




Worker Assist
TASMANIA

24 | 25 Annual Report



ACKNOWLEDGEMENT OF COUNTRY

Worker Assist Tasmania acknowledges that Aboriginal and Torres Strait Islander peoples are the traditional custodians of the country across Australia.

Aboriginal and Torres Strait Islander peoples maintain their wisdom and rich culture, the oldest continuous culture on the planet, despite having experienced genocide, dispossession and colonisation.

We recognise their continuing connection to land, waters and culture and pay our respects to their Elders, past and present.

Sovereignty has never been ceded.
This land always was, and always will be,
Aboriginal land.

OUR VISION

A dynamic, independent service known for improving the lives of injured workers and their families.

OUR MISSION

To inform and empower injured workers to navigate the system with dignity and confidence.

OUR VALUES

Compassion, Care, Commitment and Collaboration.





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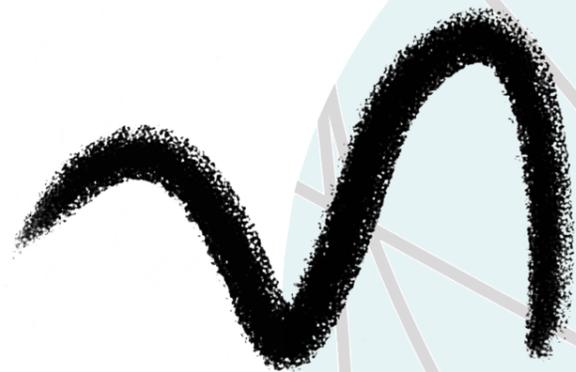
Safe, supported and connected

Every conversation we have at Worker Assist Tasmania contributes to a safer, fairer, and more connected workers' compensation system.

Through early intervention, impartial advice, and trauma-informed support, we help Tasmanian workers navigate a complex system, recover with dignity, and remain connected to work and community.

Our work brings the goals of the WorkCover Tasmania Board's Strategic Plan 2024–2028 to life: creating safer and healthier workplaces, supporting people affected by workplace injury, and building a collaborative culture of care across the system.

Each story we hear, each question we answer, and each barrier we remove strengthens not only individual recovery but also the safety and well-being of the Tasmanian workforce as a whole.



Message from the Principal Solicitor



Every day in Tasmania, someone is injured at work. Every day, Worker Assist Tasmania receives calls from workers, employers, health professionals, and family members seeking guidance, clarity, or simply someone who will listen and help them move forward.

This year's report highlights the impact, innovation, and growth made possible through the continued support of the WorkCover Tasmania Board. Since 2011, the Board's commitment has enabled Worker Assist Tasmania to provide independent, trauma-informed assistance that improves both individual outcomes and strengthens the scheme.

With this ongoing partnership, we continue to expand our reach. We engage with new workers, industries, general practitioners, and referral partners across the state.

We are building stronger pathways to early intervention, promoting more transparent communication, and facilitating safer and faster returns to work. In doing so, Worker Assist Tasmania directly contributes to the goals of the WorkCover Tasmania Board and WorkSafe Tasmania Strategic Plan 2024–2028:

1. Safer and healthier workplaces: by reducing psychosocial risks through education, building understanding, and sharing insights that make work safer and recovery smoother.
2. Supporting people affected by workplace injuries: by providing impartial, person-led information that helps workers navigate the system confidently and return to work sustainably.
3. Building a collaborative health, safety and injury management culture: by strengthening relationships with employers, insurers, unions, GPs and regulators to ensure fairness, transparency and shared responsibility.

Worker Assist Tasmania operates as an information and advice service. We triage, guide, and empower workers by providing them with the knowledge and confidence to navigate the system independently or seek professional help when needed.

We provide independent, impartial information to help people understand their rights, obligations, and next steps within the workers' compensation scheme. When issues fall outside our scope, we refer promptly to insurers, legal practitioners, medical professionals, or community services.

However, many workers return to us for further clarification or reassurance. This is not case management; it reflects trust and accessibility. In a complex system, people often require more than one conversation to fully understand their situation.

Ongoing engagement prevents escalations of issues. It keeps workers informed, prevents escalation, and supports fairer and more efficient claim resolution.

My team make this possible. Their compassion, professionalism, and dedication form the foundation of Worker Assist Tasmania. Every conversation they have and every person they help strengthens trust in the system and reinforces why this work matters.

Mylinda Purtell
Principal Solicitor

What Tasmanian workers are navigating

- > 3,262 workers contacted Worker Assist
- > 1 in 3 contacts occurred within the first 60 days after an injury, with most workers seeking help early, not at a crisis point
- > 1,188 psychological injury enquiries demonstrate the emotional and mental toll of modern work and the need for guidance.
- > 1 in every 2 workers needed help interpreting documents from certificates, reports, to insurer correspondence.
- > 91.5% were not union members and relied on our impartial advice as their only source of support.
- > 26 languages represented.
- > Provided assistance to our 10,000th client.
- > Our oldest client was 92 and the youngest was 17.

Our role in the system

The WorkCover Board Tasmania funds Worker Assist Tasmania to help every worker, regardless of background, literacy, or circumstance, navigate the workers' compensation system with confidence and understanding.

Our purpose is not to manage claims or provide ongoing case management. We help people understand their rights and responsibilities, communicate effectively, and participate meaningfully in the process.

Every day, our staff help workers interpret correspondence, understand medical certificates, or complete forms correctly the first time. These seemingly small interventions prevent larger problems, such as disputes, delays, and the emotional toll that uncertainty can create. By equipping people with the knowledge to act early and accurately, we reduce unnecessary escalation and strengthen trust in the system as a whole.

Our approach complements rather than duplicates, the work of insurers, lawyers, and rehabilitation providers. Our role is advisory, not adversarial. We do not appear in tribunals or courts on behalf of our clients. That distinction is vital. We maintain independence, provide straightforward advice, and strengthen the performance of Tasmania's workers' compensation scheme.

Our impact cannot always be measured in closed files or settlements. Much of what we do is preventative and intangible: the misunderstanding that never becomes a dispute, the anxiety that eases after a single phone call, the worker who feels heard and empowered to continue their recovery.

These are the quiet measures of success that strengthen the performance and sustainability of the entire compensation scheme.

By providing clear information and compassionate support, Worker Assist Tasmania helps create safer, fairer workplaces and a system that is person-led, responsive, and trustworthy.



Worker Assist Tasmania is not a one-stop shop, nor should it be. Workers' compensation is not linear or uniform. Each matter depends on its circumstances: who the employer is, which insurer is managing the claim, and how individual claims officers, doctors, and lawyers interpret their obligations.

We guide workers through this complexity with clarity and realism. Our goal is to help them understand what can be done, what cannot, and where to go next.

By meeting people where they are, one conversation at a time, we make the system more navigatable and humane. Through this everyday clarity and compassion, Worker Assist Tasmania helps to build not only safer and fairer workplaces, but a system that feels human, responsive, and trustworthy.

How we work to make a difference

WHAT WE BRING

Free, independent, trauma-informed expertise for the Tasmanian workforce.

Trusted relationships with 14 years of continuous delivery, known for our knowledge, clarity, compassion and understanding.

Accessibility and inclusion with support provided across all regions and diverse nationalities.

Data and systems, including 14 years of longitudinal data, and assisting over 10,000 workers.

A trusted reputation as the independent voice for workers, valued for impartiality and clarity.

Digital platforms and systems to make information accessible and also improve internal system processes.

Commitment to continuous learning through client surveys, reflective practice and trend reporting to the WorkCover Board Tasmania.

Skilled and compassionate team with two dedicated staff members who have been with Worker Assist Tasmania since 2016. Their continuity ensures that every client benefits from in-depth system knowledge and sustains professional relationships within the Tasmanian compensation network.

Established partnerships with workers, employers, unions, medical practitioners, rehabilitation providers, WorkSafe Tasmania, insurers, and law firms built over 14 years.

Sound governance and risk management:

Our Board oversees our delivery, strategy, and resources efficiently, effectively, and responsibly, in a manner that aligns with our purpose and the purpose of the WorkCover Board.

WHAT WE DO

We provide independent information, advice, and education on workers' compensation and return-to-work rights.

Support and guide workers and their families through each step of the process with clear, trauma-informed advice, available by phone, email, or in person.

We deliver education and training and develop plain language resources to build confidence and prevent harm.

Maintain continuous access and consistent care through our Advisory phone line, even during resource constraints.

Collaborate with health and legal professionals, including The Working Women's Centre, to connect clients with appropriate support services.

Advocate for system improvements through trend reporting and stakeholder engagement.

Evaluate service delivery and strengthen governance through continuous improvement and alignment with national standards.

Provide data led resources insights to ensure we continue to meet rising demand and ensure sustainable delivery statewide.

Engage with the community through outreach and apply for extra funding to meet the rising costs of outreach.



WHAT WE DELIVER

Impartial, timely advice for every Tasmanian worker.



