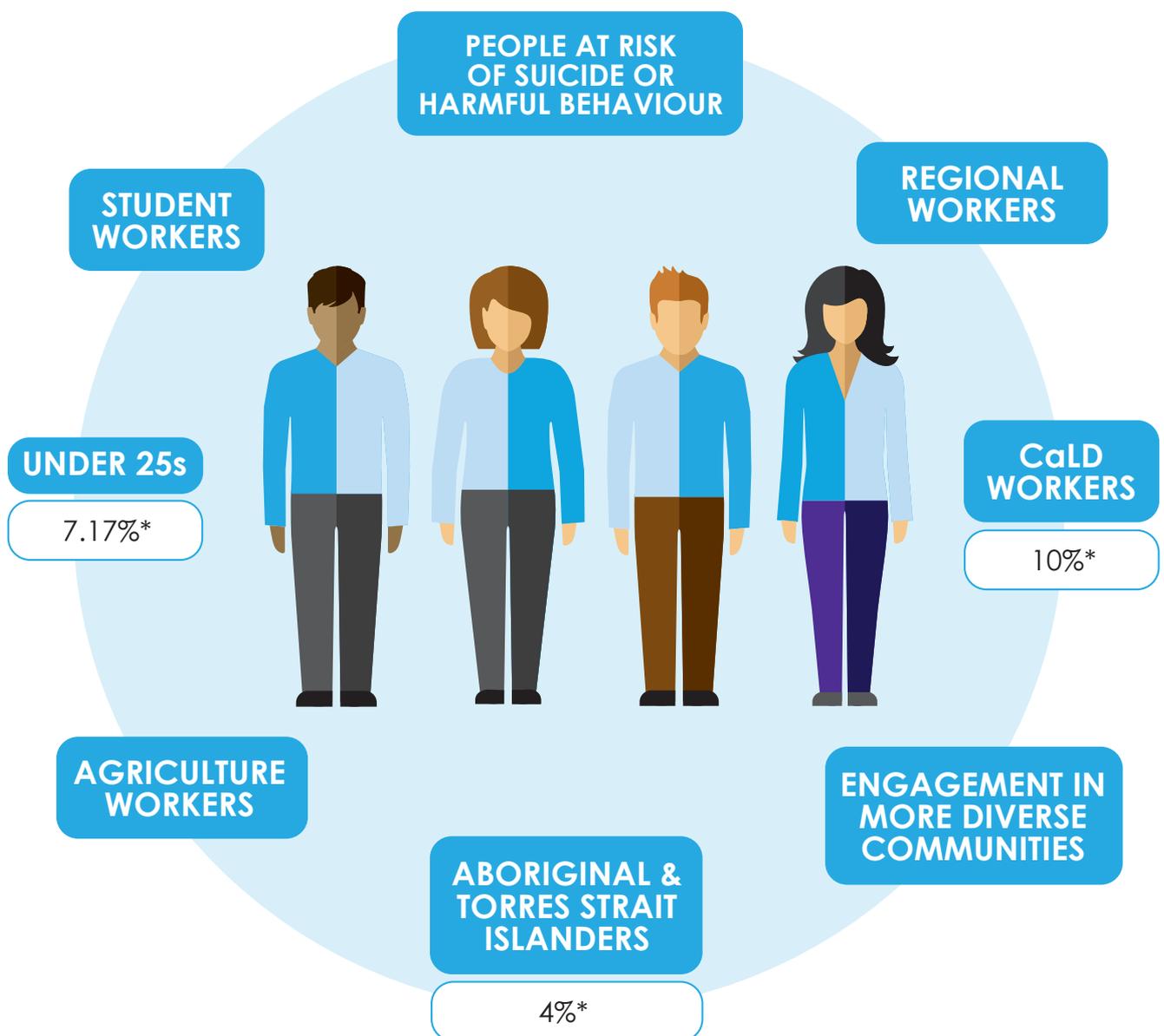
Health & Support Services,  
Education & Training,  
Agriculture,  
Forestry & Fishing

# WHO IS MISSING?

## Giving other's confidence to speak up, stand up & be seen

Awareness of our service is growing; however, there is always more that we can do to reach the vulnerable members of our community. Our future goal for the service is to prioritise the most vulnerable people in our community.

Research into legal needs indicates that certain groups of people are more likely to experience legal problems, have a greater number of issues and require additional support.



\* Current statistics at Worker Assist for these vulnerable workers.

# HOW TO ACHIEVE AN INCREASE IN OUR REACH

Increasing outreach through our university volunteer program



Increasing engagement by participating at CaLD community events



Targeting social media platforms with a younger demographic



# OUR 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.**

Thank you to every person who shared their story. Sharing your life-changing journeys – from despair to hope and everything in between – motivates us every day to continue serving the most in need in our communities.

We value our clients' confidentiality and privacy. Many clients want their stories and experiences to be told so we feel fortunate to be able to give them a voice in our reports.

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



# LIVED EXPERIENCES

*Lived experience knowledge is broader than the experience of illness and encompasses and understands marginalisation, oppression, and discrimination. This year one of the most interesting patterns was the “Tame impact”.*

*Grace Tame has empowered workers to come forward and share their experiences and seek advice regarding sexualised behavior in the workplace.*

*This financial year, Worker Assist saw an increase in 11 cases of sexual harassment. During the past ten years, we had only spoken to 4 clients in total.*

*The impact of lived experiences and shedding light on workplace bullying, harassment and assaults is an important step for others to come forward.*

*Raising awareness of this workplace culture and recovery mechanisms within the scheme is vital to changing attitudes and making a lasting difference in how these claims are dealt with.*

## Alison's story

Returning to work after a mental health claim can be a vulnerable time. Worker Assist understands these issues as these client experiences are becoming a predominant theme within our service. Workers with mental health claims frequently have questions regarding returning to work or their rehabilitation back into the workplace.

Alison came to Worker Assist originally as a client to our Advisory Service. Unfortunately, she was unable to return to her previous position and was looking into her options regarding retraining and/or alternate duties.

Due to our relationship with a rehabilitation provider, we suggested taking Alison on a return to work plan. Initially, she felt like the work experience kid however her RTW provided both Alison and Worker Assist with new insight into the operational side of the Act.

The supportive leadership of our organisation and our strong peer-to-peer relationship (or buddy system) meant we could regularly check in with Alison about the challenges and success she was achieving. It was encouraging to learn that our supportive environment at Worker Assist proved to be so beneficial. During her placement we went on to recommend her for a role within another organisation and she succeeded in her application with them.

Alison's lived experience of dealing with the scheme on a personal level, provided our organisation with some valuable insight and filled our clients with optimism that even though they may currently be incapacitated due to an injury or illness, there are still options for those willing to take on people on return-to-work duties.

We look forward to assisting other workers on their journeys back to work and hope to continue this worthwhile program.



## Troy's story

Troy first contacted Worker Assist in 2018, with concerns regarding his RTW plan and pay. He had been a stonemason for 15 years and had recently been diagnosed with silicosis. When we first spoke with Troy, the insurer was offering alternative duties including working in a takeaway store and forklift driving. However, Troy felt they were not in line with his skill set and he was concerned the insurer was attempting to “push him into any job”.

Troy was happy to be reskilled but wanted to do something of interest instead of being forced to do what he saw as “demeaning work”. Our case officer was able to explain the differences regarding suitable duties and demeaning work. We also discussed the options regarding retraining, allowing Troy to maintain some control over his claim. We advised Troy of the relevant legislation and referred him to a panel firm, and they were able to provide ongoing support and guidance through the claim process.

