

Annual Report

2010 - 2011

Centre for Advocacy, Support
and Education of Refugees Inc





The CASE Office always has a good supply of chocolates and other treats in the kitchen. Clients often bring in gifts thanking us for the assistance given. In this case, the client brought in a large tray of home-made baklava — which we managed to consume within one day!

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I. CASE Highlights: 2010-2011

CASE's mission is to provide culturally sensitive legal services to refugees, asylum seekers and persons of concern who are disadvantaged in their access to the legal system. We also provide information and education on refugee issues to interested parties. CASE's primary work involves assisting refugees and humanitarian visa applicants in their claims for protection and reunion with their family members.

We'd like to tell you about some of the highlights and achievements in our work over the past year:

- Volunteers have contributed an amazing 2267 hours to CASE between July 2010 and June 2011

74 volunteers contributed their time and efforts on a regular basis to CASE during the year, including migration agents, law students and lawyers.

Since 2002, CASE has assisted over 2000 clients and their families with protection, family reunion claims and more recently, general legal issues such as tenancy and traffic matters.

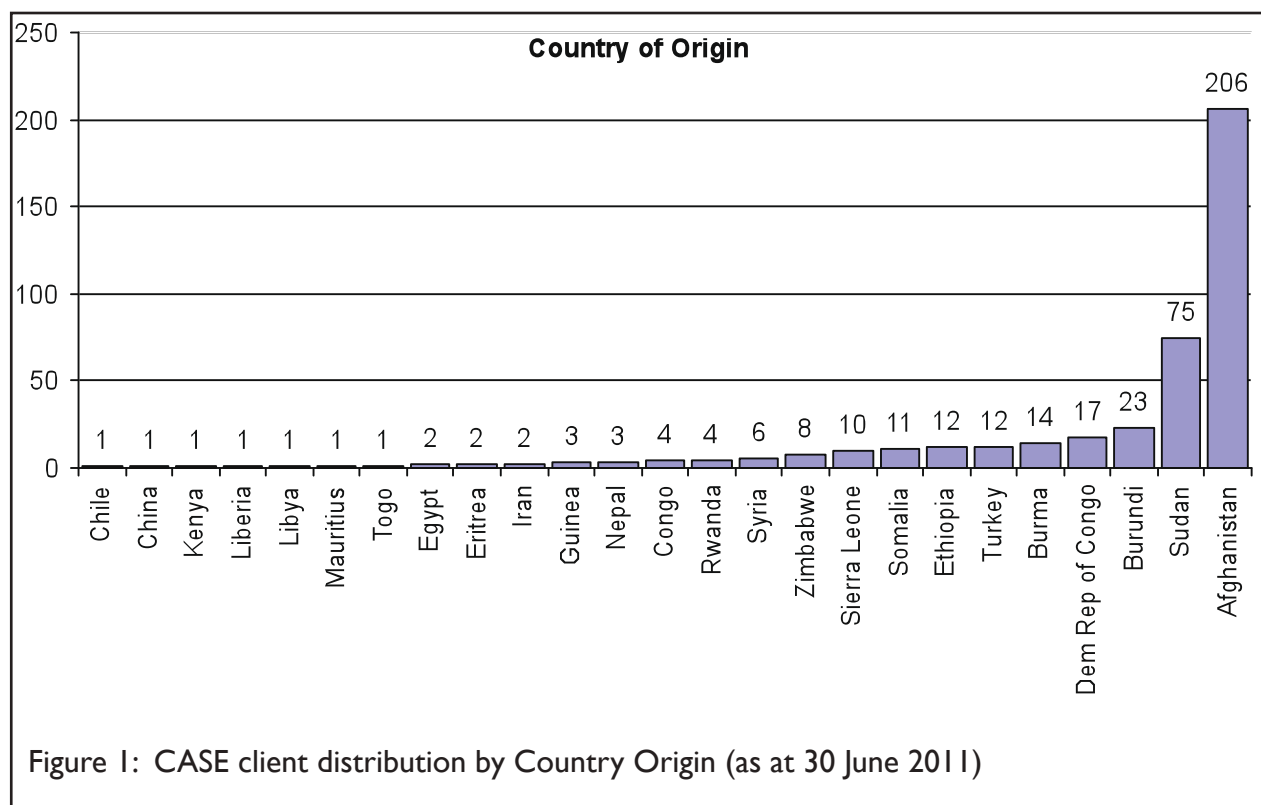
The balance between protection and family reunion cases is shifting, as family reunion work now comprises over 80% of CASE's caseload.

However, CASE continues to assist clients in new applications for protection visas and any associated appeals. This is an important part of CASE's work.

CASE opened 213 new client files between January to December 2010. We currently have an average of 50 to 70 new enquiries each month, with approximately half of these being enquiries concerning family reunion.

In 2010 we assisted 665 people from 38 countries around the world.

Of those assisted, CASE made 56 applications for protection visas and 73 family reunion applications to bring 275 people to Australia.



WA Law Society of the Year Award

In May 2011, CASE for Refugees' Principal Solicitors, Amanda Goodier and Shayla Strapps, were awarded the WA Law Society Lawyer of the Year Award.

This award celebrates lawyers who have made significant contributions to the WA legal community, above and beyond that which may be reasonably expected through paid legal employment.

Amanda and Shayla were nominated jointly by Maria Lammattina, a highly respected prior Convenor of CASE for Refugees. In her nomination, Maria outlines the important work that Amanda and Shayla do in contributing to social justice in WA:

'Throughout their legal careers, Shayla and Amanda have selected areas of practice and workplaces that enable them to pursue their passion for ensuring equitable access to justice for those less fortunate in our community.

It goes without saying that the remuneration they have received for their efforts, particularly in the community legal sector, with CASE for Refugees no exception, is far below what they could otherwise receive in the legal market.

They have persisted in their efforts and commitment to social justice nonetheless, and their clients and the organisations with whom they have worked have enormously benefited as a result.

Shayla and Amanda have set and continue to provide an excellent example to other members

of the legal profession and the many law students with whom they have contact through CASE, of the way in which a legal career can be used to change the lives of those less fortunate, to educate clients about their legal rights and entitlements and thus to empower them, and above all to practise the law in a manner driven by higher values and a commitment to service, over and above mere remuneration.

They have made a great contribution to the legal profession, not only by sharing their knowledge and skills with other members and future members, but also, by providing an outstanding example of legal practice at its best, encouraging within the community a positive perception of the profession as a whole.'



Amanda Goodier and Shayla Strapps

2. Convenor's Report

What a big year it has been for those of us involved with refugee issues!

In November 2010, the High Court ruled that offshore asylum seekers are entitled to judicial review if they receive a negative Independent Merits Review decision. Previously these asylum seekers, including young children, had no further right of appeal, even though people without any legal training may have decided their cases and followed the incorrect process when doing so.

Then we had the 'Malaysia Solution'—the attempt to dump our offshore asylum seekers in Malaysia in contravention of the *Refugee Convention* to which Australia is a signatory. Our Government seems to have adopted a policy that offshore arrivals must be deterred by a harsh regime of offshore processing and uncertain outcomes.

It has been heartening to see the High Court again bringing some relief in this area by disallowing the 'Malaysia Solution'. When the Government's attempt to introduce legislation to circumnavigate that decision failed to receive the necessary support of the Opposition, we again felt that relief. But it all shows how tenuous the fate of asylum seekers arriving in Australia can be and how politicised their predicament is.