Early intervention that prevents disputes and supports faster recovery.



Better-informed decisions through clear, trauma-informed communication.



Restore confidence and dignity for workers navigating complex systems.



Stronger collaboration between workers, treating doctors, insurers and regulators.



Robust community partnerships that extend our reach and impact.



Safer and more equitable workplaces through shared education and understanding.



Continuous feedback to the WorkCover Board, shaping fairer system outcomes.



Cost effective and sustainable service delivery, backed by sound governance and future-focused planning.



Expanded support for women in the workplace, through a MoU with WLST, securing four more years of funding.



Increased public visibility, ensuring workers know where to turn for help.

2024-2025 PROGRESS

Client Support

Assisted 3,362 clients at an average cost of \$178.39 per client.

Welcomed 1,222 new clients, a 5% increase in new engagements.

98.14% of clients received direct assistance and triaging.

Community Education

Delivered community education sessions reaching 748 Tasmanians, expanding awareness and understanding.

Distributed 440% more educational materials reflecting growing demand for clear, trustworthy resources.

Medical and legal coordination

Facilitated 117 GP and specialist referrals, a 588% increase, improving coordination between medical and compensation systems.

The long-tail outcome included \$10 million in referred client settlements.

Digital Access

Received 215 web enquiries, creating a “zero-barrier” digital access point for workers during and after business hours.

151 were accessed during business hours, and 53 were accessed after hours, indicating increased accessibility. 11 were unknown.

Client Satisfaction and System Impact

Maintained client satisfaction above target levels. Average 4.98 rating out of 5. Demonstrating trust and confidence in the service.

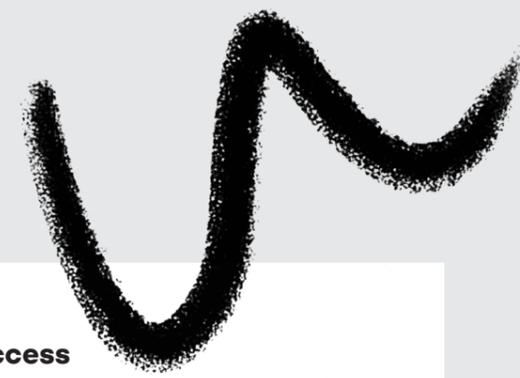
Received 178 responses to our client experience survey, a response rate of 28%.

Submitted 8 trend reports to the WorkCover Board, leading to procedural improvements and the first fine issued to an uninsured employer in our 14 years.

Supported two families after workplace fatalities, providing compassionate guidance.

Cost Efficiency

Reduced cost per client by \$5.29 compared to 2023.

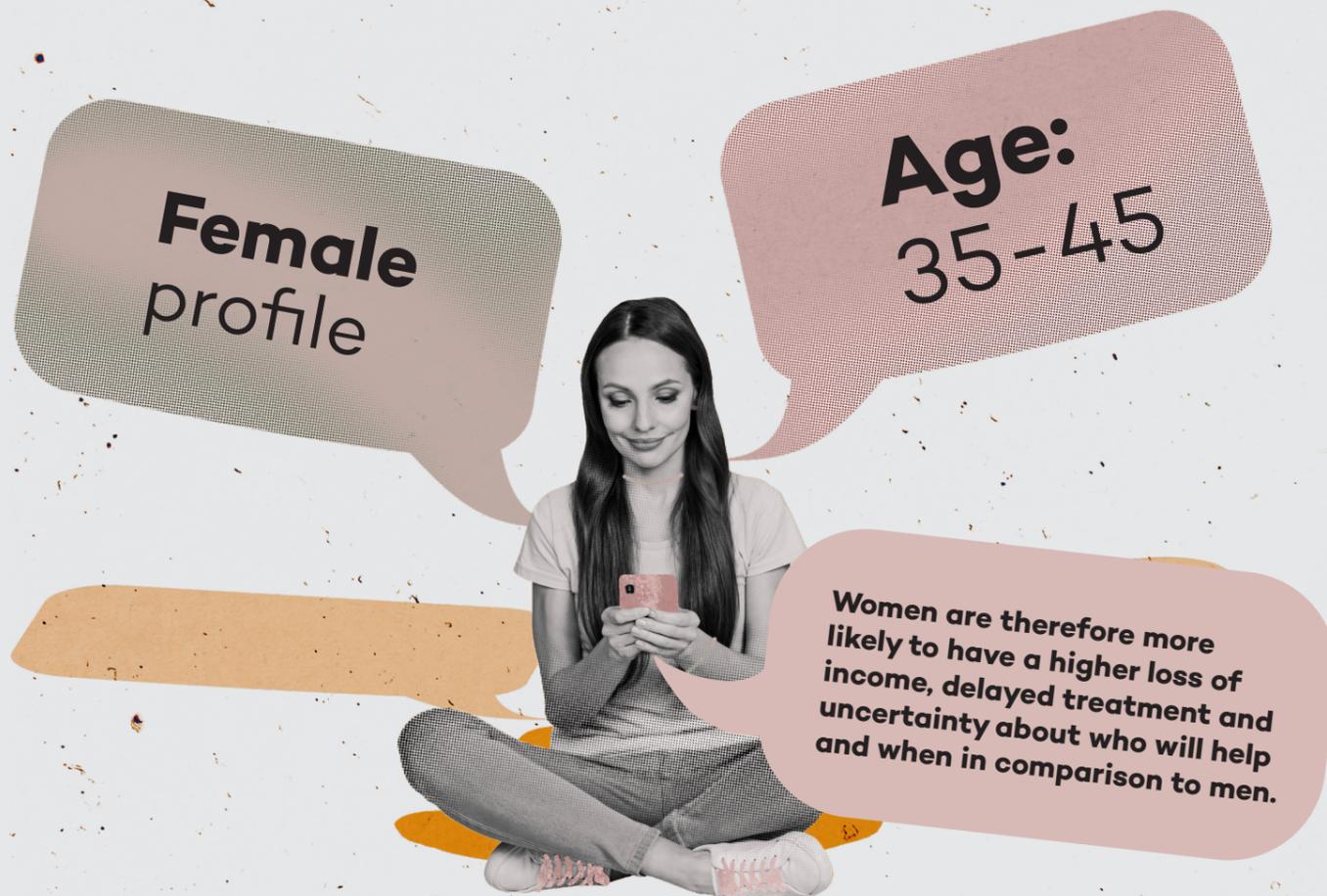


Who are our clients?

Each year, Worker Assist Tasmania helps thousands of people navigate injury, uncertainty, and the recovery process.

Behind every statistic is a worker, a teacher's aide, a truck driver, a support worker, or a store person. Someone is trying to make sense of a system while managing pain, pressure, and hope.

The following profiles are based on our 2024–25 client data. They reveal the people behind the numbers: who they are, the challenges they face, and how Worker Assist supports them in regaining confidence, clarity, and control.



Background:
Often balancing work, family responsibilities and recovery.

Interpreter use:
Women accounted for 64% of clients who required interpreting services.

Country of Birth outside of Australia:
Frequently born outside of Australia, including the Philippines, India, Nepal, and the UK.

Occupation:
Most commonly in Health Care and Assistance (32%), followed by Education and Training (14%), Administrative and Support Services (11%), Public Administration (8%), Accommodation and Food Services (8%) and Retail Trade (6%).

How she finds us:
Most commonly through online searches (28%) or through events and education outreach (21%).

When she contacts us:
Typically contacts Worker Assist between 31 and 126 days after injury, often once confusion or communication problems with the insurer begin.

Region:
Predominantly in southern Tasmania (53.6%).

Union Membership:
74% are not union members.

Language needs:
While English is the primary language, many speak Mandarin, Nepali, Indonesian, or Hindi. 71% were born in countries where English is not the first language.

Employment snapshot:
The largest groups were Professionals (22%), Advanced clerical and service workers (19%), and Intermediate clerical, sales and service workers (18%). Smaller numbers worked as Associate professionals (12%), Managers (6%), or in Trades (5%) and Labouring (4%) roles.

Common issues:

- S81A dispute (59% women)
- Information/assistance to lodge a claim (56%)
- Understanding the process (54%)

Additional vulnerabilities

- 27% of surveyed female clients disclosed financial stress, and a similar number disclosed family violence at the same time as their claim.
- Women are more likely to attend community events and interact with Worker Assist than men.
- Seeks help interpreting insurer correspondence, clarifying her entitlements, and understanding what things mean in practice.
- 80% of matters where there was no policy of insurance impacted a woman.
- 64% of those who identified as Aboriginal or TSI were women.

Likely issues based on country of birth:

Chinese	48% seek information/assistance with no particular issue
Nepalese	18% seek information and assistance regarding return-to-work or rehabilitation services.
Indian	22% seek assistance when weekly payments are not paid or stopped.
Japanese	46% have a query about the pay rate.
Slovakian	35% have an issue with the insurer.