Three years later, we received word that Troy's case had settled. We contacted Troy, who was happy for the follow-up and eager to provide meaningful feedback regarding his experience with the process and the assistance of Worker Assist.

Troy overwhelmingly felt that the insurance company had not been eager to assist him from the start. From trying to get him to work in lower-paid positions, having a case manager who was combative from the outset and sending him for multiple lung biopsies, one of which was nearly fatal, he felt let down by the system.

Troy also had some great news. He took on our advice regarding retraining and he successfully completed his Certificate 4 in Work Health and Safety. He gained full-time employment as a Mine Safety Officer. He said that this workers compensation experience helped him appreciate how workplaces could influence safety and improve culture.

Troy was extremely pleased with the referral service offered by Worker Assist. In his words, “there was light at the end of the tunnel, although it was a long road”. Troy was happy to tell his story as he wants other workers to be aware of the obstacles, they may encounter during their compensation journey.

While Troy's claim has been finalised, unfortunately the same cannot be said for his former co-workers. Worker Assist has recently been contacted by another employee who has been diagnosed with silicosis. We can only hope the light at the end of the tunnel comes a little bit sooner than it did for Troy.

## WHAT A

# DIFFERENCE A LAWYER MAKES

*Our advisory service continues to provide workers with the support they need. Providing clarification on the process of a claim, assisting when their claim is disputed or providing advice to a worker at the time of settlement, Worker Assist helps at every step of a claim.*

*During 2019/20, the Workers Rehabilitation & Compensation Tribunal received from the employers /insurers 786 s81A referrals, disputing liability for weekly payments and benefits. Only 6 claims were dismissed by the Tribunal in favor of the worker and only 64 went on to filing a s42 referral.*

*It is common for workers to believe from the insurer/employer that there is nothing more to their claim and that no one believes them. This can result in a higher instance of mental health claims following a physical injury or an exacerbation of psychological claims.*

*Section s81A disputes have continued to be in the top 5 issues for clients of Worker Assist. In FY20/21, we spoke to 154 workers. The impact of a s81A dispute means that workers entitlements will cease at the time of the hearing. The stats speak for themselves. It is likely that with such a low threshold for the Tribunal to find, a reasonably arguable case, the outcome is likely to be in favour of the employer which can result in serious financial hardship for many workers.*

*The flow-on impact of these decisions, means injured workers often must return to the workplace where the injury or illness has occurred, take leave without pay or utilise their remaining employee entitlements such as sick leave or annual leave to “tide them over” financially.*

*With restrictions to Legal Aid in civil matters and the prohibitive costs of private lawyers for cases that are unlikely to be successful at the s81A stage, many clients find they are either left to advocate for themselves or consent to the application. They are not aware of their ongoing entitlements to pursue a matter in the Workers Rehabilitation and Compensation Tribunal under section 42 referral or to the Supreme Court of Tasmania. This is reflected in the statistics from the Tribunal.*

*Worker Assist has worked with the Workers Rehabilitation and Compensation Tribunal, insurance companies and providers to support workers at this stage of their claim and advocate that there are options following a s81A hearing and the finding of a reasonably arguable case.*



## Joy's story

A recent Supreme Court of Tasmania decision has established an important clarification for mental health injury claims within the workplace. We continue to provide a crucial pathway for workers to recognise when they should lodge a claim and when disputes occur, provide the specialist knowledge to identify legal errors that would otherwise have gone unnoticed by injured workers.

Joy initially contacted Worker Assist after experiencing a hostile workplace which included direct confrontational behavior from a coworker. Her coworker made aggressive statements, raised her voice and belittled Joy in front of her coworkers. Following this behavior, Joy did not return to work for two days and obtained a Workers Compensation Medical Certificate, which stated her injury was due to the actions of her coworker.

Worker Assist advised Joy that given the current situation and the injury incurred, she should lodge a Workers Compensation claim. This would enable Joy to begin the process of recovery in a supportive atmosphere. We also discussed in detail the compensation process and what she could expect, demystifying aspects of lodging a claim.

Unfortunately, the employer filed a s81A hearing in the Workers Rehabilitation and Compensation Tribunal alleging that the injury suffered by Joy was not considered a workplace injury as her employment was not a "substantial or significant contributing factor". They alleged that her injury was because of a restraining order Joy's coworker took out against her after the incident in the workplace. We provided advice to Joy and referred her to the panel law firms associated with Worker Assist. This enabled Joy to discuss with her chosen firm whether she had an argument regarding the connection of her employment to her injury. The advice was also provided by the panel law firm at no cost to Joy.

The Chief Commissioner held that her injury was owing to her employment as the incident in question together with Joy's relationship with the coworker contributed to her injury, incidental to the performance of her employment duties. The employer appealed this decision to the Supreme Court of Tasmania, where Chief Justice Blow found that the learned Chief Commissioner had not made an error in law. He held that the relationship between Joy and her coworker was incidental to the performance of her employment duties and therefore the Chief Commissioner had been correct in her application of the law.

At Worker Assist, we are always happy to see a positive outcome for our clients however, a finding of an s81A going in favour of the worker was extra special. It sent a clear message to employers that it is not enough to argue that a reasonably arguable case could be made regarding an s81A, it must also be demonstrated that a reasonably arguable case should be found with respect to the injury-causing event. We can only hope that this case marks a turn in how s81As are argued by employers and insurers alike.

# NO LONGER BE A BARRIER

*Our workforce is culturally diverse and CaLD and migrant workers are statistically more likely to be harmed in the workplace than other workers.*

*FY20/21 has provided Worker Assist with an opportunity to reflect on and discuss the systemic cultural issues within the community and the justice system.*

*This has led us to ask the question: how can Worker Assist improve as individuals and as an organisation to achieve the best possible outcome and experience for our clients when they have been injured at work?*

*The pandemic has highlighted the need as a community to assist those most vulnerable and alone during their time of need.*

*Since FY17/18, we have noted a 200% increase in CaLD workers contacting the service. CaLD workers are vulnerable due to limited English, smaller networks, and unfair treatment because they are unaware of their rights. We have now created a new issue in our database to record the need for interpreting services.*

*We recorded 12 requests for an interpreter (9 male and 3 female) in FY20/21 at a cost of nearly \$3,000.00 to our organisation. This was 50% above our budget line.*

*We requested assistance by Insurers to cover these costs, but this was only supported by one insurer (See Zarine's story).*

*Language barriers hinder their understanding of work health and safety rights and their obligations. Fear of losing their job, visa sponsorship or making waves are factors in a higher reluctance in lodging workers compensation claims.*

*These stories and experiences demonstrate that there are still gaps within the system and that systemic racism continues to impact a worker obtaining entitlements under the Act.*

*We make these workers a priority by reflecting on our client stories, their lived experiences, and how we can drive meaningful change to support workers.*

*This is achieved through early intervention phone calls, provision of interpreters (paid for by Worker Assist), discussions with service providers, insurers and referral to community support services when required.*



## Zarine's story

Worker Assist was first contacted by Zarine following her injury at work. She was employed as a cleaner and fell down the stairs on-site, breaking several ribs. She was unsure of the process and was feeling huge financial pressure. By the time she contacted Worker Assist, she had been off work for 3 weeks with no income.