'At CASE we have had our own challenges this year, but they have been more in the nature of opportunities than threats.'

One of our greatest challenges is to find larger permanent premises. We have grown so much since the early days, with an increasing number of clients seeking our help and a corresponding increase in staff. We now have several employees forced to work at home and office meetings are increasingly being held in nearby cafes.

This is adversely impacting on our ability to help more clients and makes life difficult for our employees and volunteers. I enlist anyone reading this Report to proactively seek out opportunities for new offices for CASE. We have had some promising opportunities arise, but nothing concrete at this stage.

Secondly, following the High Court's decision regarding the right to access Judicial Review, this September we have set up a new project known as JRASP (Judicial Review Asylum Seeker Project).

'JRASP addresses the huge gap between offshore asylum seekers who need assistance with their judicial review applications, and lawyers willing to provide pro bono help to ensure they are able to exercise their rights.'

JRASP is working closely with PILCH NSW and PILCH Victoria who are running similar projects, forming a nationwide approach to ensure that no detainee is left without assistance. At CASE we have shuffled some limited funds away from our other worthy projects to start JRASP, but we will not be able to continue it for more than a few months without an injection of long term sustainable funding.

Securing funding in addition to streamlining our internal processes and governance has been a focus this year. Funding is always likely to be a challenge. However, our team worked hard to again successfully tender for the Department of Immigration and Citizenship contract, which will ease some of our financial pressures this year. But we always need more funding: the more we have, the more we can do.

'This year we have been able to expand our generalist legal service to include migration work to help people who we traditionally would not have been able to assist. Problem areas, such as crime within certain communities, is now something that we can help with, as well as child protection matters which come up due to cultural differences and discrimination on the basis of race and culture.'

We also look forward to another successful lecture this year in our *Out of the Dark Lecture Series*, a joint initiative with CARAD. In October 2010 our guest speaker was Psychiatrist Professor Patrick McGorry AO.

After being awarded the *2010 Australian of the Year* award, Professor McGorry spoke out about the treatment of asylum seekers and the link between mental illness and detention centres. Leading our forum, Professor McGorry spoke passionately about the impacts of continuing trauma for refugees held in detention centres. In addition, we convened a panel facilitated by eminent West Australian Janet Holmes à Court AC.

This year, our key speakers are Dr David Corlett, refugee advocate and documentary maker of the SBS series *Go Back To Where You Came From*, and Dato' Ramachelvam, the chair of the Migrants, Refugees and Immigration Affairs sub-committee of the Bar Council of Malaysia.

The focus of this year's event is on the so-called 'Malaysian Solution' and the ethics of on shore vs off shore processing of refugee claims.

'CASE has had another successful year in large part because of the extraordinary efforts of so many people. The work we do at CASE is difficult, life-changing work, that is both intellectually taxing and emotionally challenging. I wish to thank everyone involved in making CASE into an organisation that is able to give real help to those in need.'

I would particularly like to thank staff, volunteers, Board members, donors and supporters. The extraordinary efforts of our two joint Principal Solicitors have been particularly recognised this year.

Every year the Law Society chooses from among thousands of lawyers in WA, a Lawyer of the Year. This year they have awarded it jointly to our Principal Solicitors, Shalya Strapps and Amanda Goodier, who are tireless soldiers in the cause of social justice. We are all proud of their continuing efforts.

For the Board of CASE, this last financial year has been one of farewelling and welcoming board members. In June we said goodbye to our Convenor Steve Shaw, as I took on the role after being co-opted into the position.

Our long and incredibly hard working Treasurer, Wendy Campbell, resigned after many years of service above and beyond what was expected. Wendy has put in an enormous amount of hours and energy keeping CASE financially viable and compliant over many years. We have welcomed Denise Cork as our new Treasurer, but note that Wendy continues to help whenever we need her (particularly with the audit!), without expectation of recognition or reward.

In a similar vein, our long term Secretary Sarah Kemp has hung up her boots but has continued to remain on the Board until we can cover the many aspects of the work that she was undertaking. We welcome Eden Winnacott as our new Secretary.

CASE couldn't continue without our voluntary board members, and the quality of members this year, as in past years, is testament to CASE's ability to attract talented candidates for vacant positions.

We have also been delighted to welcome Nick Veitch and Sonja Zivak to the Board in the last year.

In conclusion, on behalf of the Board I thank everyone for their exceptional efforts during the course of the year, and look forward to working with you all again in support of refugees.



Mary O'Hanlon Creed, Convenor, October 2011

2.1 Our Board

Convenor	Ms Mary O'Hanlon Creed
Vice Convenor	Mr Nicholas Veitch
Treasurer	Ms Denise Cork
Secretary	Ms Eden Winnacott
Board Members	Ms Sarah Kemp
	Ms Josephine Buontempo
	Ms Caro Kay
	Mr David Markovich
	Ms Heather Marr
	Ms Sunili Govinnage
	Ms Sonja Zivak



CASE Board members: Steve, Wendy and Caro

Notes

Ms Brenda Robbins resigned from the Board in October 2010
Ms Wendy Campbell resigned from the Board in May 2011
Mr Steve Shaw resigned from the Board in May 2011
Ms Sunili Govinnage joined the Board in October 2010
Ms Mary O'Hanlon Creed joined the Board in February 2011
Mr Nicholas Veitch joined the Board in April 2011
Ms Denise Cork joined the Board in May 2011
Ms Sonja Zivak joined the Board in September 2011

CASE would like to extend its sincere thanks to those that served on the Board over the past year and those who have since left us.

Their contributions have been critical to CASE's many achievements.



Rosemary Hudson Miller

2.2 CASE for Refugees Patron

Our Patron, Rosemary Hudson Miller was selected as a finalist in the Sir Ronald Wilson Leadership Award category of the 2011 Western Australian Citizen of the Year Awards.

The Sir Ronald Wilson Leadership Award acknowledges people who have made a difference in the community, particularly in the area of human rights.

We congratulate Rosemary on being nominated as a finalist this year.

3. Principal Solicitor's Report

This will be the fourth report that we write for CASE, and as we move into our fifth year, we are very excited at what the future holds.

Once again 2010/2011 has seen more growth at CASE and we are managing to help more and more people every year. As always, we thank the staff, our loyal volunteers and the Board for their support and hard work throughout the year.

It is worth noting, we think, the huge changes that CASE has seen since we started here in 2007. At that time, there were 3 paid positions: Principal Solicitor (0.8FTE), Admin (0.8FTE) and Migration Agent (0.6FTE), making a total of 2.2FTE (Full Time Equivalent) positions. The rest of the work was done by a loyal and amazing bank of volunteers.

In July 2011, CASE has 10 paid positions with 11 staff members working a total of 8.1 Full Time Equivalent (FTE) positions. That is a growth of almost fourfold.

Of course, this translates into helping many more people than ever before. You would also think that it would mean that our waiting list would decrease and we could help everyone quickly. However this is not the case.

Due to the very high level of work that the staff does and our excellent success rate, word has spread and the demand for our services continues to grow. Despite our attempts to introduce better and more efficient processes over the years, we still

see about 35-60 people on our waiting list at any one time. We have now reached a point where we are so constrained in our office accommodation, that we can't grow any more until we have some new premises. We are hoping that next year will bring us some good news in this regard!