Male profile

Age:
35-54

“Women seek clarity early. Men seek help when it’s complex. Worker Assist supports both prevention and understanding.”

Country of birth/Language:

Nepal, New Zealand, Pakistan and England.

Occupation:

Most commonly in Construction (19%), Manufacturing (13%), Transport, Postal and Warehousing (11%), and Health Care and Social Assistance (11%), Public Administration and Safety (9%) and Agriculture, Forestry and Fishing (9%).

Employment status:

55% are employed full-time, reflecting more traditional and continuous work patterns.

Region:

Predominantly in southern Tasmania (53.6%).

Union Membership:

25% were Union members

Employment snapshot:

Male clients were most often employed in Trades (16%), Labouring (14%), or Clerical and service roles (11%), with smaller proportions in Professional (10%), Associate professional (10%), and Managerial (5%) roles.

Background:

Men typically contact us later in the claims process, after a dispute, delay, or a stress-triggering event has occurred.

How he finds us:

Most commonly through online search at 26% and through referrals from rehabilitation providers.

When he contacts us:

Men often contact Worker Assist Tasmania after their claim has become complex, delayed, or contested. They are less likely to seek advice at the start of the process and more likely to be referred through formal or compliance channels, such as WorkSafe Tasmania (7%), rehabilitation providers (8%), or medical practitioners (5%).

Common Issues:

Many men contact Worker Assist once a key event has triggered confusion or stress, such as receiving an insurer letter, being referred to an independent medical examination (IME), or having weekly payments stopped under section 86(1)(b), (c) or section 88.

Issue Type:

Men are most likely to seek help when their claim is at risk or in the dispute phase; they are less likely to reach out for general information.

Support needs:

By the time they reach Worker Assist Tasmania, many male clients have exhausted other avenues of support. We translate complex processes, identify issues, and reconnect workers with the appropriate part of the system, whether that is a GP, insurer or a lawyer.

Safer & Healthier Workplaces

Goal 1

Based on WorkCover Tasmania Board & Worksafe Tasmania Strategic Plan 2024-28.

Creating safer and healthier workplaces begins with access to information, early advice, and someone who can make a complex system feel human.

Worker Assist Tasmania is the bridge between workers and the system, turning confusion into clarity and isolation into understanding.

Our work focuses on translation, navigation, and reassurance, helping people interpret their rights, obligations, and next steps with confidence.

Key Achievements 2024-25

Early intervention and prevention

- 244 workers sought help to lodge or prepare a workers' compensation claim. Only a 3% decrease from last year, showing consistent demand despite lower staffing levels.
- 206 clients contacted Worker Assist with no dispute or issue identified, demonstrating proactive engagement before conflict arises.
- 117 referrals back to treating GPs or specialists (a 588% increase), improving coordination between clinical and compensation systems.
- 215 web enquiry forms were submitted, with most during business hours, proving it functions as a zero-barrier access point when we are on the phones.
- 29% of clients contacted Worker Assist within 60 days of injury, and half within 126 days, showing success in reaching workers early.
- 7.5% of clients contacted us within 0 – 7 days of injury, a positive shift towards help seeking and a key behavioural safety indicator.

Mental health and psychological injury support

- 1,188 psychological injury enquiries were received, still the most significant injury type, despite a 9% decrease from the previous year.
- This sustained demand confirms the importance of trauma-informed, empathetic guidance in keeping psychological injury claims well supported.

Education and knowledge as prevention

- Delivered 28 community legal education sessions, a 21% increase, engaging 748 participants across Tasmania.
- Distributed 224 educational materials reinforcing prevention through knowledge.
- Internet referrals rose 28%, with 44% from Google searches and 28% from our website enquiry page, showing that workers are finding us independently and early.
- Our digital education reach expanded to 102,000 Tasmanians, increasing public awareness of the service.
- Social media activity increased from 70 to 292 posts, focusing on claim lodgment, psychological injury awareness and other significant issues.
- These platforms now act as a virtual extension of our advice service, reaching workers who cannot engage by phone or in person.



Collaboration and system connectivity

- Engagement with insurers increased by 66% and with employers by 61%, enhancing collaboration and reducing avoidable delays in the return-to-work process. Client correspondence reviews rose 42% and document reviews 95%, showing growing reliance on our interpretation and reassurance skills.
- Supported two families affected by workplace fatalities, providing practical and compassionate guidance.

Reaching the hard-to-reach

- 74 clients were unreachable despite repeated attempts (up slightly from 70 last year). While small, this cohort is often the most vulnerable due to unstable housing, financial distress, or digital barriers.
- Re-engaging: this group remains a key focus for 2025–26, aligned with the Board's commitment to inclusion and system accessibility.



Analysis & impact

The data paints a clear picture: safety begins with understanding and access.

In 2024–25, 206 clients contacted Worker Assist Tasmania to inquire about the workers' compensation process, despite having no active issues or disputes at the time. Of these, 112 were women and 89 were men, showing broad engagement across both genders and industries. These proactive enquiries suggest that many workers do not require representation; they need clarity on their rights, obligations how to navigate workers compensation processes.

By offering neutral, plain-language guidance, Worker Assist Tasmania helps prevent confusion before it becomes conflict. Each conversation delivers fairness at its earliest and most effective point, where understanding replaces anxiety and trust replaces frustration.

During the same period, 204 workers utilised the new web enquiry form, resulting in 151 submissions made during business hours and 53 after hours (the remaining submissions were unknown). This indicates that workers are seeking support beyond the traditional workday, often when anxiety or uncertainty is at its highest. The after-hours usage reflects a shift in behaviour: workers are increasingly using online pathways as a psychological safety valve, seeking reassurance when other services are unavailable.

At peak times, the web form acted as an overflow channel, ensuring every enquiry was captured and responded to. This also reflects a cultural shift: workers managing claims may find phone contact confronting and prefer digital engagement.

Despite these improvements, 74 clients were unable to be contacted. This small but persistent group often reflects the most vulnerable members of the workforce. Their absence in engagement data underscores an essential truth of safety and health: a safe workplace begins with inclusion. Safer and healthier workplaces cannot be achieved if those at the margins remain unseen or unsupported.

Worker Assist Tasmania is committed to identifying new ways to reach these workers earlier, through stronger partnerships with community organisations, health providers, and unions and to ensuring that every Tasmanian worker, regardless of circumstance, can access the information and assistance they need to participate safely and confidently in the compensation system.

This commitment directly supports the WorkCover Tasmania Board's vision: that safe and healthy work should be accessible to everyone, not just those who can reach us, but also those who currently cannot.

Supporting People Affected by Workplace Injuries

Goal 2

Based on WorkCover Tasmania Board & Worksafe Tasmania Strategic Plan 2024-28.

Recovery from a workplace injury is rarely straightforward; it requires physical healing, emotional adjustment, and the ability to navigate a complex system.

Worker Assist Tasmania offers early, person-centred support that fosters compassion, clarity, and connection throughout the process.

We help injured workers understand their rights, manage their claims with confidence, and rebuild stability through informed decision-making.

Our trauma-informed approach strengthens recovery outcomes and reinforces trust in Tasmania's workers' compensation system.

Key Achievements 2024-25

Client engagement and accessibility

- Supported 3,362 clients in 2024-25, including 1,222 new clients, a 5% increase in new engagements from the previous year.
- Despite a 7% decrease in total client volume, case intensity grew, with a 24% rise in total actions. Reflecting greater complexity and longer-term support needs.
- Assisted 98.14% of all clients, with only 1.86% unable to be helped due to issues outside our remit, demonstrating strong triage and referral practices.

- 20 clients experienced significant communication barriers (low literacy or limited English), and 27% reported additional vulnerability such as domestic violence, unstable housing, suicidal ideation, or financial distress.
- 26 languages were represented across our client base, yet interpreters were required only 11 times, confirming that our trauma-informed and accessible communication methods meet diverse needs.
- Only 8.5% of all clients identified as union members, and 75% of those who responded to the union question reported having no union representation - showing that Worker Assist primarily serves unrepresented and vulnerable workers.

Ongoing engagement and trust

- 108 clients or their lawyers contacted us to provide updates or outcomes, a 28% increase on the previous year, indicating trust and recognition of our role as a neutral, ongoing support service.
- Received 282 direct messages, illustrating that workers increasingly seek confidential, low-barrier contact options when they need clarity or reassurance.
- Our trauma-informed model provided stability and guidance for vulnerable clients, ensuring they received both accurate advice and referrals to appropriate external supports when needed.



Improving recovery through documentation and insight

We've seen an increase across all clients and issues, with requests for assistance and struggles to understand or respond to correspondence.

161% increase in review of Tribunal documents, confirming that workers are:

- Turning to Worker Assist Tasmania for help in understanding and navigating complex tribunal processes;
- Seeking clarity rather than conflict;
- Experiencing greater procedural fairness through informed participation;
- Reducing stress and confusion, supporting psychological safety and sustained recovery;
- Reviewed 204 medical certificates, a 200% increase from last year, enabling early detection and resolution of issues before they escalated into disputes;
- 1499 document reviews (95% increase);
- 42% more email reviews demonstrate the growing demand for help interpreting insurer correspondence, tribunal documents, and medical paperwork, a crucial factor in fair recovery and claim accuracy.