During our initial conversation, it was clear that the use of an interpreter would be hugely beneficial to Zarine, as it would allow her to completely understand what was happening with her claim.

Worker Assist paid for two separate appointments with an interpreter. However, during follow-ups, it was found that issues had not been resolved on her employer's part. Further discussion between our case officer and the insurer revealed that her employer also did not speak English as their first language, leading to a breakdown in communication between the insurer and the employer.

At this stage, Zarine had not been paid for nearly 8 weeks. She was unable to afford groceries and was beginning to worry about how she would continue to keep a roof over her family's head.

At this point, our case officer had a frank discussion with the insurer regarding Zarine's personal circumstances and requested that the insurer appoint an interpreter for both the employer and Zarine so that the matters could be resolved.

The insurer was happy to comply, however unclear how to put this into practice, so our case officer contacted our interpreter service and arranged an appointment between all parties, along with providing interpreting services. The cost of this appointment was covered by the insurer.

Upon following up with Zarine a week later, we were pleased to hear that not only was her recovery going well and she was expected to return to work within 2 to 3 weeks. Her employer had also back paid her the compensation she was owed, totaling over \$10,000.00.

Zarine's story is an excellent example of why it is so essential that injured workers' cultural and linguistic needs need to be considered at the beginning of a claim. By simply asking the question "do you require an interpreter" of both the worker and the employer, unnecessary stress can be avoided, and the worker can focus on recovering and returning to work.

# OUR 'WRAP AROUND PRACTICE'

*Educational services within Worker Assist are continually growing. In the past, our primary focus was the Advisory Service, but this required awareness of the service through expensive means of advertising.*

*In FY2018/19, we understood through our limited community education, the reach we could have within the community, and in turn, these people have returned to our service as clients.*

*In FY19/20, the expansion of educational services was disrupted by COVID-19. In FY20/21, we wanted to get out into the community and reintroduce our service and the new face at Worker Assist with a new lawyer on board!*

*Our aim is to become more proactive than reactive. We have attended a variety of community education events which has led to what we call 'our wrap around practice'.*

*Our sessions can range from a short meet and greet out within the community, to in-depth training sessions with health and safety officers.*

*What often starts as a conversation about health, safety, or work place policies soon expands to personal experiences of injuries or illness.*

*One of our huge success stories of "our wrap around practice" was introducing our very own return to work position for a lawyer who contacted the service.*

*During her placement she assisted with our educational program and we were able to help her secure a legal position. So, we learnt first-hand the powerful role that a supportive alternate workplace could provide.*

*We look forward to delivering more educational programs within the community with the lens of a "lived experience". Her perspective has provided us with unique insights, challenged assumptions and helped pinpoint areas for change for those at the centre of the claim – the worker. This is an exciting time for Worker Assist, and we can't wait to see the program grow more in FY21/22.*

*Our social media presence & content has created new conversations within the community about workplace safety and culture from a well-being perspective. Again, this is a concept of providing a "wrap-around service" so the community becomes aware of our service and interacts positively. The growing awareness of our service through internet referrals is a testament to the power of social media. This year our following on Facebook increased by 63.3%, with a reach of 20.1k people and over 1,998 engagements. Our posts have increased from 7 in FY17/18 to 142 in FY20/21.*

*We now share a distinct platform that increases awareness of our service as the content is highly shareable and engaging. Secondly, it helps address issues such as self-care and so we are no longer using social media solely as a reactive way to provide knowledge.*



## Tim's story

After experiencing multiple small injuries throughout his employment, Tim 59 suffered a serious injury 5 years ago. We met Tim on our first ever toolbox meeting early one morning. He had no complaints in relation to his claim – it had been accepted straight away. This reduced the stress of waiting for possibly 2 months like some of his colleagues who had their claims investigated by the insurer and then disputed close to the 84th day. He was provided with treatment including physiotherapy, cortisone injections and eventually surgery. He was able to return to his employer in alternate duties, but not to his original role as a truck driver.

Due to the stability of his injury, we discussed his options of having a review by an independent medical examiner for the purposes of a whole person impairment. During the 5 years of his claim, he had not once been assessed by an Independent Medical Examiner nor had any knowledge about his Whole Person Impairment (WPI), even though he would meet the threshold of a 5% WPI.

A few months after our toolbox meeting, we were back on site. Tim had been back on full duties and was about to have a WPI assessment by the insurer following our advice when he reinjured his back at therapy. He was slowly returning to some duties, however, was now having issues with his employer complying with his new restrictions and his rehabilitation provider who was failing to pass on his workers compensation certificates to his employer.

We explained Tim's rights and responsibilities relating to his current return to work situation, explained that a WPI could not be completed due to his injury no longer being stable and stationary and that he should be more open and honest with his General Practitioner about his injury and duties he could safely complete at work. Unfortunately, Tim's employer was no longer as understanding 5 years on from the injury and was frustrated by the deterioration in his capacity.

His employer was beginning to place pressure on him returning to his work, however this was unlikely as Tim was now totally incapacitated. We provided assistance in how he could speak with his employer about his current situation.

We were able to discuss a possible settlement of his claim and organise an appointment with one of our panel law firms. Our continued support through meetings at his workplace had provided Tim with the information he needed, and he also knew he could always get back in contact with us if he needed further assistance.

# LEGAL HEALTH CHECK

*This year we launched a pilot educational program, called “Toolbox legal health check” with the Transport Workers Union.*

*This formed part of our wrap-around service by taking the lawyer to the client as research has shown that many people do not recognise their problems as “legal.”*

*If people seek help for their legal problem, most will not see a lawyer but may see non-legal services such as welfare, health agencies, or union representatives.*

*What initially started as an awareness session of our organisation, these toolbox meetings have developed into something more.*

*Our lawyers were able to identify and respond to workers questions following these meetings, indicating to workers that they had a right to claim for a workplace injury or identify issues that needed assistance in a current claim.*

*The follow up at other toolbox meetings encouraged workers to make appropriate claims or to take reasonable steps.*

*Our attendance at “toolbox” meetings has played an important role in establishing a new way to raise awareness, provide assistance and to bring the lawyer to the places it is needed which removes a barrier in seeking advice.*





## Ruby's story

Another success story of our community education programs is Ruby. We originally met her at a "Lunch and Learn" session in 2018 prior to her workplace injury. In 2019, Ruby had been involved in a traumatic incident at work that left her with debilitating PTSD symptoms.

Ruby's claim for PTSD was accepted, but she still has concerns. We initially gave her advice and assistance in lodging her claim, incorrect pay rate due to overtime, dealing with a return to work and how she could obtain the treatment recommended by her treating practitioners.

She returned to our service in 2021 as she had begun a return to workplan but suffered a further physical injury and her employer was not prepared to let her return to work.

Due to her PTSD she was hesitant to seek legal assistance. We encouraged Ruby that it was time for her to discuss her claim with a solicitor. This process led to many hours of discussions as Ruby was incredibly overwhelmed by the entire process.

She was unable to review her paperwork without becoming overwhelmed, let alone write down her story. We spent many hours sorting through her paperwork, organising receipts and producing spreadsheets of information so she could provide them to her lawyer. This was particularly triggering for her but attending our office and sitting calmly with our support, we were able to sort through her details and get her paperwork and headspace in good order for her to take the next step in her claim journey.

Our calm but positive interactions with Ruby led her to seek the assistance of a lawyer to deal with a settlement of her claim. Ruby is currently in negotiation with her lawyer and employer and we hope that there is a resolution of her claim shortly.