Perhaps the biggest news from this year was receiving the WA Law Society Lawyer of the Year Award. We were nominated by Maria Lammattina, our previous chairperson. We were equally surprised and honoured when we heard our names announced. To say that we weren't expecting it is an understatement! The award is a great honour for both of us and we think also an excellent recognition of the hard work that all solicitors working in the Community Legal sector do.

However, it is important for us to ensure that recognition also goes to the staff at CASE. Much of what we have been able to achieve at CASE would not have been possible without the very hardworking staff and very supportive Board. The award is proudly hanging in reception and when a day is long and hard, we can walk past it and remember that the work we do is important and does not go unnoticed.

3.1 Funding

Once again we have been very lucky with our grants and funding, increasing in levels from 2009/2010.

The United Nations Torture and Trauma Fund renewed our grant, allowing us to continue our very important work with torture and trauma victims.

For the fourth year running, we were invited by the Allens Arthur Robinson Charity Committee to make a proposal. Over the past 2 years we were granted funds to set up an interpreter fund which allows us to pay for interpreters in languages where we are unable to obtain fee-free interpreting or where urgent matters require interpreters.

This fund proved to be very successful and allowed us to provide an even better service to clients. It was also time saving to our caseworkers as they could have an in-person interpreter present where in the past they may have had to use a phone interpreter. Based on the improvements that this fund provided to both our staff and clients, we again

made a proposal to continue the funding for the Interpreter Fund and we were thrilled to hear that we were successful.

Our Public Purposes Trust funding was also renewed this year with an increase from last year.

2010-2011 also saw the end of our current IAAAS contract and the tender process for the following three year period until 2014. CASE was able to prepare an excellent tender and we were pleased to again be awarded the contract for Category A services to provide immigration advice and assistance to clients living in the Australian community.

Although pleased with our success, we were very disappointed to hear that other not-for-profits and NGO's lost their contracts. These organisations had a great depth of experience and knowledge and provided first-rate services to many.

3.2 Staff

There have been a few comings and goings at CASE over the past year. Jess finished her articles in September and as we were unable to secure funding to employ her as a Restricted Practitioner, we were very sad to see her go to a commercial firm to do her RP year. However, she is still here on a regular basis as a volunteer which is really wonderful.

Julie moved to a newly created position within the organisation and Elain Flynn commenced as our receptionist in November 2010. Elain is from Ireland and we all love listening to her accent!

After a very productive year in the role, we were sad to see Emma Ashcroft leave in December 2010. The position of Generalist and Community Education Solicitor was filled by Annette Van Gent who came to us from Legal Aid in the Kimberley and made the move to Perth, to start with CASE in March 2011.

George Lowry commenced in the new position of Business Development Officer in October 2010. The aim of this position is to pursue avenues of funding and accommodation for CASE and to raise CASE's profile generally. CASE's growth over the past few years has meant that we are really bursting at the seams and we simply cannot fit into the current offices. We encourage staff to work from home where that is possible and appropriate but this still does not ease the pressure enough. George has a big job ahead to secure us some new accommodation as quickly as possible!

As always, Gwynneth, Bill and Marti continue to pour their heart and soul into CASE and do amazing work for our clients. Our very hardworking admin team, Elain, Caro and Julie, do a wonderful job in supporting the migration agents and lawyers and keep us all in line. We are very grateful for the hard work that they do every day.



Staff Profile: Elain Flynn, Receptionist

Originally from Ireland, Elain graduated from the University College Dublin in 2008. Following graduation, Elain travelled throughout south East Asia before moving permanently to Australia with her Australian born fiancé. She has been happily living in Perth for one year.

Throughout Elain's duration at University College Dublin, she developed a keen interest in and awareness of everyone's right of access to a fair and accountable justice system, one which should protect and uphold the human rights of its people.

Elain was also employed for five years with a Dublin based law firm while attending university. The opportunity to work for an organisation like CASE for Refugees posed as a great prospect to meet and work with people from culturally and linguistically diverse backgrounds, and to work with people who have committed their careers to ensuring that refugees and asylum seekers in Australia have the chance to help themselves and their families.

As at 30 June 2011 we have 10 paid positions with 11 staff as follows:

General Managers/Principal Solicitors (1.4 FTE job share)	Amanda Goodier and Shayla Strapps
Senior Solicitor (0.8 FTE)	Marti Rinsmati
Generalist and CLE Solicitor (Full Time)	Annette Van Gent
Migration Agent (0.6 FTE)	Bill Thomas
Migration Agent (0.6 FTE)	Gwynneth Ife
Administration Officer (Full Time)	Caro Nye
Client Liaison and Secreterial Support (Part time school based hours 0.8 FTE)	Julie Jacob
Receptionist (Full Time)	Elain Flynn
Business Development Manager (0.6 FTE)	George Lowry
Bookkeeper	Andrea Lester

3.3 Volunteers

We are constantly amazed by the dedication and work ethic of our very loyal band of volunteers. From July 2010 until June 2011, CASE volunteers provided an amazing 2267 hours of assistance to us. We consider all of our volunteers play a very valuable part of CASE and are grateful for the support that they provide to us.

This year we have been running a Tuesday evening clinic to assist our unaccompanied minors and this has been very useful in easing our workload during the week. The Saturday morning team always work hard and we again thank them for their assistance.

This year we have managed to rewrite our legal training resources for our volunteers. We wanted to ensure that it is up to date and have added in some sections where feedback showed that volunteers felt they needed more information and training. Feedback on the new training has been very positive from everyone that has attended. We have also created a new Volunteer Handbook and a Volunteer Resource Manual which are proving useful resources for our old and new volunteers.

3.4 Community Education and Training

Community legal education, which aims to increase the capacity of the legal and migration advice profession and the community to assist refugees, is integral to the work of CASE. It is achieved by:

- training, mentoring and supervising pro bono lawyers and migration agents in the provision of migration law services to refugees
- providing educational opportunities to law students

- developing expertise in refugee and migration law issues and transferring this knowledge to staff, volunteers, clients and the broader community.

Our generalist service also has a very good community legal education program which provides education to the public about matters other than migration. More details about this program is contained in the report about the Generalist Service.

3.5 Training for Law Students

CASE again has provided placements for College of Law Students as well as offering places for law students to develop their client skills and gain practical experience in both migration and generalist law. Law students work directly with clients under the supervision of a registered migration agent/solicitor. This mentoring process is important for skills development and assurance for consistency of service standards.

This year CASE has conducted four general training sessions in conjunction with other Perth-based NGO's. This general training gives participants an introduction to working with people who have lived in refugee camps and suffered torture/ trauma situations in their past. CASE has also conducted eight specialised legal training sessions in the past year, which has allowed volunteers to access specific training information to allow them to assist protection visa clients and also those wishing to bring family members to Australia.

Amanda Goodier & Shayla Strapps, Joint Principal Solicitors



CASE for Refugees Staff Christmas Lunch

4. Refugees and Asylum Seekers

'While every refugee's story is different and their anguish personal, they all share a common thread of uncommon courage—the courage not only to survive, but to persevere and rebuild their shattered lives.'