Supporting people affected by workplace injuries isn't a single act; it's a continuum of care.

It means reading between the lines of a claim, explaining what the law or a letter actually means, translating bureaucratic language into something understandable, and connecting workers with the proper medical or community support.

It also means protecting boundaries, ensuring that every person gets the help they need without being pushed beyond what's fair, safe, or sustainable. Through these everyday actions, Worker Assist Tasmania transforms a complex system into one that workers can navigate with dignity, clarity, and confidence

Complexity and coordination

- More clients now need multi-stage assistance, from initial claim support to post-dispute decision clarification, highlighting the growing complexity of compensation issues, especially psychological injuries.
- We maintained strict professional boundaries while expanding our coordinating role, demonstrated through increased referrals to external community organisations and other legal services. This approach ensures ethical collaboration across Tasmania's recovery network, preventing service duplication while strengthening continuity of care.
- Referrals to lawyers remained steady at 44%, meaning we were able to assist 56% of people without legal representation.

These patterns show a shift from high-volume advice to high-impact assistance. Overall, there are fewer clients, but each receives more detailed, personalised, and outcome-focused support.

Outcome through panel law firm referrals

Through timely referrals to our panel law firms, injured workers secured fairer and more sustainable outcomes.

In 2024–25, settlements resolutions by panel firms for Worker Assist Tasmania referred clients exceeded \$10 million, delivering closure and financial stability for Tasmanian workers.

These outcomes reflect the strength of a model that connects workers to the right legal expertise at the right time, ensuring we triage matters effectively.



Worker Assist strengthens support and recovery through understanding.

Analysis and Impact:

Strengthening support and recovery through understanding

Tasmania's workers' compensation system relies not only on financial outcomes but on the quality, accuracy, and timeliness of human support.

In 2024–25, Worker Assist Tasmania deepened its role in supporting workers during the later and more complex stages. This was due to the clients' claims ending.

While early intervention remains a core focus, there was a marked increase in workers seeking help to

- Understand insurer correspondence
- Navigate documentation
- Interpret medical and legal information.

The shift is reflected in:

- A 42% increase in email perusals
- A 95% increase in document reviews (1,499 occasions)
- A 200% increase in the review of medical certificates

These interactions go beyond administrative support; they are acts of translation that restore clarity, confidence, and control for workers managing recovery amid uncertainty.

Face-to-face appointments also rose, especially among clients with literacy barriers or those for whom English is a second language. In a system that is increasingly reliant on digital communication, these personal interactions remain essential for comprehension and trust.

Bridging clinical and compensation systems

A significant development in 2024–25 was the strengthening of communication between workers, medical practitioners, and insurers.

- 117 clients were referred back to their treating GPs or specialists, a 588% increase on the previous year.

These referrals:

- Shortened claim delays by ensuring medical information was accurate and timely.
- Prevented disputes by correcting documentation errors early
- Reduced stress and confusion through direct clarification.
- Reinforced trust between workers and treating professionals.

Maintaining boundaries and strengthening the system

Worker Assist Tasmania's coordination role became more visible in 2024–25, not because the work is new, but because the need for clarity and the connected support has grown over the years.

We continue to operate within clear boundaries:

- We do not manage claims or provide legal representation.
- We provide accurate information, options and direction
- We complement, not duplicate.

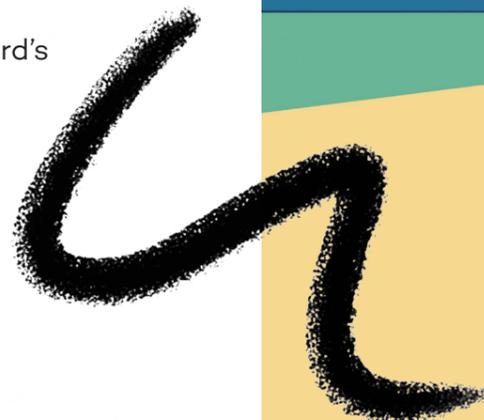
This approach ensures ethical collaboration across the recovery network, preventing duplication (or repetition for the client) and strengthening continuity of care.

Many of our clients return to Worker Assist Tasmania on multiple occasions. This reflects trust, not unresolved issues. In a fragmented system, we are often the only independent, trauma-informed service available. Workers return because they know they will be heard, guided, and treated with respect.

When referral options are limited, we provide a stable link that keeps them engaged with the system, rather than causing them to withdraw or incur unnecessary costs through stagnant progress or an adversarial process that claims may impose.

Worker Assist Tasmania primarily serves unrepresented workers, with 75% of clients reporting that a union does not support them. By providing impartial guidance and accessible advice, we ensure that fairness and recovery support are extended to all Tasmanian workers, regardless of their union membership.

The trends show that we are not only improving individual recovery outcomes but also building systemic capacity. Our person-led, integrated model of support aligns directly with the WorkCover Board's Goal 2: Supporting people affected by workplace injuries.



Building a collaborative health, safety and injury management culture

Goal 3

Based on WorkCover Tasmania Board & Worksafe Tasmania Strategic Plan 2024-28.

In 2024-25, Worker Assist Tasmania strengthened its role as a connector across the system. Genuine recovery and prevention are collective achievements; they depend on every participant having access to accurate information, timely support, and the confidence to engage openly and honestly.



Key Achievements 2024-25

Education and outreach

- Delivered a 157% increase in community legal education sessions, each lasting over one hour, held in workplaces, rehabilitation networks, and community forums.
- Attended national events in Hobart, including the Australian Drug and Alcohol Network, expanding engagement with community and health sector partners.
- Development of new educational tools, including:
 - “What to Expect When You See a Lawyer” – guiding workers through legal engagement with confidence.
 - Workers’ compensation lodgement brochure – simplifying first contact with the scheme, now a key outreach success.
 - Panel Law Firm Handbook – helping workers make informed choices between firms.
 - All resources were designed in-house, maximising value while maintaining consistent, accessible branding and cost efficiency.
 - Distributed 440% more education materials to clients, reflecting strong demand for plain-language information.

Collaboration and system integration

- Increased engagement with WorkSafe Tasmania
- 106% increase in direct calls and emails, and
- 172% increase in correspondence reviewed.
- Strengthened communication with:
 - employers (+61%),
 - rehabilitation providers (+212%), and
 - unions (+34%)
- Continued growth in referrals to community organisations and external legal services, reinforcing ethical boundaries, collaboration and coordinated network.
- Submitted eight real-time trends to the WorkCover Tasmania Board, leading to procedural changes such as reinstating rapid insurer information sharing between services.

Diversity and Accessibility

- Clients represented 26 different languages, with interpreters required only 11 times, confirming the effectiveness of our trauma-informed, plain language communication.
- Referrals from family and friends (6%), rehabilitation providers (7%), and medical practitioners (4%) show growing community trust in Worker Assist Tasmania.
- 28% of new clients reached us through the internet, confirming digital pathways as a key entry point for early advice.

Digital engagement and communication

- Online visibility reached over 102,000 Tasmanians, with engagement rates rising 311% (2.2% to 8.9%).
- Received 282 direct messages via social platforms, offering low-barrier access for vulnerable workers.
- LinkedIn audience increased from 22 to 525, strengthening professional and industry collaboration.
- ABC Radio segment during Law Week reached 948 listeners, increasing public awareness.

Legal and system knowledge sharing

- Collaborated with panel law firms and TASCAT to convert case outcomes (e.g. maternity leave and section 81A decisions) into learning materials.
- Used case summaries in HSR training, community education, and social media posts to ensure system learning reaches both practitioners and the public.
- Supported a worker in successfully challenging a non-disclosure clause in a deed of release, restoring her right to share her experience and promoting transparency.
- Highest digital reach story was the Section 81a summary with a reach of 2,942.

System integrity and enforcement

- Used 14 years of case data to identify repeat employers operating without valid workers' compensation insurance.
- Partnered with WorkSafe Tasmania to support affected workers and facilitate reporting, resulting in the first successful fine issued to an uninsured employer in the past 14 years.



Analysis and impact:

Turning case law into system learning

Worker Assist Tasmania's collaboration with panel law firms and the Tasmanian Civil and Administrative Tribunal (TASCAT) continues to strengthen the shared system knowledge. When significant decisions arise, such as the maternity leave ruling and key Section 81A determinations, Worker Assist analyses the outcomes and translates them into plain-language guidance for workers.

These insights are embedded in:

- Health and Safety Representative training (HSR),
- Community education sessions, and
- Social-media updates

By converting tribunal outcomes into practical learning tools, Worker Assist helps prevent repeat disputes, promotes consistency, and builds confidence in the process.