# DELIVERING OUR DIGITAL MESSAGE

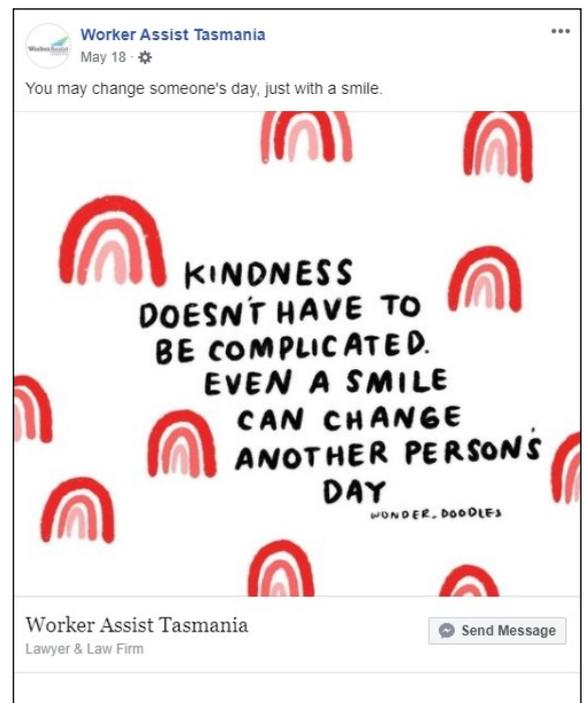
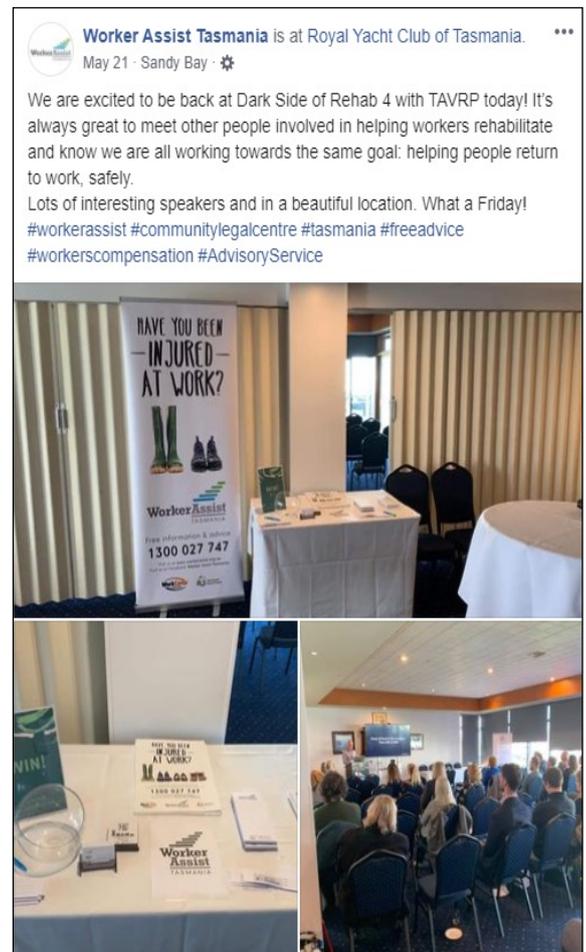
The use of social media networking platforms such as Facebook, Instagram, Tik Tok and Snapchat has increasingly become part of our daily lives. Though we are not busting out any reels or singing songs (just yet), our social media presence is growing and has an impact on the way workers can access our service and become informed.

These social networking services have played a role this financial year to communicate and build relationships with a greater Tasmanian audience both efficiently and economically.

This year we have increased our followers to over 1000. We have effectively used social media to promote our services, news articles, workshops, publications, and engage with issues of interest to the community.

Our aim is to continually grow our presence on social media platforms to inform, educate and influence community attitudes. Currently this is produced on a limited budget and our volunteers have been wonderful assisting in this area.

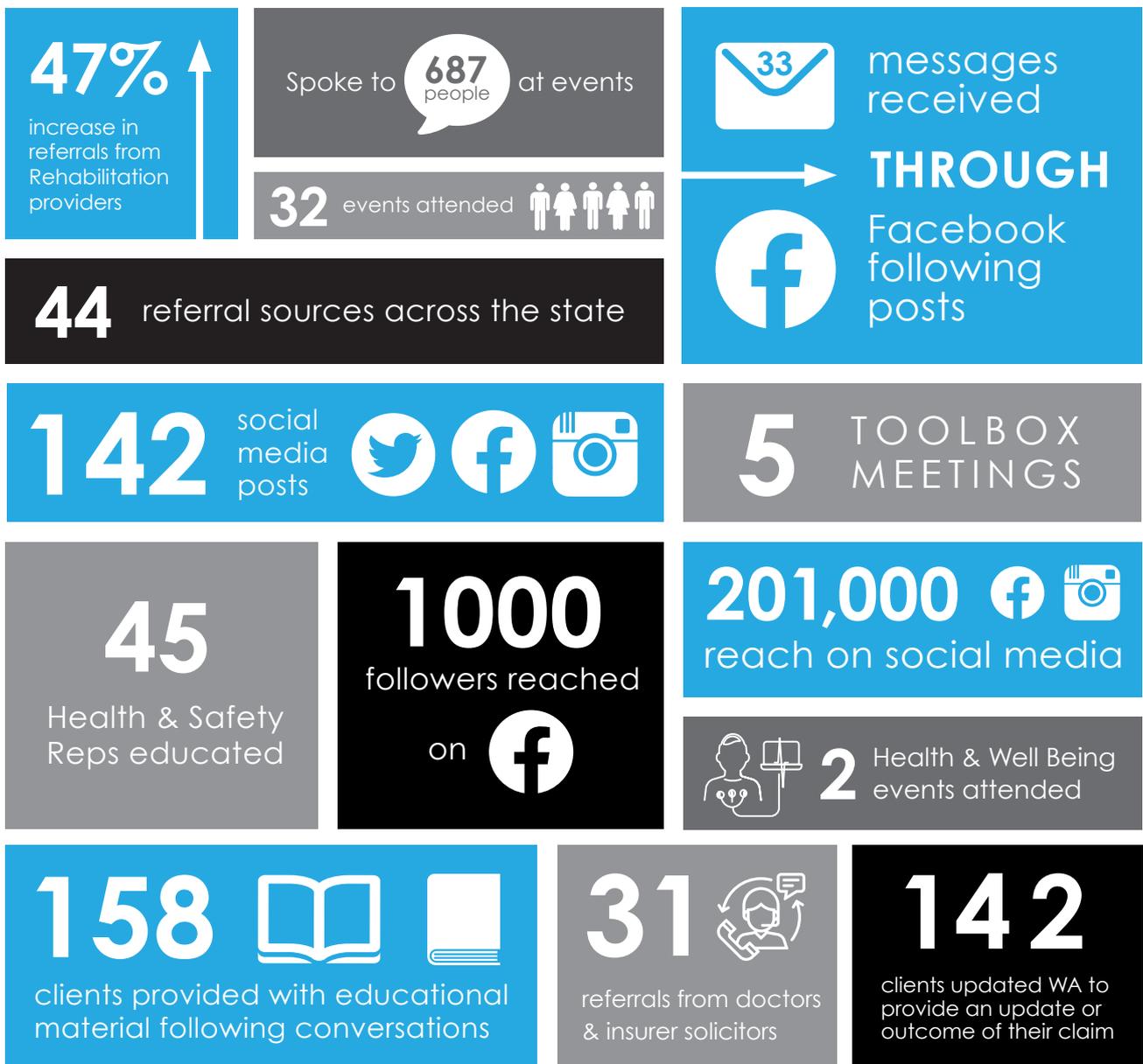
Some of the most engaging posts from the past year includes:



# COMMUNITY

Over the past year, Worker Assist has partnered with various service providers across the state to create a collaborative approach to bridge the knowledge gap of the Tasmanian community regarding workplace injuries.