- Antonio Guterres, U.N. High Commissioner for Refugees, 2005-present

4.1 International Trends

There were 43.7 million forcibly displaced people worldwide at the end of 2010, the highest number in 15 years.

Of these, 15.4 million were refugees.

Developing countries hosted four-fifths of the world's refugees with the 49 least developed countries providing asylum to almost 2 million refugees.

Pakistan hosted the largest number of refugees in relation to the size of its economy, followed by the Democratic Republic of Congo and then Kenya.

Afghani and Iraqi refugees account for almost half of all refugees under the UNHCR's responsibility.

Three out of 10 refugees in the world were from Afghanistan.

In 2010, 44% of refugees and 31% of asylum seekers were children below the age of 18 years of age.

Woman and girls represented on average 49% of persons of concern to the UNHCR.

Source: Asylum Levels and Trends in Industrialised Countries, 2010, UNHCR

Country of origin	2005	2006	2007	2008	2009	2010
Serbia	1	4	4	6	6	1
Afghanistan	9	6	8	4	1	2
China	3	2	3	5	5	3
Iraq	4	1	1	1	2	4
Russian Federation	2	3	2	3	4	5
Somalia	11	8	6	2	3	6
Islamic Rep. Of Iran	6	5	9	11	8	7
Pakistan	10	9	5	8	9	8
Nigeria	8	13	13	7	7	9
Sri Lanka		16	10	12	13	10

Courtesy: UNHCR, March 2011

4.2 Australia's Humanitarian Program

One of the major challenges facing the world today is protecting refugees who have been forced to leave their homes by armed conflict and human rights abuses.

As a member of the international community and signatory to the 1951 *Convention Relating to the Status of Refugees*, Australia shares responsibility

for protecting these refugees and resolving refugee situations.

Australia has a Humanitarian Program operated by the Department of Immigration and Citizenship. The program consists of both an onshore protection program and offshore resettlement program.

The Onshore protection program assists people seeking asylum within Australia, including people who have arrived lawfully and who have been staying in the Australian community, and people who have arrived unlawfully by sea or air. The majority of asylum seekers are people who have

arrived in Australia legally and subsequently apply for protection. Most of these applicants receive a bridging visa upon lodging a Protection Visa application. In most cases, the bridging visa allows the applicant to remain lawfully in the community until the Protection Visa application is finalised.



Refugees awaiting resettlement in Sri Lanka. Courtesy: UNHCR

The Offshore Resettlement Program assists refugees to resettle in Australia. The majority of applicants are identified and referred by the UNHCR to Australia for resettlement.

In 2009-10 the number of places under the Humanitarian Program was increased from 13,500 to 13,750 with 13,770 visas granted during the program year. This comprised 9236 (67.1%) under the offshore component and 4534 (32.9%) under the onshore component. Under the offshore component, 6003 (43.6%) were refugee visas and 3233 (23.5%) were special humanitarian program visas. There were 47,122 applications for offshore places in 2009-10 which was an increase of about 0.2% from the previous year.

Australia's Humanitarian Program Figures

The Humanitarian Program for 2010-11 is set at 13,750 places and comprises of:

- Refugees from overseas – 6,000 places;
- Other humanitarian – 7,750 places (includes places for the Special Humanitarian Program and persons granted protection after arriving in Australia)

The number of asylum seekers in Australia increased in 2010 to 8150, compared to the previous year (6500 claims). Of these DIAC granted a total of 4,697 protection and resolution of status visas.

However, despite this recent increase, figures in Australia remain not only below those observed in 2000 (13,100 claims) and 2001 (12,400 claims) but also are far below those recorded in many other industrialised countries.

Humanitarian Program grants by category 2004–05 to 2009–10

Category	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10
Refugee	5511	6022	6003	6004	6499 ²	6003
Special Humanitarian (offshore)	6585	6736	5183	4795	4511	3233
Onshore ¹	1065	1372	1793	2131	2492	4534
Temporary Humanitarian Concern	17	14	38	84	5	-
Total	13 178	14 144	13 017	13 014	13 507	13 770

1 Protection visas and onshore Humanitarian visa grants countable under the Humanitarian Program.

2 This figure includes a one-off allocation of 500 Refugee places for Iraqis.

Table 3 Department of Immigration and Citizenship (DIAC) Humanitarian Program Figures

*'Dear Amanda,
Thank you for your kindness. I
am writing to inform you that
my brothers have arrived here in
Australia... I give you special thanks
to all your staff at CASE.*

*This is a wonderful moment for me
to be reunited with members of my
family after 15 years. I will never
forget your kindness and thank you
for your assistance. God Bless you
all.'*

(CASE Family Reunion Client)



Amanda Goodier with clients

4.3. Who We Help and How

CASE was founded in 2002 by a group of lawyers, academics and community agencies concerned with the treatment of people who had come to Australia seeking asylum from persecution in their homelands.

CASE has since assisted people from many war-torn countries, including Afghanistan, Iraq, Vietnam, Ethiopia, Sudan, Somalia, Congo, Burma and Iran.

In 2010 alone we made a total of 331 applications. These consisted of 56 protection applications and 275 Family Reunion applications.

CASE also carries a substantial review load where we assist clients if their application is unsuccessful at the first instance.

In 2010-2011, CASE lodged 20 Migration Review Tribunal and Refugee Review Tribunal applications. Of the 20 cases, 7 achieved a positive result, 3 achieved a negative result, and 10 are awaiting decision.

Of the 18 review decisions CASE received in 2010-2011 (for appeals lodged over the last three years), 11 were positive (62%) and 7 were negative (38%).