This approach directly supports the Board's Goal 3 priority: building a culture where knowledge, transparency, and lived experience drive continuous improvement across the system.

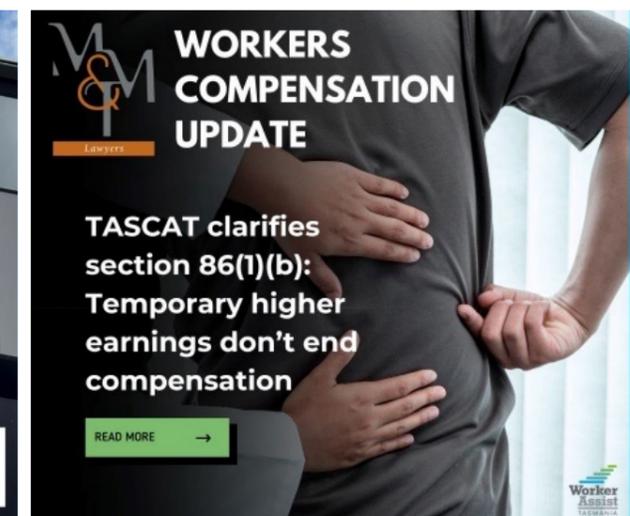
System collaboration and trend reporting

In 2024–25, Worker Assist Tasmania shifted from quarterly summaries to real-time trend reporting for the Board. This change enables faster investigation of emerging issues and more timely responses.

Examples include:

- Insurers are delaying medical expenses reimbursements until the 28th day, causing financial hardship for injured workers.
- Providers requesting upfront payment due to insurer payment delays.
- Claim processing delays when certificates and forms are submitted separately.
- A request to include our contact details on the Notice of Right to Make a Claim (Form GF172), a simple measure that would improve early intervention by connecting workers to support earlier. (Awaiting this change by WorkSafe Tasmania).
- Administrative barriers at the WorkSafe help desk have been streamlined following our feedback.

These submissions demonstrate Worker Assist Tasmania's growing role in system learning and collaborative problem-solving. By raising these issues constructively and offering practical solutions, the service supports a culture of continuous improvement.





Breaking the silence: protecting the right to speak

A significant cultural shift this year was when we supported a client in challenging a non-disclosure clause in a deed of release. The clause would have prevented her from ever discussing her experience. With support, she successfully negotiated a revised deed that preserved her right to speak.

This outcome:

- Restored dignity and agency to the worker
- Reinforced transparency as a strength, not a threat to the system
- Ensured that lived experience remains part of the Tasmanian collective knowledge.

This reflects the essence of Goal 3: building a collaborative culture based on honesty, accountability, and respect for human experience.

Data-driven collaboration and system accountability

After 14 years of continuous operation, Worker Assist Tasmania holds a comprehensive long-term client dataset. This resource helps identify patterns of risk and non-compliance, including employers operating without valid workers' compensation insurance.

In 2024–25, collaboration with WorkSafe Tasmania enabled:

- Faster verification of insurers' details
- Identification of repeat employers
- Support for affected workers
- The first successful fine backed by our data.



Impact in action

Stories

** Client names have been amended for confidentiality.*

Goal 1: Safer and Healthier Workplaces

Early help, calmer outcomes

When Michael* injured his shoulder at work, he didn't know how to start a claim. His employer instructed him to use his sick leave and return when he felt better.

Michael searched online and found Worker Assist Tasmania's web enquiry form, which he completed at 10 pm. By the next morning, he'd received a call from our Administration Assistant. We guided him through the process, helped him complete the form, and clarified that he would need a workers' compensation medical certificate of capacity from his GP, not just a standard sick certificate. His claim was accepted within two weeks.

“I just needed someone to tell me what to do, without judging me or telling me to get a lawyer.”

Michael's story is one of 244 early-intervention cases supported this year, proof that clarity and timing prevent conflict before it begins.

Goal 2: Supporting People Affected by Workplace Injuries

A clearer path through recovery

Sally*, a healthcare worker, came to Worker Assist Tasmania after months of confusion about her medical certificates.

Her GP had completed them inconsistently, her treatment was sporadic, and her insurer had stopped payments. We reviewed the certificates, explained what was missing, and helped Sally to communicate the requirements of a valid certificate of capacity to her GP. We also contacted the insurer to clarify the situation. Sally followed up with updated and backdated certificates, and within weeks, her payments resumed.

“They didn't take over; they showed me how to fix it myself.”

Sally's experience mirrors the 200% increase in medical certificate reviews this year. Each one is an act of prevention, resolving issues before they escalate.





Earning more - and losing everything

Cindy*, a nurse on a return-to-work plan, stayed late to handle an emergency. That shift triggered a Section 86(1)(b) termination of her weekly benefits. Despite medical evidence of ongoing incapacity and irregular hours, the insurer claimed she was “fit for work”, based on earning more in one fortnightly pay period.

We explained the legislation, current case law, and the behaviour of the insurers and referred her to our panel law firms. She was advised that the Tribunal was awaiting a decision on this issue, but she did not want to wait and be without financial support. She chose not to proceed with a formal application to the Tribunal and instead negotiated a settlement of her claim.

While this case was resolved, she should not have been placed without payments for the period between termination and settlement. We’ve encouraged our panel law firms to take on s86(1)(b) referrals to the Tribunal. We are pleased to advise that at the time of this report, a change has occurred with a reinterpretation of the section. TASCAT found that when earnings fluctuate in situations like Cindy’s, it is unlawful to terminate weekly benefits.

***“For years, we’ve seen the heartbreak this section causes. People aren’t trying to cheat the system - they’re just trying to work when they can - one extra shift, one small fluctuation in hours, and suddenly their income stops.*”**

They show up, they do their best, and are punished for it. That’s not fairness - that’s fragility built into the system.”

Mylinda Purtell

The value of understanding what you’re signing

Joe* contacted Worker Assist Tasmania after receiving a settlement offer that didn’t feel right. We reviewed the offer and obtained the IME report mentioned in support of the offer. This revealed that the offer excluded a Whole Person Impairment (WPI).

Approaching retirement, Joe had been told that he “wasn’t entitled to anything after retirement” and felt pressured to settle. We explained WPI to him, helped him gather his documents, and referred him to a panel law firm on his behalf, as he did not have access to a computer. His retained firm remarked that “injured workers who have seen Worker Assist before our first appointment are also calm and have an understanding of the process they are facing. It is a testament to their compassion and client-centric approach.” This was the same for Joe.

He later called to say his case had settled for \$150,000, \$120,00 more than the original offer and thanked us for our guidance.

“I would have signed the first offer. I initially called to figure out what the terms meant, but luckily, I did, as you showed me what the claim was actually worth. I thought the insurer would tell me everything. But Worker Assist helped me to ask the right questions and directed me to a firm that could help.”

This story captures the heart of our role: preventing financial and emotional harm through education and referral, not escalation.

Goal 3: Building a collaborative culture

Breaking the silence

Megan*, a state employee, was finalising her workers' compensation claim when she was presented with a deed of release that included a non-disclosure clause.