2020/21 has increased community engagement following a break in service provision due to COVID19.



# EVENTS

<b>Date</b>	<b>Event</b>	<b>Presenter</b>	<b>Attendees</b>
07/08/20	<b>The rise of psychological injuries in the workplace</b>	Myllinda Purtell	10
19/08/20	<b>United Workers Union HSR Training</b>	Myllinda Purtell	11
09/09/20	<b>HSR Training (via Zoom)</b>	Myllinda Purtell	17
27/10/20	<b>ALS Meeting</b>	Sarah Duff	18
19/08/20	<b>Anna Stewart Memorial Project – women and workers compensation</b>	Myllinda Purtell	16
06/11/20	<b>Unions Tasmania Women's Conference</b>	Myllinda Purtell / Sarah Duff	110
20/11/20	<b>TAVRP Function</b>	Myllinda Purtell	15
08/12/20	<b>Better Work Tasmania</b>	Myllinda Purtell / Sarah Duff	28
09/12/20	<b>ASU 2020 Tasmanian Delegates Conference</b>	Sarah Duff	55
11/12/20	<b>HSR 5 Day State Course</b>	Myllinda Purtell	17
05/02/21	<b>TWU Delegates Meeting – Toll</b>	Sarah Duff	3
24/02/21	<b>Unions Tasmania WHS Training</b>	Myllinda Purtell	20
29/03/21	<b>Star Trak Site Visit/Info Session</b>	Sarah Duff	20
29/03/21	<b>De Bruyns Site Visit/Info Session</b>	Sarah Duff	20
29/03/21	<b>Sea Road Site Visit/Info Session</b>	Sarah Duff	10
29/03/21	<b>Toll Site Visit</b>	Sarah Duff	20
30/03/21	<b>Toll Site Visit</b>	Sarah Duff	48
28/04/21	<b>TasCOSS Networking Event</b>	Sarah Duff	40
29/04/21	<b>TAVRP Breakfast Seminar</b>	Sarah Duff	18
30/04/21	<b>Info Session at Mowbray Medical</b>	Sarah Duff	6
08/05/21	<b>Agfest</b>	Sarah Duff	39
20/05/21	<b>AUE Representative Conference</b>	Myllinda Purtell	86
28/05/21	<b>TAVRP Dark Side of Rehab 2021</b>	Sarah Duff	60
		<b>TOTAL</b>	<b>687</b>

# PEOPLE



We recognize that our most important assets are our people.

We encourage them to realise their potential, support their well-being & personal development to ensure that we continue to meet the needs of the community and our staff.



## STAFF

We returned to our 2018/19 staffing levels of 3.1 FTE. This year we exceeded our FY18/19 results as we are now a trusted service with greater awareness amongst the community. Our loyal client base of existing clients was a contributing factor this financial year in comparison to other years and demonstrated the connection our people have with our clients.

The first year of our three-year grant from the WorkCover Board enabled us to welcome Sarah Duff as our first junior case officer/lawyer whilst we farewelled Del Gorschelski on maternity leave at the beginning of FY20/21. This milestone for Worker Assist has allowed us to expand our reach within the community. In welcoming Sarah, we reviewed our orientation and induction process. This updated resource for future employees is an invaluable resource.

Mylinda Purtell	Principal Solicitor	1 FTE
Sarah Duff	Junior Case Officer	1 FTE
Yvette Fitzgerald	Case Officer	.4 FTE
Donna Woodleigh	Case Officer	.4 FTE
Peter Tullgren	Case Officer	.2 FTE
Angela Kirk	Finance Officer	.1 FTE

**TOTAL 3.1 FTE**

Learning opportunities are provided to all staff to meet their requirements for continual legal education under the Legal Professions Act. These cover a range of areas including ethics, wellbeing, professional development but also are as diverse as social media training and technical innovation.

# COMMITTEE OF MANAGEMENT

As a not-for-profit organisation, Worker Assist is managed by a Committee of Management (otherwise known as our Board). Their role is to manage the business and affairs of Worker Assist, to provide financial oversight and, importantly, providing strategic direction to the organisation to help it achieve its goals.

The Board is committed to assisting the National Association of Community Legal Centre's as they review CLC's across Australia during 'Phase 3 consultation'. This will continue in FY21/22

We welcomed some fresh faces to our committee of management in October 2020 who have helped guide and shape Worker Assist over the past year.

We thank the Board for their strategic direction and the new members for their enthusiasm and support. The Board continue to provide insight, strategies and help to improve and advance Worker Assist.

<b>Jessica Munday</b>	<b>Renee Spencer</b>	<b>Rui Webb</b>	<b>Zach Lieutier</b>	<b>Robbie Moore</b>
				
<b>President / Treasurer / Union Tasmania Secretary</b>	<b>Secretary / Lawyer</b>	<b>Ordinary member / Rehab provider</b>	<b>Ordinary member / Ex volunteer / Lawyer</b>	<b>Ordinary member / Industrial Manager</b>
<b>Appointed 2016</b>	<b>Appointed 2017</b>	<b>Appointed 2020</b>	<b>Appointed 2020</b>	<b>Appointed 2020</b>

# VOLUNTEER PROGRAM

Volunteers returned to the service in 2021, however the program was shortened to 6 months. The program still provided invaluable support and assistance to our organisation and community.

We could not have provided the range of services without the input of our dedicated volunteer team.

This year, our volunteers:



**Estimated \$6,000\***

contributed by our volunteer placement program



**Diversity & future training**

Our volunteers all came from the University of Tasmania from local and international students currently studying law



**235 hours**

were volunteered

An "Introduction to Worker Assist" was produced to assist volunteers starting at the service. This tool was developed from the perspective of a new lawyer who is asked to pick up the phone and have a chat with injured workers. This booklet also covers using the unique database for Worker Assist. These tools are a fantastic resource for the future development of our program.

This year, one of our volunteers obtained full-time employment with another CLC following our recommendation. Our volunteer program offers students a valuable insight into the workings of our CLC and builds their skills and knowledge of work health and safety and workers compensation schemes. The program provides practical experience for students, but also provides Worker Assist with positive, enthusiastic, and willing assistance to help with tasks and projects.

A huge thank you to all our volunteers, without whom our community would not receive an exceptional level of service due to your hard work.