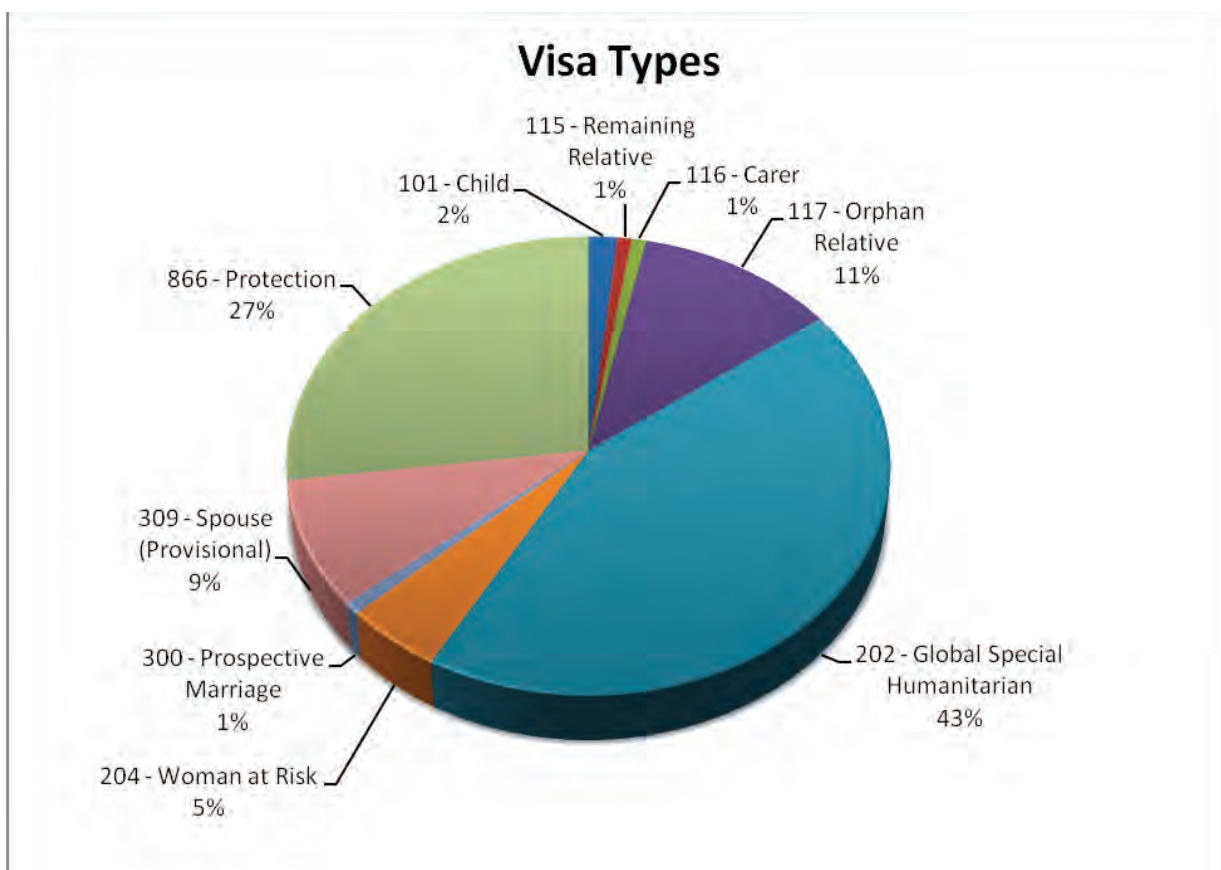


CASE client who successfully obtained a protection visa.

2010	Total no of applications lodged	Protection applications lodged	Protection applications as % of total	Family Reunion applications lodged	Family Reunion applications a % of total
Jan	19	4	21%	15	79%
Feb	38	1	3%	37	97%
March	30	20	67%	10	33%
April	52	2	4%	50	96%
May	48	3	6%	45	94%
June	31	11	35%	20	65%
July	19	7	37%	12	63%
August	20	0	0%	20	100%
Sept	13	4	31%	9	69%
Oct	6	1	17%	5	83%
Nov	35	0	0%	35	100%
Dec	20	3	15%	17	85%
TOTAL	331	56	17%	275	83%

Visa Types

CASE assists clients in applications for a wide range of visa types. The following chart illustrates the types of visa applications CASE has provided assistance with in the 2010/2011 year.



4.3. I CASE Studies - Turkey and Uganda

The following case studies are examples of the personal stories we encounter at CASE. The names have been changed to protect client confidentiality.

Turkey

Mohammad came to CASE in January 2010 with a batch of documents in Turkish. He had just arrived on a student visa and he wanted to seek protection here in Australia.

Mohammad and his father were active supporters of the opposition party and since he was little, his family had been targeted by the Turkish military regime.

Mohammad and his family had worked for a Human Rights Association in Turkey and later they began assisting the opposition Democratic Party (DTP). Over many years Mohammad and his family members were picked up by the police, harassed and beaten.

During the 1990's Mohammad was arrested and put on a "falaka", where he was tied up and beaten on

the soles of his feet after wetting them to increase the pain. His home was attacked by police. He was forced into military service and often abused and beaten because he was a Kurd.

Mohammad's brother was imprisoned and tortured by Turkish authorities as a suspected PKK (Kurdistan Workers Party) member, and later he fled to Switzerland where he was afforded refugee status.

Mohammad was picked up by police and interrogated and kicked and slapped because his brother had escaped to Switzerland. After this incident Mohammad managed to get a student visa to visit Australia. Shortly after his arrival his father died, but Mohammad dared not return to Turkey for the funeral.

CASE assisted Mohammad to lodge his protection visa and also referred him to other agencies who provided financial and welfare support over a period of 14 months, until a positive decision was made on his application.

Uganda

'Fatima' came to CASE in late 2008 as she wanted to sponsor her half sister (and her 5 young children), her half sister's teenage brother & sister and an adopted brother.

CASE assisted her to complete the forms and gather the paperwork and by November of 2008 the application had been lodged to DIAC.

In February 2009 we were advised that the applicants had to attend an interview in March at the Immigration offices in Uganda.

But then in April Fatima came to us to tell us that that her half sister had lost 3 of her children and she was now unsure of where her sister was and she didn't know what to do.

Fatima told us that the oldest children were kidnapped from the house in Kampala. Her sister had gone to the Pharmacy and when she returned she could not find her children. Someone then phoned her and threatened that if she called the police they would take the children to Somalia.

But Fatima's sister decided to report the incident to the police and also she also informed IOM (International Organisation for Migration).

She then received another call telling her that the children were in Somalia, and she continued to receive several threatening calls.

In August 2009 the visas were granted and the other family members arrived in Australia in October 2009, having to leave the 3 children behind in Somalia.

In July 2011 Fatima called CASE again to tell us that the kidnapped children had been found and she had also found her husband - whom she thought had been killed after they were separated by war in 2005.

CASE is now assisting the sister to be re-united with her 3 eldest children and also assisting Fatima to bring her husband.



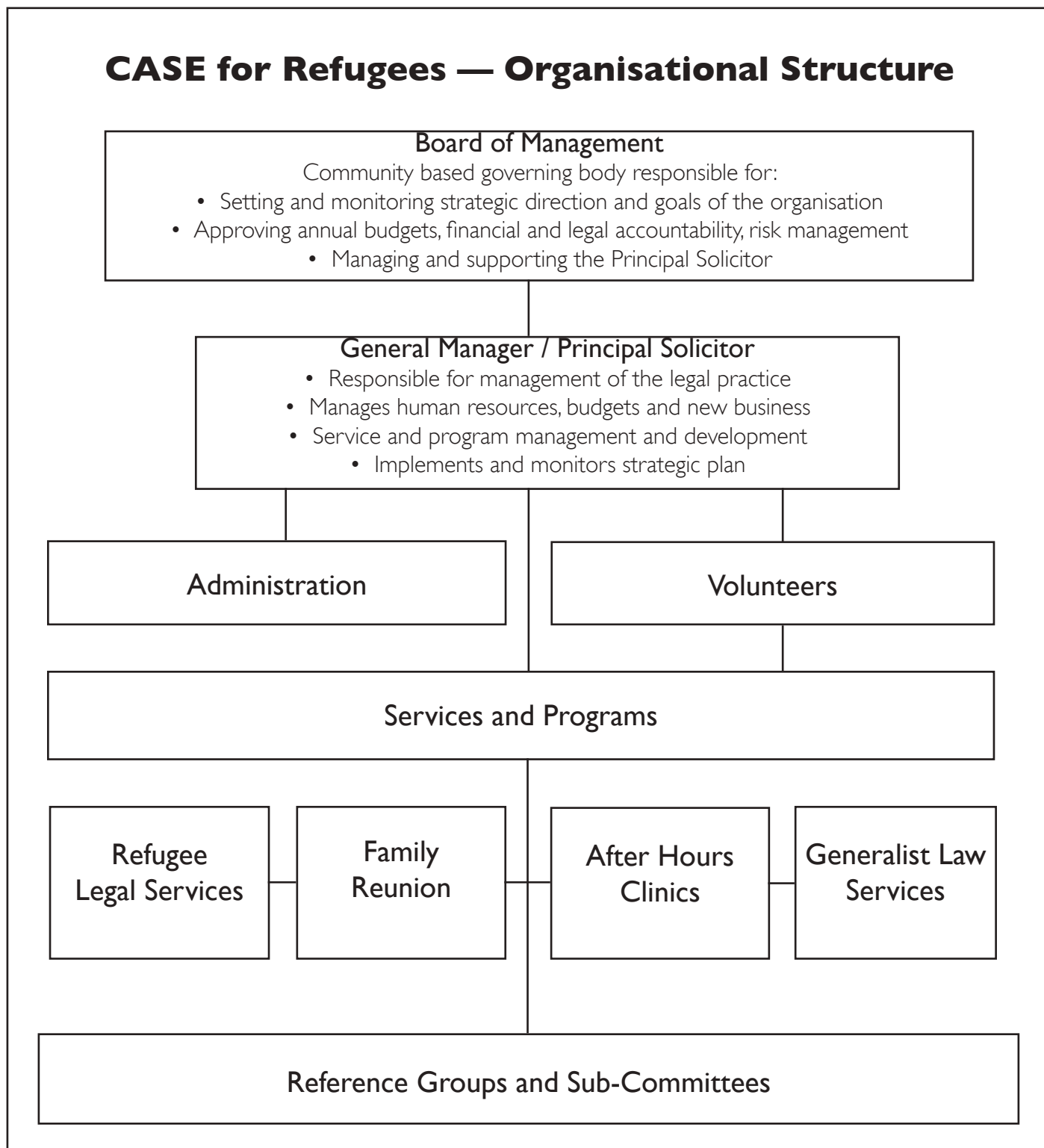
The children of a client who was successfully reunited with her family