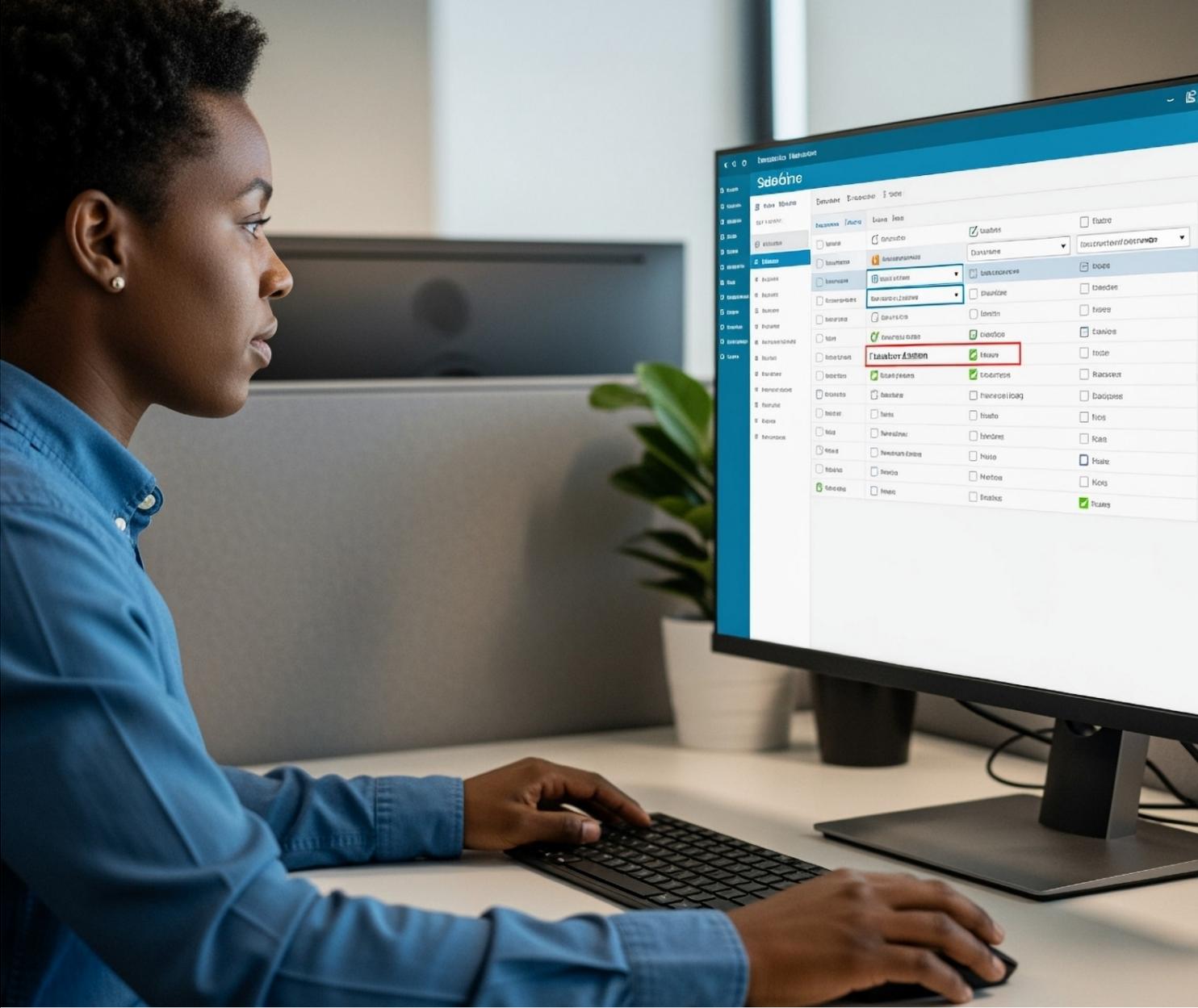
She felt uneasy.

"It didn't seem right. I'd lived through something difficult, and now I was being told I could never speak about it again."

Worker Assist Tasmania supported Megan in raising her concerns with her lawyer, supported by material from the Working Women's Centre (WWC). Megan discussed her concerns with her retained lawyer. Together, they negotiated a revised deed that preserved her right to speak publicly.

"I didn't want to be silenced. Worker Assist gave me the language and confidence to say that."

This outcome challenges a culture of fear and reinforces transparency as a strength. It supports the WorkCover Board's goal of building a culture of openness and learning. We hope to see more of these in the future.



From roadblock to reform

An injured worker contacted Worker Assist Tasmania after discovering their employer had no workers' compensation policy. Due to procedural changes, verifying insurer details now requires written authorisation, which can be an obstacle for clients with limited digital literacy or English proficiency.

In one case, it took 6 days to confirm basic information. We raised the issue with WorkSafe Tasmania, providing examples of how delays were harming workers. Within weeks, the verification process was streamlined.

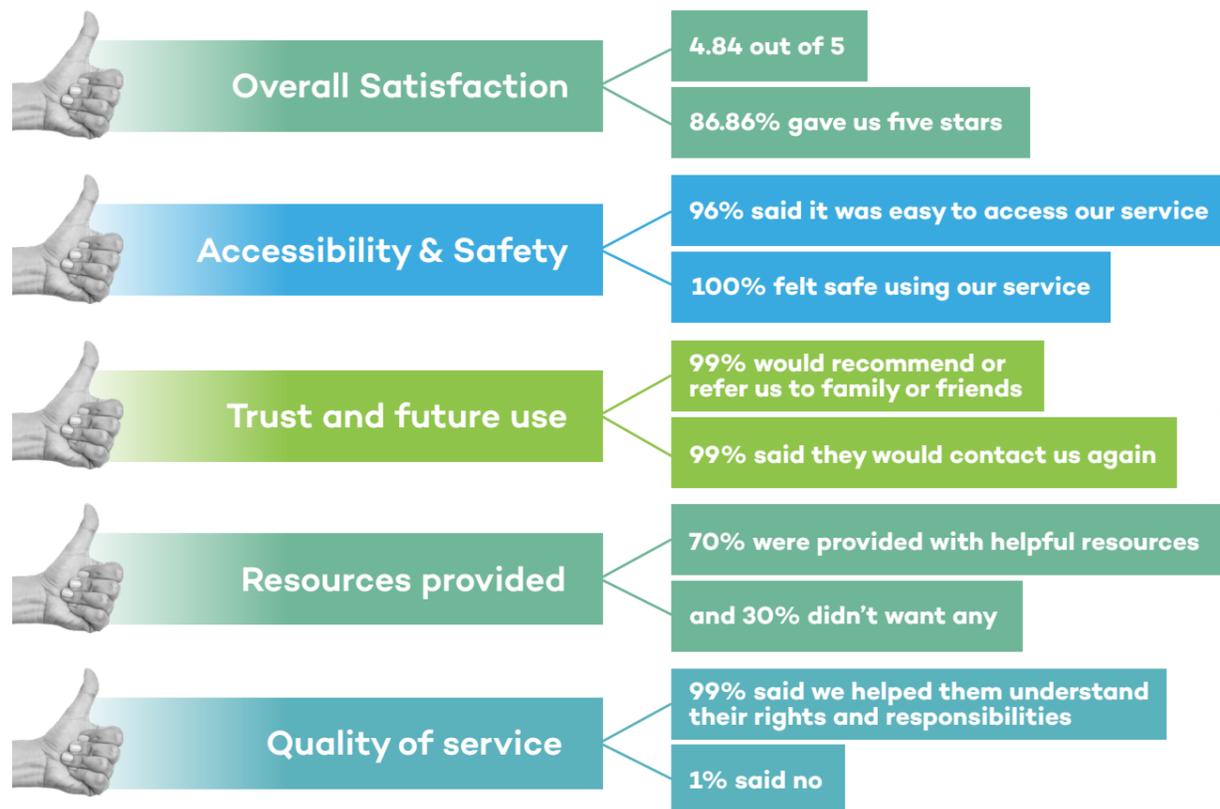
"We didn't demand change; we showed how small administrative barriers were creating real human consequences," said Mylinda Purtell.

This single adjustment has already improved response times and reduced stress for countless workers seeking clarity.



Client Experience Survey Summary

Worker Assist Tasmania’s commitment to accessible, safe, and respectful support is reflected in this year’s client survey results. During the 2024–2025 financial year, 796 surveys were distributed, with 178 completed, resulting in a return rate of 27.7%. The feedback demonstrates consistently strong confidence in our service and its impact on workers navigating their rights and responsibilities.