# OUR VOLUNTEERS

*At the time, I was a legal trainee, while completing my legal practice training and the skills I learnt at Worker Assist were translated into my current employment. I gained confidence by observing case officers communicating with clients, which also helped me adopt my own style of client interaction.*

*In addition, I was able to learn about the Workers compensation laws and regulations which assisted me during my course. The staff at Worker Assist was very supportive and always encouraged me to take on new tasks."*

**Kawindi**  
**Worker Assist volunteer 2021**

*“ My experience volunteering for Worker Assist Tasmania was invaluable. I gained skills in a variety of administration tasks, as well as listening into calls with case officers and drafting file notes. ”*



*“The team at Worker Assist is so knowledgeable and encouraging, that I feel welcomed each time I visit.*

*Worker Assist is my first step into the legal world, and I feel the experience I have gained from volunteering is invaluable. I look forward to expanding the volunteer program in 2021-22 as I lead the Reach Out program.”*

**Ella**  
**Worker Assist volunteer 2021**

*“ I have thoroughly enjoyed my time volunteering at Worker Assist. I have learnt so much about the law surrounding workers compensation and assisted with some interesting and sensitive cases. ”*



## THINKING OF VOLUNTEERING?

We are offering a volunteer program for 2022/23, from December 2021 to March 2022. If you are interested in providing support to your community, give us a call on (03)62 167677 or email us at [workerassist@workerassist.org.au](mailto:workerassist@workerassist.org.au)

# OUR FINANCIAL SUMMARY

---

*I am pleased to present the fourth audited financial statements for Worker Assist for the year ending 30 June 2021.*

*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. The organisation ended the year with a small surplus of \$6,665. This surplus will be retained and utilised for future projects that contribute to assisting injured workers in Tasmania.*

*Consistent with previous years, the majority of Worker Assist's expenditure goes toward employee costs, so we can have the right staff to meet a growing client base.*

*The past financial year was the first of a three year funding grant from the WorkCover Tasmania Board to deliver our service. This longer funding grant has given us certainly which assists in our staffing, financial planning, and all areas of our operations.*

*I would like to thank the WorkCover Board for the continued funding & for recognising there is an ongoing need for Worker Assist in the Tasmanian 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**  
**PRESIDENT/TREASURER**

Alison Flakemore  
Crowe Audit Australia  
Level 1, 142-146 Elizabeth Street  
Hobart TAS 7000

Dear Mrs Flakemore

**Audit of Worker Assist Tasmania Inc for the year ended 30 June 2021  
Representation Letter**

This representation letter is provided in connection with your audit of the financial report of Worker Assist Tasmania Inc for the year ended 30 June 2021 for the purpose of expressing an opinion as to whether the financial report is presented fairly in all material respects, in accordance with the accounting policies disclosed in Note 1 to the financial statements and is appropriate for the needs of the users.

We confirm that *(to the best of our knowledge and belief, having made such enquiries as we considered necessary for the purpose of appropriately informing ourselves)*:

**Financial Report**

- We have fulfilled our responsibilities, as set out in the terms of the audit engagement letter, for the preparation of the financial report in accordance with the accounting policies disclosed in Note 1 to the financial statements and are appropriate for the needs of the users.
- Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
- Related party relationships and transactions have been appropriately accounted for and disclosed.
- All events subsequent to the date of the financial report and for which require adjustment or disclosure have been adjusted or disclosed.
- We confirm that all related party transactions, including the type and purpose of the transaction, and the nature of the relationship between the related parties has been brought to your attention and that these transactions, and associated outstanding balances, where applicable, and are appropriately disclosed in the financial report.
- We confirm that we are not aware of and have not authorised any other related party transaction or benefit which has not been disclosed to you or disclosed in the financial report for the year ended 30 June 2021.
- The entity has complied with all aspects of contractual agreements that would have a material effect on the financial report in the event of non-compliance.
- All material liabilities or contingent liabilities or assets including those arising under derivative financial instruments have been properly disclosed in the financial report;
- There were no material commitments for construction or acquisition of property, plant and equipment or to acquire other non-current assets, such as investments or intangibles, other than those disclosed in the financial report.
- Adequate provision has been made in respect to impairment of receivables, and that all receivables without such a provision are considered to be collectible in full.

- We are of the opinion that Worker Assist Tasmania Inc is a going concern and that we have reasonable grounds to form this opinion. We confirm that any budgets and/or forecasts provided to you during the course of your audit represent our best estimates of the future financial performance, position and cash flow of Worker Assist Tasmania Inc.
- We acknowledge our responsibility for the design and implementation of appropriate internal controls that:
  - Identify, account for, and disclose related party relationships and transactions in accordance with the applicable financial reporting framework;
  - Authorise and approve significant transactions and arrangements with related parties; and
  - Authorise and approve significant transactions and arrangements outside the normal course of business.

### Information Provided

- We have provided you with:
  - Access to all information of which we are aware that is relevant to the preparation of the financial report such as records, documentation and other matters;
  - Additional information that you have requested from us for the purpose of the audit; and
  - Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.
- All transactions have been recorded in the accounting records and are reflected in the financial report.
- We have disclosed to you the results of our assessment of the risk that the financial report may be materially misstated as a result of fraud.
- We have disclosed to you all information in relation to fraud or suspected fraud that we are aware of and that affects the entity and involves:
  - Management;
  - Employees who have significant roles in internal control; or
  - Others where the fraud could have a material effect on the financial report.
- We have disclosed to you all information in relation to allegations of fraud, or suspected fraud, affecting the entity's financial report communicated by employees, former employees, analysts, regulators or others.
- We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial report.
- We have disclosed to you the identity of the entity's related parties and all the related party relationships and transactions of which we are aware.
- We have provided you with all requested information, explanations and assistance for the purposes of the audit.
- We have provided you with all information required by *Association Incorporation Act 1964*.

### Judgements and Estimates:

We confirm:

- That the significant judgements made in making the accounting estimates have taken into account all relevant information of which management is aware;
- The consistency and appropriateness in the selection or application of the methods, assumptions and data used by management in making the accounting estimates;
- That the assumptions appropriately reflect management's intent and ability to carry out specific courses of action on behalf of the entity, when relevant to the accounting estimates and disclosures;
- That disclosures related to accounting estimates, including disclosures describing estimation uncertainty, are complete and are reasonable in the context of the applicable financial reporting framework;

- That appropriate specialised skills or expertise has been applied in making the accounting estimates; and
- That no subsequent event requires adjustment to the accounting estimates and related disclosures included in the financial report.

**Uncorrected Misstatements**

- We confirm that we accept and approve all adjustments made during the course of the audit. A list of the adjusted differences is attached to the representation letter.
- The effects of uncorrected misstatements are immaterial, both individually and in the aggregate, to the financial report as a whole. A list of the uncorrected misstatements is attached to the representation letter.

**Impact of COVID-19**

- We are aware of the World Health Organisation’s declaration of a global health emergency relating to the spread of COVID-19 on 31 January 2020. We have considered that this is a significant event during the year and have appropriately disclosed all known information about this event in the financial statements.

We have considered whether there is reasonable expectation that Worker Assist Tasmania Inc. has adequate resources to continue to operate for the foreseeable future, a period not less than one year from the approval date of the financial statements. The pandemic continues to evolve and the extent of the pandemic and measures to counter it is uncertain. We are unable to quantify the financial impact of the pandemic on Worker Assist Tasmania Inc.

We have made this assessment having regards to the existence of a 3-year funding agreement from the Worker Cover Board.

For these reasons, Those Charged with Governance continue to adopt the going concern assumption in preparing the financial statement for the year ended 30 June 2021.

We understand that your audit was undertaken in accordance with Australian Auditing Standards and was, therefore, designed primarily for the purpose of expressing an opinion on the financial report of the entity taken as a whole, and that your tests of the financial records and other auditing procedures were limited to those which you considered necessary for that purpose.