5. Operations

We strive to develop and maintain a harmonious, professional and efficient workplace, and we value the contribution our people make in helping to improve the lives of others.

5.1 Governance

CASE is committed to attaining high standards of governance, practice and risk management and accountability. A representation of the organisation's structure and reporting lines is provided below.



5.2 Board of Management

The organisation is governed by a qualified and committed Board of Management which collectively has skills and experience in governance, corporate, administrative and migration law, executive management in government, community and corporate sectors, financial administration and accounting, project management and communications, refugee advocacy and representation and social services.

The Board of Management is responsible for financial and assets management, setting strategic goals and direction, managing stakeholder relationships at the strategic level and managing and supporting the Principal Solicitors.

Where quality issues arise in these functional areas the Board is responsible for implementing quality improvement measures.

Board members are required to be financial members of the organisation and perform their duties on a voluntary basis. They receive no remuneration for their services. Upon appointment,

Board members receive induction materials in relation to the structure and strategic plan of the organisation, the Constitution and their responsibilities as Board members. An induction manual is maintained by the Secretary.

Given the limited resources of the organisation, many of the members of the Board volunteer additional time and effort to the work of the organisation, including conducting training for volunteers, preparing funding applications, coordinating fundraising events and volunteering for Saturday clinics.

Further information on the Board's qualifications can be found in Appendix I.

5.3 Practice Management

The Joint Principal Solicitors are primarily responsible for the management of the legal practice and the maintenance of quality practising standards, and are accountable to the Board in this regard. The Principal Solicitor reports to the Board monthly in relation to any matters relating to practice management, and is responsible for coordinating and complying with annual auditing requirements associated with the organization's participation in the National Community Legal Centres Professional Indemnity Insurance Scheme.

In addition, the Board has recently established a Legal Practice Subcommittee with a mandate to ensure the development of quality practice standards and compliance with legal practice and migration law legislative requirements.

The Principal Solicitors are responsible for the supervision of all legal services provided by the organisation, and for the development and implementation of processes and procedures required to ensure compliance with professional standards.

5.3.1 People Management

Operational systems in place to facilitate people management include a staff and volunteer induction manual, a staff and volunteer training program and the preparation and review of job descriptions for each staff member. Each staff member undergoes an annual review in relation to their salary and performance.

Each staff member also undertakes both compulsory training in relation to their professional accreditation requirements and additional training

where funding permits, as part of their overall professional development plans.

In June 2010, CASE engaged Warner Consulting to conduct an organizational review of CASE in order to achieve a more effective and best practice human resource solution for the operations of our small non-for profit specialist community legal service. Throughout 2010-2011 the principal Solicitors have worked to implement the recommendations contained in the report.

5.4 Client Services

5.4.1 Legal Assistance in Refugee and Migration Law

Clients are assisted to prove their claims for refugee status before the Australian legal system and to reunite people with family members separated through war, torture and persecution.

CASE is committed to not only incorporate family reunion work into its mandate, but to also provide targeted assistance to vulnerable persons such as women and children at risk.

We also assist with citizenship applications and referrals to other welfare, community and legal agencies in Perth.

In this way, CASE has sought to expand its work to cover the lifecycle of the reception and integration of our clients into Australian society.

5.4.2 Saturday Family Reunion Project

CASE continues to assist people of refugee background to bring family members to Australia during the Saturday Clinic. The client is initially given 3 appointments, the first being a consultation with a Migration Agent, followed by 2 appointments with a team of volunteers. The office will then arrange any subsequent follow-up appointments to suit the client and volunteers team.

This work, primarily undertaken by volunteers, will now also take place on a regular basis every Tuesday evening starting in September 2011.

The volunteer Migration Agents, lawyers and law students are supervised by the CASE Principal

Solicitor during this time.

Saturday clinics have continued to be an important means of assisting our clients over the past year. The Saturday clinics have run continuously throughout the year, although we had a 6 week break over the Christmas period, and we also postponed services during July-August 2011 as we re-trained all existing and new volunteers.

Clients who have a good command of the English language are allocated to a Saturday, whilst we are able to access interpreters (free through the TIS service) for the Tuesday evening work.

5.4.3 Generalist Legal Services

The generalist legal service is provided to the CaLD community with funding from the Commonwealth government under the Commonwealth Community Legal Services Program. CASE received this funding in March 2009, and had a busy year in 2009/2010 setting up the service. The 2010/2011 year was also busy for the generalist legal service as it continued to develop its services to the community.

Emma Ashcroft, who was already working for CASE as our Community Legal Education (CLE) Officer, finished with CASE as the generalist and community legal education solicitor in December 2010 after a wonderful job is the set up of the generalist practice throughout 2010. Jess MacGowan finished her Articles and we were very excited to see her admitted by Shayla on 4th October 2010.

Annette van Gent commenced in the position of generalist and community legal education solicitor at the end of March 2011.

Hours of Operation

The generalist legal service is open 9.30am – 4.00pm each day. The generalist legal service operates an outreach legal advice clinic for CaLD women at the Women's Health and Family Services every Thursday and otherwise operates from the office of CASE in Stirling Street.



Shayla Strapps and Jess McGowan

Work Undertaken

This service has continued to grow in 2010/11. We had a period of about four months of advertising and recruitment whilst our generalist solicitor position was vacant and so we fell slightly below some of our targets this year.