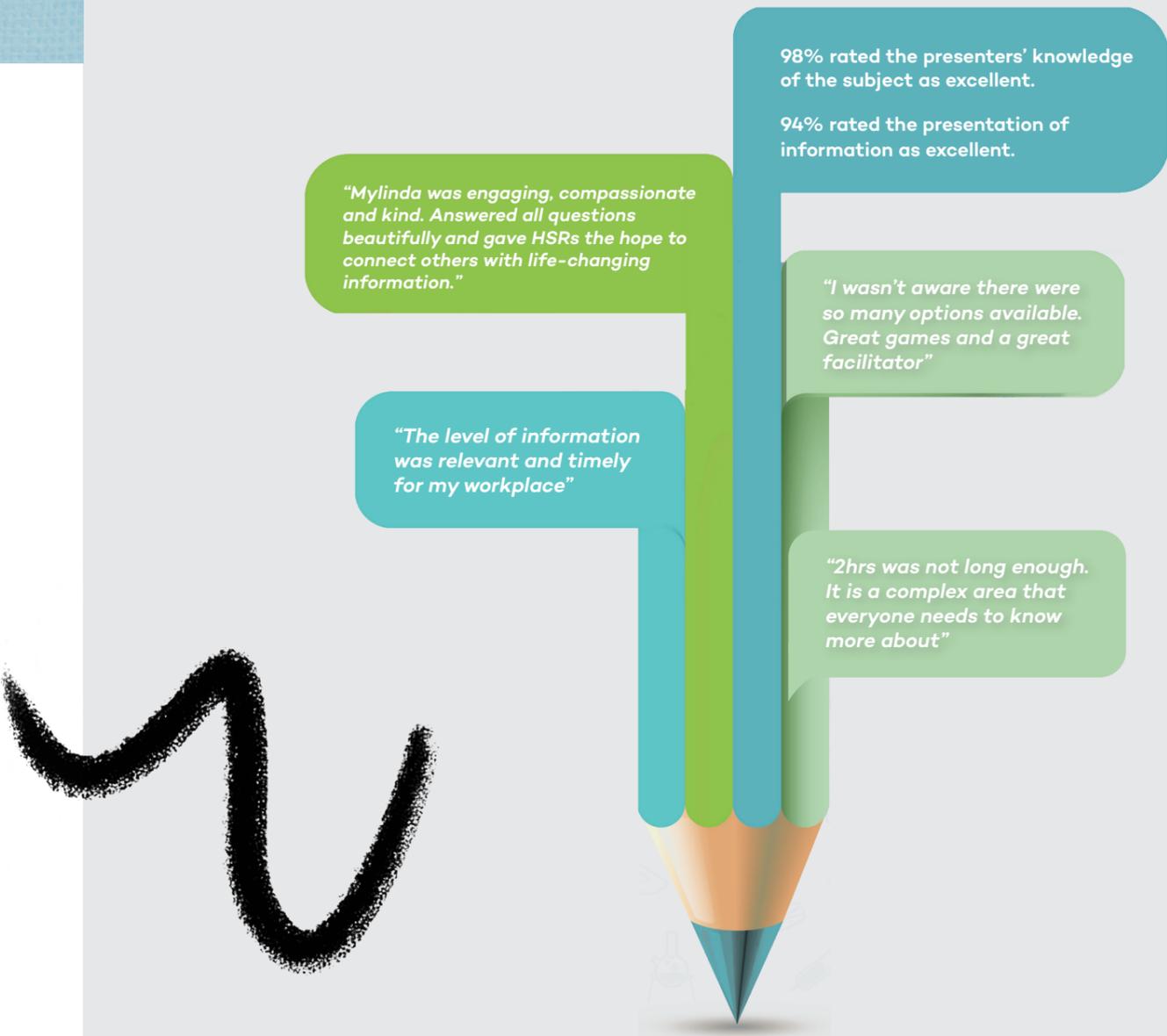


Education and training highlights

Participation & Impact

During the reporting period, 61 participants completed the Education and Training survey. The feedback demonstrates a consistently strong learning experience, confirming the effectiveness of our training delivery.

These results indicate a high level of confidence in both the expertise of our facilitators and the clarity with which training content was delivered.



People of Worker Assist Tasmania

Staff

As of June 30, 2024, Worker Assist Tasmania employed 4 full-time staff members. While we did not operate a formal volunteer program during the 2024-25 period, we gratefully acknowledge the contribution of Megan Boot who came to us through the University of Tasmania. They contributed a combined 415 hours of service, supporting our team and gaining valuable experience in the process.

We are proud to share that Megan graduated and was admitted to the bar in August 2025 and is now working in the legal industry. Our host placement worker, returned after managerial change to his workplace and was grateful that he had the opportunity to come to Worker Assist Tasmania.

Committee of Management

Worker Assist Tasmania is supported by a multi-skilled professional board that helps guide the organisation's strategy, governance, and delivery of services.



Jessica Munday
President/Treasurer
Secretary,
Unions Tasmania
Appointed: 2016



Rui Webb
Secretary
Rehabilitation Provider
Appointed: 2020



Yvette Walker
Ordinary Member
Former employee and State
employee in injury management
Appointed: 2024



Robbie Moore
Ordinary member
Industrial Manager,
HACSU
Appointed: 2020-2025



Ayden Demeijer
Ordinary member
Head of Service Delivery
(ACT/TAS/NT/WA/VIC),
Rehab Management
Appointed: 2024



Bharti Kour
Ordinary Member
Industrial Officer, AEU
Appointed: 2024

Thank you

To our panel firms, who provide our clients with expert guidance to continue what we began. Your willingness to engage with complex, time-sensitive matters ensures that workers receive the necessary legal support at the right time and in a timely manner.

Every outcome, whether through negotiation, tribunal determination or a fair settlement, reflects our shared commitment to dignity in recovery from a workplace injury or illness.

“Our collaboration with panel law firms allows workers to move from confusion to confidence - and to take the next step when our role appropriately ends.”

Worker Assist Tasmania's strength lies in connection: ensuring no worker falls through the gaps between information, advice, and representation.

By maintaining trusted referral relationships, we keep workers engaged in the process rather than dropping out of the system altogether.”

My linda Purtell

Financial Snapshot

In 2024–25, Worker Assist Tasmania achieved a year of measured financial stability, recording:

Total expenditure:	\$581,342
Operating surplus:	\$12,090 (2%)
Total income:	\$593,432

This marks the second consecutive surplus following the deficit recorded in 2022–23, demonstrating continued improvement in financial management and resource efficiency.

We maintained strong cost controls across administrative areas, achieving reductions in telecommunications and postage. These savings were driven by digital transformation initiatives, including:

- The launch of an online enquiry form
- The transition to a VoIP telephone system
- The discontinuation of the 1300 number

Funding base and financial position

Worker Assist Tasmania received \$564,684.16 from the WorkCover Board Tasmania (WCB) during the 2024–25 financial year, representing its principal operational grant.

An additional \$28,748 was secured through external grants from:

- The Law Foundation
- Department of Justice, and
- The Working Women's Centre (WWC)

These supplementary funds enabled the organisation to maintain critical services, invest in staff development, produce handouts and deliver community outreach.

When considering the WCB grant in isolation, the organisation would have recorded a deficit of approximately \$16,658 (-3%). This highlights the importance of diversified income sources and confirms that current core funding does not fully meet the actual costs of service delivery.

Treasurers Report

I am pleased to present this Treasurer's Report that confirms Worker Assist Tasmania ended the financial year in a positive position, recording a small surplus of \$12,090 against total income of \$593,432.00.

This is the second consecutive year we have posted a small surplus which is pleasing given the deficits recorded in the previous years.

We thank the WorkCover Tasmania Board ('the Board') for their continued support of our service. Worker Assist Tasmania has minimal funding sources outside of the Board and, while the smaller amounts of funding received from other organisations help us continue the current level of service delivery, without the Board's funding Worker Assist Tasmania would cease to exist and the many clients we help would have found themselves without support.

As the President and Treasurer of Worker Assist Tasmania, I understand that every dollar we spend must deliver maximum impact. Together with the Committee of Management, we seek to balance mission delivery with disciplined financial stewardship.

We are deliberate in the financial decisions we take, always looking for opportunities to make our service more cost-effective so that it can deliver for the growing number of Tasmanians who suffer a workplace injury and who need our support.

We continue to invest in our team and genuinely believe they are our greatest asset. This is reflected in our budget with most of the expenditure (79%) dedicated to employee costs.

The Committee of Management continues to monitor the budget closely to ensure that we can continue to deliver the core services that the community expect of Worker Assist Tasmania in line with our funding deed requirements.

In the new financial year, we look forward to continuing this work with the Board to support injured workers to navigate a complex system and return to work in their pre-injury capacity.

Jessica Munday
President/Treasurer

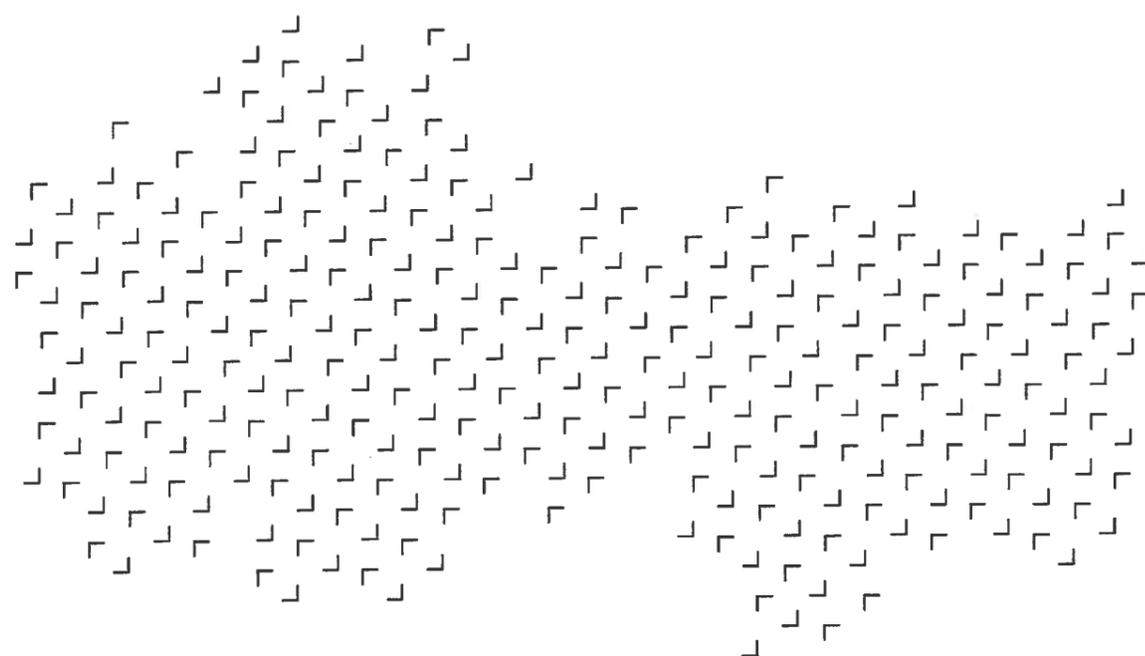
Financial Statements



Workers Assist Tasmania Inc

Financial Statements

30 June 2025



Move forward >

Worker Assist Tasmania Inc
 ABN 73 104 282 625
 Statement of Profit or Loss and Other Comprehensive Income
 As at 30 June 2025