Yours sincerely

Organisation: Worker Assist Tasmania Inc

Signature:  .....

Name: Zach Lieutier .....

Position: Secretary .....

Date: 16 December 2021 .....

**Worker Assist Tasmania Inc**

Year End: 30 June 2021

Adjusting journal entries - all

Date: 1/07/2020 To 30/06/2021

Date	Name	Account No	Debit	Credit
30/06/2021	Prov'n for Long Service Leave	038		-3,724.96
30/06/2021	Leased Asset	100	50,712.00	
30/06/2021	Lease Liability	101		-15,555.03
30/06/2021	Accumulated amortisation - leased asset	102		-15,367.00
30/06/2021	Lease Liability - Non current	103		-20,321.23
30/06/2021	Retained Earnings	2300		-1,650.09
30/06/2021	Library:Less accumulated depreciation	6507		-26.32
30/06/2021	Office furniture/equipment	10.017	11,475.98	
30/06/2021	Office furniture/equipment:Less accumulated deprec	010.013		-5,543.35
	Opening balance adjustments			
30/06/2021	CBA Cheque Account	002	7,572.17	
30/06/2021	Catering & Entertainment	161	27.90	
30/06/2021	Computer Repair/Maint & Support	165		-1.68
30/06/2021	Accounts Payable	2000	2.75	
30/06/2021	Tax Payable	2200		-0.14
30/06/2021	Advertising & Branding:Campaigns	6084	380.00	
30/06/2021	Cash Flow Boost	6351		-13,541.00
30/06/2021	Payroll Liabilities	2100.029	5,560.00	
	Client adjustment- new trial balance			
30/06/2021	Depreciation - Plant & Equip	6150	4,442.18	
30/06/2021	Office furniture/equipment:Less accumulated deprec	010.013		-4,442.18
	Depreciation adjustment			
30/06/2021	Lease Liability	101		-1,130.97
30/06/2021	Accumulated amortisation - leased asset	102		-15,367.17
30/06/2021	Lease Liability - Non current	103	15,554.71	
30/06/2021	Lease Liability - Non current	103	1,130.97	
30/06/2021	Rent	6520		-16,686.00
30/06/2021	Interest expense - leased asset	6990	1,131.29	
30/06/2021	Depreciation expense - leased asset	6991	15,367.17	
	AASB16- Lease adjustments			

Date	Name	Account No	Debit	Credit
30/06/2021	Provision for Annual Leave	032		-6,336.08
30/06/2021	RDO provision	037		-9,213.16
30/06/2021	Personnel:Leave provision expense	196.196	6,336.08	
30/06/2021	Personnel:Leave provision expense	196.196	9,213.16	
	provision for annual leave adjustment			
30/06/2021	Prov'n for Long Service Leave	038		-3,609.40
30/06/2021	Personnel:Leave provision expense	196.196	3,609.40	
	Provision of long service leave adjustment			
30/06/2021	CBA Cheque Account	002	56,233.00	
30/06/2021	Tax Payable	2200		-56,233.00
	ATO payments adjustment			
30/06/2021	Computer Equipment	164		-6,555.50
30/06/2021	Depreciation - Plant & Equip	6150	2,163.15	
30/06/2021	Office furniture/equipment	10.017	6,555.50	
30/06/2021	Office furniture/equipment:Less accumulated deprec	010.013		-2,163.15
	Adjusting Asset addition in 2021			
			<b>197,467.41</b>	<b>-197,467.41</b>

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Financial Report

For the Year Ended 30 June 2021

# Worker Assist Tasmania Inc

ABN 73 104 282 625

For the Year Ended 30 June 2021

## CONTENTS

	<u>Page</u>
<b>Financial Report</b>	
Board Report	1
Statement by Members of the Board	3
Statement of Comprehensive Income	4
Statement of Financial Position	5
Statement of Changes in Equity	6
Notes to the Financial Statements	7
Auditors' Independence Declaration	14
Independent Audit Report	15

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Board Report

For Year Ended 30 June 2021

Your Board members submit the financial report of the Association for the financial period ended 30 June 2021.

### 1. General information

#### Board Members

The names of Board members throughout the period were:

Jessica Munday	President & Treasurer
Mylinda Purtell	Principal Solicitor
Renee Spencer	Secretary
Robbie Moore	Board Member
Zach Lieutier	Board Member
Rui Webb	Board Member

#### 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

ABN 73 104 282 625

## Board Report

For Year Ended 30 June 2021

### 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 of the Association for the financial year amounted to \$6,665 (2020: \$98,259).

### 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:  .....  
Zach Lieutier

Dated this 16<sup>th</sup> ..... day of December ..... 2021.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## 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 2021 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 .....  .....  
Zach Lieutier

Dated this 16<sup>th</sup> ..... day of December ..... 2021.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Statement of Comprehensive Income

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
<b>Income</b>		
Grants received	477,430	468,068
COVID-19 government assistance	21,063	5,045
<b>Total Income</b>	<u>498,493</u>	<u>473,113</u>
<b>Less: Expenses</b>		
Accounting & audit fees	4,763	3,064
Advertising	13,792	19,344
Bank charges	101	126
Building & property	-	73
Catering	1,061	1,339
Computer expenses	10,957	8,505
Depreciation	6,605	5,570
Depreciation expense - leased asset	15,367	15,367
Electricity	575	102
General outgoing	5,644	5,644
Gifts and donations	255	184
Insurance	2,662	3,167
Interest expense	1,131	1,729
Interpreting services	2,962	539
Motor vehicle expenses	6,403	5,660
Office equipment	1,558	195
Personnel expenses	392,832	289,926
Printing and stationery	6,049	1,385
Professional development	3,597	-
Subscriptions and affiliations	3,142	2,720
Sundry expenses	844	-
Telephone and internet	10,575	6,358
Travel	953	3,857
<b>Total Expenses</b>	<u>491,828</u>	<u>374,854</u>
<b>Net surplus/(deficit) for the year</b>	<u>6,665</u>	<u>98,259</u>
<b>Other comprehensive income</b>	<u>-</u>	<u>-</u>
<b>Total comprehensive income for the year</b>	<u><u>6,665</u></u>	<u><u>98,259</u></u>

The accompanying notes form part of these financial statements.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Statement of Financial Position

For Year Ended For Year Ended 30 June 2021

	Note	2021 \$	2020 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	602,156	500,024
<b>TOTAL CURRENT ASSETS</b>		<u>602,156</u>	<u>500,024</u>
<b>NON-CURRENT ASSETS</b>			
Plant and equipment	3	6,708	6,757
Right of use asset	4	19,978	35,345
<b>TOTAL NON-CURRENT ASSETS</b>		<u>26,686</u>	<u>42,102</u>
<b>TOTAL ASSETS</b>		<u><u>628,842</u></u>	<u><u>542,126</u></u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	5	121,965	45,520
Employee benefits	6	41,331	25,782
Lease liability		16,686	15,555
<b>TOTAL CURRENT LIABILITIES</b>		<u>179,982</u>	<u>86,857</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	6	7,334	3,723
Lease liability		3,636	20,321
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>10,970</u>	<u>24,044</u>
<b>TOTAL LIABILITIES</b>		<u>190,952</u>	<u>110,901</u>
<b>NET ASSETS</b>		<u><u>437,890</u></u>	<u><u>431,225</u></u>
<b>EQUITY</b>			
Reserves		-	354,779
Accumulated surpluses		437,890	76,446
<b>TOTAL EQUITY</b>		<u><u>437,890</u></u>	<u><u>431,225</u></u>