Our statistics for the 2010/2011 funding period are as follows:

Information – 230

Advice – 270

New cases opened – 28

Cases closed – 39

Community Legal Education Projects - 31

The service continues to provide general legal advice, assistance and representation to CaLD community members on low incomes.

Country of Origin

Our clients came from a wide range of countries as follows:

Afghanistan 48%

Burma 3%

Burundi 5%

Congo 4%

Ethiopia 2%

Sierra Leone 2.3%

Somalia 2.6%

Sudan 17.8%

Turkey 2.8%

Zimbabwe 1.9%

Others: Cameroon, Chile, Ecuador, Egypt, Eritrea, Guinea, Indonesia, Iran, Iraq, Kenya, Liberia, Libya, Mauritius, Nepal, Rwanda, Syria, Togo

During 2011, the service has focused strongly on identifying and developing strategies for areas of unmet need within the CaLD community. One such area which it has identified is the provision of immigration assistance to recently arrived CaLD people in the community on temporary partner visas who have become victims of domestic violence. The generalist legal service has partnered with the Women's Health and Family Services to deliver a holistic and culturally appropriate service to this particularly vulnerable sector of the community. This partnership has produced a strong demand for services and the generalist service hopes that it may continue during the forthcoming financial year.

The generalist legal service has continued to provide community legal education to the CaLD community

throughout the 2010 – 2011 financial year. The generalist legal service has developed and delivered community legal education seminars on a diverse range of topics, including family reunion, family law, family violence, credit and debt, motor vehicle accident insurance matters and discrimination.

The community legal education sessions have been consistently well attended, with culturally diverse participants encompassing people from Afghanistan, Iran, Burma, China, Liberia and Burundi.

Some examples of the sort of community legal education work that the service have been providing is;

1) A community legal education seminars for new migrant and refugee women at the Ishar Multicultural Women's Health Service on 27 June 2011. This seminar covered the topics of family reunion and also tenancy. It was attended by fifteen women recently arrived from Burma. Interpreters assisted by interpreting the talk into both the Burmese and Karen languages;

2) A community legal education seminar at the Thornlie Integrated Services Centre based at the Thornlie High School on the family law and family violence. This was attended by approximately ten recently arrived Burmese parents of students at the Thornlie Primary School. An interpreter provided an interpretation of the talk in the Karen language;

3) A series of six community legal education seminars at the Boogalari Community Centre in Langford, in partnership with that centre as well as the Parkwood Integrated Services Centre and Parenting WA. These seminars were presented to a women's group for newly arrived refugee and CaLD women, and covered a diversity of topics including family reunion, family law, family violence, tenancy, credit and debt, motor traffic accidents and discrimination. The number of attendees at these seminars varied, but generally they were well-attended, attracting approximately fifteen participants each time. Regular participants originated from Afghanistan, Iran, Liberia, Burundi, Vietnam, China and Burma. A number of interpreters assisted at these seminars, providing interpreter services in Farsi, Swahili, Karen, Burmese, Mandarin and Vietnamese;

4) A presentation at the Law Society of Western Australia for potential pro bono lawyers about working with pro bono clients as part of the activities for Law Week 2010, in partnership with Street Law WA and the Aboriginal Legal Services

of WA. The generalist legal service is grateful to Gwynneth Ife for delivering this presentation;

5) A number of community legal education seminars were also delivered during the latter half of 2010 on the topic of tenancy rights to different community organisations including the Ishar

Multicultural Women's Health Service and Brockman House.

The generalist legal service looks forward to continuing to develop and deliver community legal education services to the CaLD community throughout the 2011 – 2012 financial year.

Areas of Law

Throughout the year, the service continued to experience strong demand for services in a number of different areas of law, including tenancy (both for public and private housing tenants), credit and debt, motor vehicle insurance matters, criminal injuries compensation, wills, employment, family and criminal law. The following table illustrates the twenty most common problem types presenting at the generalist service during 2010/2011:

Problem Type	Number	Proportion (%)
Tenancy Other	43	13.5
Injuries Compensation	34	10.7
Other Civil	27	8.5
Motor Vehicle Property Damage	23	7.2
Credit and Debt Collection	14	4.4
Tenancy termination by tenant	12	3.8
Motor Vehicle Accident	9	2.8
Motor Vehicle Other	9	2.8
Credit and debt owned by client	8	2.5
Tenancy Access	7	2.2
Tenancy Repairs	7	2.2
Immigration Misc	7	2.2
Immigration Other Visa	7	2.2
Govt/Admin FOI/Privacy	7	2.2
Govt Pensions/Benefits Allowances – Refusal Eligibility	7	2.2
Theft and Related Offences	7	2.2
Property in Marriage	6	1.9
Tenancy Services	6	1.9
Tenancy Privacy	6	1.9
Tenancy Termination by Lessor	6	1.9
All other Problem Types	67	21.0
Total Problem Types	319	100.0

Case study

In 2010 – 2011, the generalist legal service assisted a gentleman from Rwanda with a motor vehicle insurance matter. The generalist legal service negotiated on behalf of this client with the other party's insurance company with the result that the proceedings against this client were discontinued. The generalist legal service also negotiated with the client's former insurance company with the result that insurance premiums which had been incorrectly charged to the client were refunded.

Law Reform

The generalist legal service has also been active during 2010 – 2011 in the area of law reform. Its law reform activities have included:

1/ Contributing to a submission by the National Children's and Youth Law Centre on the implementation in Australian domestic law of the UN Convention on the Rights of Child (for refugee and asylum seeker children);

2/ Consulting with the WA AIDS Council about the law relating to discrimination on the grounds of HIV status; and

3/ Consulting with the Australian Securities and Investments Commission about community education for CaLD communities on credit and debt matters.

Case study

In 2010 – 2011, the generalist legal service represented a lady from Africa who had been seriously injured as the result of a violent crime in an application for criminal injuries compensation. The generalist legal service solicitors worked on her claim by obtaining relevant reports, making referrals and writing submissions to the Office of Criminal Injuries Compensation on her behalf. This lady was awarded \$75,000.00 in compensation which is the maximum amount available under the criminal injuries compensation scheme.

5.5 Volunteers - An Essential part of CASE

Direct legal services to clients of CASE are provided largely through pro bono and volunteer support. These services could not operate effectively or to the highest professional standards without the employment of solicitors to oversee practice management and training and supervision of volunteers. Over the 2010/2011 financial year, CASE has received volunteer support from over 74 law students, migration agents, lawyers and community members with an interest and passion for working with refugees and asylum seekers.

Volunteers at CASE undergo specialist training programs which are conducted with the involvement of affiliated organizations such as the Association for Services to Torture and Trauma Survivors (ASeTTS) as a high proportion of CASE's clients are survivors of torture and trauma. All volunteers, including law students and volunteer lawyers and migration agents, must complete training prior to having direct contact with clients. This training was offered four times and receives positive feedback from our volunteers who attend.

Staff and volunteers receive training in relation to protocols for working with interpreters during client interviews. Training also takes place through the procedure designed by CASE in assisting clients, which enables volunteers to develop their skills, first as a scribe and ultimately as a lead volunteer in client interviewing and statement taking. CASE held 8 Legal Training sessions over the last year and also produced new volunteer resource materials to assist volunteers in the preparation of their work.