	Notes	2025 \$	2024 \$
INCOME			
Grant income		581,916	543,554
Interest income		11,516	8,658
TOTAL INCOME		593,432	552,212
EXPENSES			
Advertising		9,518	9,922
Accounting and audit fees		19,130	17,196
Bank fees		351	289
Building and property		75	-
Catering expenses		1,031	844
Computer and office equipment		17,373	21,151
Depreciation		19,470	19,338
Gifts and donation		233	572
Insurance		9,415	8,838
Interest expense		855	1,379
Interpreting services		1,313	(610)
Motor vehicle expense		1,441	1,797
NACLC membership fee		2,961	2,694
Office expenses		74	565
Employee expenses		462,328	415,762
Postage		9	547
Printing and stationary		6,767	6,073
Professional development		7,215	3,022
Rent		5,353	7,878
Subscriptions and affiliations		4,804	4,519
Sundry expenses		-	3,863
Telephone and internet		8,305	12,697
Travel		3,321	712
TOTAL EXPENSES		581,342	539,048
OPERATING SURPLUS/(DEFICIT) FOR THE YEAR		12,090	13,164
OTHER COMPREHENSIVE INCOME		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		12,090	13,164

Worker Assist Tasmania Inc
 ABN 73 104 282 625
 Statement of Financial Position
 As at 30 June 2025

	Notes	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash & Cash Equivalents	2	162,669	102,448
Investments		410,630	400,000
Prepayments		14,313	3,736
Accrued Income		9,543	8,658
TOTAL CURRENT ASSETS		597,155	514,842
NON-CURRENT ASSETS			
Plant & Equipment	3	4,342	2,573
Right of Use Asset	4	18,695	37,389
TOTAL NON-CURRENT ASSETS		23,037	39,962
TOTAL ASSETS		620,192	554,804
LIABILITIES			
CURRENT LIABILITIES			
Payables	5	76,122	19,663
Employee Provisions	6	88,948	70,535
Lease liability	7	22,432	21,606
TOTAL CURRENT LIABILITIES		187,502	111,804
NON-CURRENT LIABILITIES			
Employee Provisions	6	-	-
Lease Liability	7	-	22,400
TOTAL NON-CURRENT LIABILITIES		-	22,400
TOTAL LIABILITIES		187,502	134,204
NET ASSETS		432,690	420,600
EQUITY			
Retained Earnings		432,690	420,600
TOTAL EQUITY		432,690	420,600

Worker Assist Tasmania Inc
 ABN 73 104 282 625
 Statement of Changes in Equity
 For the Year Ended 30 June 2025

	Note	Retained Surplus \$	Total \$
Balance at 1 July 2023		407,436	407,436
Net Surplus / (Deficit) for the Year		13,164	13,164
Other Comprehensive Income for the Year		-	-
Balance at 30 June 2024		420,600	420,600
Balance at 1 July 2024		420,600	420,600
Net Surplus / (Deficit) for the Year		12,090	12,090
Other Comprehensive Income for the Year		-	-
Balance at 30 June 2025		432,690	432,690

1. SUMMARY OF ACCOUNTING POLICIES

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

(a) Basis of Accounting

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 1964 [Tas]*. The Board of Workers Assist Tasmanian Inc. has determined that the Association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets, and financial liabilities. These special purpose financial statements comply with all the recognition and measurement requirements in Australian Accounting Standards.

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

(b) Comparatives

Where applicable, prior year comparatives have been changed to be consistent with allocations of the current year.

(c) Cash & Cash Equivalents

Cash on hand and in banks and short-term deposits are stated at nominal value.

Cash includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturity of three months or less.

(d) Trade and Other Receivables

The Association considers accounts receivable to be fully recoverable, accordingly no allowance for doubtful debts is required.

(e) Property, Plant & Equipment

Cost and Valuation

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised in profit or loss. A formal assessment of recoverable amount is made when impairment indicators are present.

1. SUMMARY OF ACCOUNTING POLICIES (CONTINUED)

(e) Property, Plant & Equipment (continued)

Depreciation

The depreciable amount of all plant and equipment is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use. The depreciation rates used for each class of depreciable assets are:

Office equipment and furniture	33.33%
Library	33.33%

(f) Leases

Right-of-use asset

At the commencement of the lease, 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 where 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

These amounts represent liabilities for goods and services provided to the Association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

1. SUMMARY OF ACCOUNTING POLICIES (CONTINUED)

(h) Employee Benefits

Provision is made for employee entitlement benefits accumulated as a result of employees rendering services up to the reporting date. Provision is made in respect of the Association's liability for annual leave and long service leave based on remuneration rates which are 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.

It is the Association's policy to take up a provision for long service leave once an employee reaches 5 years of service.

(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 Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(l) Revenue Recognition

Operating Grants 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 transfer method to reflect the transfer of benefit.

1. SUMMARY OF ACCOUNTING POLICIES (CONTINUED)

(m) New Accounting Standards for Application in Future Periods

Australian Accounting Standards that have recently been issued or amended but are not yet mandatory, have not been early adopted by the Association for the annual reporting period ended 30 June 2025. The Association has not yet fully assessed the impact of these new or amended Accounting Standards or Interpretations, there is not an expectation of material changes to the financial reporting of the Association.

(n) Critical Accounting Estimates and Judgements

The Board evaluates estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

Key judgement – 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 employee's leave entitlements.

Key judgement – Revenue recognition

For the grant funding 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.

Worker Assist Tasmania Inc
 ABN 73 104 282 625
 Notes to and Forming Part of the Financial Statements
 For the Year Ended 30 June 2025

	Notes	2025 \$	2024 \$
2. CASH & CASH EQUIVALENTS			
Cash at bank		162,669	102,372
Cash on hand		-	76
Total Cash & Cash Equivalents		162,669	102,448
3. PLANT & EQUIPMENT			
<i>Office furniture and equipment</i>			
At cost		28,466	25,922
Accumulated depreciation		(24,124)	(23,349)
Total office furniture		4,342	2,573
<i>Library</i>			
At cost		130	130
Accumulated depreciation		(130)	(130)
Total library		-	-
Total Plant & Equipment		4,342	2,573
4. RIGHT OF USE ASSET			
Leased asset		93,472	93,472
Accumulated amortisation		(74,777)	(56,083)
Total Right of Use Asset		18,695	37,389
5. PAYABLES			
Trade payables		2,581	1,782
GST		15,964	10,346
Payroll liabilities		10,485	6,869
Credit Card		333	666
Unexpended grants		46,759	-
Total Payables		76,122	19,663

Worker Assist Tasmania Inc
 ABN 73 104 282 625
 Notes to and Forming Part of the Financial Statements
 For the Year Ended 30 June 2025

	Notes	2025 \$	2024 \$
6. EMPLOYEE PROVISIONS			
<i>Employee Entitlements (Current)</i>			
Annual Leave		48,001	38,890
Long Service Leave		40,947	31,645
Total Employee Provisions (current)		88,948	70,535
<i>Employee Entitlements (Non-current)</i>			
Long Service Leave		-	-
Total Employee Provisions (non-current)		-	-
7. LEASE LIABILITIES			
<i>Lease liability (Current)</i>			
Lease liability		22,432	21,606
Total Lease Liability (current)		22,432	21,606
<i>Lease liability (Non-current)</i>			
Lease liability		-	22,400
Total Lease Liability (non-current)		-	22,400

8. SIGNIFICANT EVENTS AFTER BALANCE DATE

There are no significant events after the balance date.

9. ECONOMIC DEPENDENCE

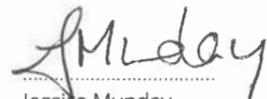
The Association is dependent on the ongoing receipt of financial assistance from WorkCover Tasmania to continue delivering its services. At the time of the report, the Board members were aware that a significant funding agreement with WorkCover Tasmania has expired in June 2025. The Association is in the process of applying for further funding in 2026.

Worker Assist Tasmania Inc
ABN 73 104 282 625
Statement by Members of the Board
For the Year Ended 30 June 2025

In the opinion of the Board of Worker Assist Tasmania Inc. we state that:

- (a) The accompanying financial statements and notes of Worker Assist Tasmania Inc:
- (i) give a true and fair view of the Association's financial position as at 30 June 2025 and of its performance for the year ended on that date;
 - (ii) are prepared in accordance with the *Associations Incorporations Act 1964 [Tas]*, and comply with Accounting Standards; and
- (b) 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 become due and payable.

On behalf of the Board



Jessica Munday
President

Date: 7.9.2025





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

1300 027 747 | 03 6216 7677

workerassist@workerassist.org.au | www.workerassist.org.au