The accompanying notes form part of these financial statements.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Statement of Changes in Equity

For the Year Ended 30 June 2021

### 2021

	<b>Accumulated Surpluses</b>	<b>Reserves</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Balance at 1 July 2020</b>	76,446	354,779	431,225
Net surplus/(deficit) for the year	6,665	-	6,665
Transfer to/(from) reserves	354,779	(354,779)	-
<b>Balance at 30 June 2021</b>	<b>437,890</b>	<b>-</b>	<b>437,890</b>

### 2020

	<b>Accumulated Surpluses</b>	<b>Reserves</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Balance at 1 July 2019</b>	85,644	-	85,644
Net surplus/(deficit) for the year	98,259	-	98,259
Initial adoption of AASB 1058	247,322	-	247,322
Transfer to/(from) reserves	(354,779)	354,779	-
<b>Balance at 30 June 2020</b>	<b>76,446</b>	<b>354,779</b>	<b>431,225</b>

The accompanying notes form part of these financial statements.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Notes to the Financial Statements

For the Year Ended 30 June 2021

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. These special purpose financial statements comply with all the recognition and measurement requirements in Australian Accounting Standards. No other Accounting Standards have been intertionally applied in the compilation of this financial report.

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) 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.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

Notes to the Financial Statements

For the Year Ended 30 June 2021

## 1 Summary of Significant Accounting Policies

### (e) Plant and Equipment

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

#### Class of Fixed Asset

Office equipment and furniture	33.33%
Library	33.33%

### (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 and Other Payables

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

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Notes to the Financial Statements

For the Year Ended 30 June 2021

### 1 Summary of Significant Accounting Policies

#### (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.

#### (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

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

##### *Operating Grants/Subsidies - under AASB 15*

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations, then the revenue is recognised when control of each performance obligation is satisfied.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and with grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract. Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate method to reflect the transfer of benefit.

# Worker Assist Tasmania Inc

ABN 73 104 282 625

Notes to the Financial Statements

For the Year Ended 30 June 2021

## 1 Summary of Significant Accounting Policies

### (l) Revenue and Other Income

#### *Operating Grants/Subsidies - under AASB 1058*

Assets arising from grants in 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.

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 assets 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.

### (n) Adoption of New and Revised Accounting Standards

The Association has adopted all standards which became effective for the period ending 30 June 2021, all required changes in respect of adopting these standards have been made to the reported financial position, performance or cash flow of the Association.

#### **New Accounting Standards for Application in Future Periods**

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 Standard AASB 2020-1 Amendments to Australian Accounting Standards Classification of Liabilities as Current or Non-current amends AASB 101 to clarify requirements for the presentation of liabilities in the statement of financial position as current or non-current. This standard applies to annual reporting periods beginning on or after 1 January 2022. The Association has decided against early adoption of this Standards.

### (o) Critical Accounting Estimates and Judgements

The Board members evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available information in the circumstances. 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

ABN 73 104 282 625

## Notes to the Financial Statements

For the Year Ended 30 June 2021

### 1 Summary of Significant Accounting Policies

#### (o) Critical Accounting Estimates and Judgements

##### Key Judgements - Employee Benefits

For the purpose of measurement, the Association expects that most employees will not take their annual leave entitlements within a 12 month period in which they are earned, but this will not have a material impact on the amounts recognised in respect of obligations for employees' leave entitlements.

##### Key Judgement - Revenue Recognition

For many of the grant agreements received, the determination of whether the contract includes sufficiently specific performance obligations was a significant judgement involving review of the grant documents and consideration of the terms and conditions. Grants received by the Association have been accounted for under AASB 15 and/or AASB 1058 depending on the terms and conditions and decisions made. If this determination was changed then the revenue recognition pattern would be different from that recognised in this financial report.

##### Key Estimates - Estimation of Useful Lives of Assets

The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

### 2 Cash and Cash Equivalents

	2021	2020
	\$	\$
Cash on hand	100	100
Cash at bank	602,056	499,924
	<u>602,156</u>	<u>500,024</u>

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Notes to the Financial Statements

For the Year Ended 30 June 2021

### 3 Plant and Equipment

	2021	2020
	\$	\$
Office equipment and furniture		
At cost	27,632	21,077
Accumulated depreciation	(20,925)	(14,320)
Total office equipment and furniture	<u>6,707</u>	<u>6,757</u>
Library		
At cost	130	130
Accumulated depreciaton	(130)	(130)
Total library	<u>-</u>	<u>-</u>
Total plant and equipment	<u><u>6,707</u></u>	<u><u>6,757</u></u>

### 4 Right of Use Asset

	2021	2020
	\$	\$
Building		
At cost	50,712	50,712
Accumulated depreciation	(30,734)	(15,367)
	<u>19,978</u>	<u>35,345</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

	2021	2020
	\$	\$
Trade payables	15,169	16,068
GST payable	84,508	18,440
Payroll liability	22,288	11,012
	<u>121,965</u>	<u>45,520</u>

# Worker Assist Tasmania Inc

ABN 73 104 282 625

## Notes to the Financial Statements

For the Year Ended 30 June 2021

### 6 Employee Benefits

	2021	2020
	\$	\$
Current		
Provision for annual leave	32,117	25,782
Provision for RDO	9,214	-
	<u>41,331</u>	<u>25,782</u>
Non current		
Provision for long service leave	7,334	3,723
	<u>7,334</u>	<u>3,723</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 (2020: Nil).

### 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

## Worker Assist Tasmania Inc

ABN 73 104 282 625

### Auditors' Independence Declaration

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

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

*Crowe Audit Australia*

### Crowe Audit Australia



Alison Flakemore  
**Senior Partner**

Dated this .....9th..... day of .....December..... 2021.

Hobart, Tasmania.

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

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

*Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.*

© 2021 Findex (Aust) Pty Ltd

## Worker Assist Tasmania Inc

ABN 73 104 282 625

### 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 2021, 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 2021, 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 2021, 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.

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

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

*Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.*

© 2021 Findex (Aust) Pty Ltd

## Worker Assist Tasmania Inc

ABN 73 104 282 625

### 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.

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

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

*Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia. an*

## Worker Assist Tasmania Inc

ABN 73 104 282 625

### 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 .....December..... 2021.

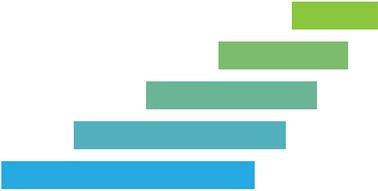
Hobart, Tasmania.

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

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

*Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.*

© 2021 Findex (Aust) Pty Ltd



# Worker Assist

---

## TASMANIA

**Worker Assist Tasmania**  
**ABN 73 104 282 625**  
**212 Liverpool Street**  
**Hobart 7000**

**Phone** 1300 027 747  
03 6216 7677

**Email** [workerassist@workerassist.org.au](mailto:workerassist@workerassist.org.au)  
**Web** [www.workerassist.org.au](http://www.workerassist.org.au)  
**Facebook** [www.facebook.com/WorkerAssistTasmania](http://www.facebook.com/WorkerAssistTasmania)  
**Instagram** [workerassistasmania](https://www.instagram.com/workerassistasmania)

**Office Hours** Monday - Friday  
9am to 5pm