Our volunteers consistently provide positive feedback in relation to the design of this procedure as providing the opportunity to learn within a controlled environment, in particular how to engage with clients effectively and managing difficult material being presented by clients with sensitivity. The positive experience of volunteers is also demonstrated in the many long term volunteers that have contributed to the organisation's work since its inception in 2002.

5.5.1 Law Students

CASE provides a unique educational opportunity to volunteer law students. There were over 27 law students actively volunteering for CASE in the 2010/2011 financial year. The benefits to these students are realized through formal training and education by CASE's induction programme as well as hands on experience through client contact and working with experienced lawyers and migration agents. Approximately 264 law students have completed an induction and training program at CASE since 2002.

'It is a privilege to be involved in the important work of CASE for Refugees. At a time when some public attitudes towards asylum seekers remain misinformed and the Australian government's treatment of those seeking asylum has reached new lows, it is thrilling to be in a position to offer some assistance and dignity to those claiming their right to asylum. I am often overawed after a day in the CASE office, both from being entrusted with the stories of the journeys, hopes and fears of clients, and being amongst the energy of the dedicated and tireless staff and eager volunteers. My volunteer work with migration agents this year has even inspired my completion of the Certificate in Migration Law and Practice so that I can more usefully contribute to the significant work of CASE.'

Jade Roberts, CASE volunteer and law student



CASE Volunteers

5.6 Stakeholder Relationships

CASE maintains relationships with key stakeholders in order to improve the efficiency of its work and the outcomes achieved for clients. CASE maintains memberships and subscriptions to relevant organisations and services. CASE is represented in various industry networks and forums, and CASE engages in regular communication with stakeholders including direct engagement with the Department of Immigration and Citizenship in case management.

CASE also engages in cross referrals among affiliated organisations working with similar client communities across the health, community and government sectors. CASE regularly communicates with members in relation to the activities of the organisation, and maintains communications with key sponsors and donors.

6. Finance

We will achieve secure, broad-based, independent sources of funding sufficient to meet our objectives.

Sourcing funds to both maintain and develop the services of the organisation is a constant activity of the staff and Board of CASE. At present the organisation does not receive core operating or recurrent funding from any source. Despite this, CASE continues to grow and improve its financial position with the strong and extensive support of:

- the corporate sector
- established government and non government grants programs (state, federal and international)
- the pro bono efforts of dedicated volunteers within the legal and migration advice professions
- volunteer law and social services students
- practicum and internships through WA universities

Since the last financial year, we have increased our income by 35%. This is a great achievement and testament to the ingenuity, efforts and persistence of the staff and members of the Board involved.

Pursuing core operating or recurrent funding, in particular to meet the ongoing running costs and staffing needs of the organisation, remains a high priority for CASE and we are actively investigating options that may be available.

During the year, CASE received funds from:

- The Law Society of WA, Public Purposes Trust
- UN Office of the High Commissioner of Human Rights, Voluntary Fund for Victims of Torture
- The Myer Foundation and Sidney Myer Fund's

Commemorative Community Grants Program.

- Department of Immigration and Citizenship, Refugee and Humanitarian Program, Immigration Advice and Application Assistance Service (IAAAS)
- Allens Arthur Robinson Charity Committee
- Commonwealth Community Legal Services Program
- Corporate and Individual donations, including the Uniting Church
- Individual donations and fundraising activities
- Memberships

6.1 Financial Management

CASE has strong financial management processes in place to ensure that the Board is kept informed of, and able to take appropriate action in relation to, the organisation's finances.

The Treasurer prepares an annual budget for approval by the Board, as well as reporting to the Board monthly in relation to the organisation's financial position and performance against the budget, and the allocation of grant monies and donations received. Regular financial reporting to all major donors and funding bodies in relation to the acquittal of funds received also takes place.

Finally, an annual independent audit is undertaken of the organisation's financials. This year's financial statements, audited by CASE's independent auditor Robert John Campbell, are presented at the conclusion of this report.

6.2 Case study: Allens Arthur Robinson

CASE received \$10000 from the Allens Arthur Robinson Charity Committee in 2011 to support the provision of free translations and interpreters to CASE clients during our after hours clinics, and funding towards the translation of information and brochures into various languages. Our funding proposal centred on translation and interpreting for our clients, divided into two parts:

1. Continuation of the Interpreter Fund which was funded by the committee in 2009. This fund is used to pay for interpreters for clients where we are unable to use the TIS Language services of The Department of Immigration and Citizenship.

2. Funding to assist in the cost of translating education and information materials for our CaLD clients. CASE has a key role in the community to provide education to refugees, humanitarian entrants and CaLD clients in relation to legal matters. CASE has published several information sheets for clients on a range of legal matters, however the information is currently in English and requires translation.

This funding has been very valuable to CASE, filling the gap both for finding and funding interpreters for clients and also translating much needed information for clients into appropriate languages.

'I joined the CASE Board as Treasurer in May 2011 and have worked closely with the Board in developing the Budget for the next year and building strategies for the new opportunities opening up for 2011/12. I have found that the Not-for Profit or more recently coined "For purpose" Businesses are a great environment to work in, as people are driven by their passions and really strive hard for change. The challenges that lie ahead are twofold, as we seek to maintain our fundraising and other income stream as well as incorporating the demands of the new NFP Regulator – the Australian Charities and Not-for Profits Commission which will be in place from 1.7.2012.'

Denise Cork, CASE Treasurer

Appendix I: Board Qualifications (June 2011)

Name	Qualifications	Experience
Mary O'Hanlon Creed Convenor	<ul style="list-style-type: none"> • LLB • Bachelor of Arts 	<ul style="list-style-type: none"> • 10 years practicing as lawyer, including Senior Associate at Mallesons Stephen Jacques • Previously Company Secretary of the Australian Children's Trust (Volunteer Position) • Managed many aspects of the Board of the Australian Children's Trust including governance, tax issues and establishing a Public Benevolent Institution • Co-ordinated charity events and management of office fit-outs • Volunteer with Save the Children
Nicholas Veitch Vice Convenor	<ul style="list-style-type: none"> • Bachelor of Business (Accounting, Corporate Governance & Aquaculture) • Diploma in Aquaculture • Currently studying ICAA Program 	<ul style="list-style-type: none"> • High level accounting and management • Financial analysis • Business advisory skills • Risk assessment • Accounting • Financial statements • Tax compliance
Eden Winnacott Secretary	<ul style="list-style-type: none"> • Bachelor of Asian Studies (Chinese) • Graduate Diploma in Education (TESOL) • Currently studying Juris Doctor 	<ul style="list-style-type: none"> • Currently studying law part-time whilst working as a Document Controller. • Previously worked as an ESL teacher. • Worked as a volunteer at CASE since it began. • Strong interest in human rights and access to justice.
Denise Cork Treasurer	<ul style="list-style-type: none"> • Bachelor of Business (Accounting & Business Law) 	<ul style="list-style-type: none"> • Office Management • Accounts/Admin Manager • Payroll • Quickbooks • Employment Contracts
Jo Buon-tempo Member	<ul style="list-style-type: none"> • Master of Business Administration – Current • Postgraduate Certificate in Migration Law & Practice • Advanced Diploma in Leadership & Management (Advanced Management Program Component) • Associate Diploma in Social Science 	<ul style="list-style-type: none"> • Over 17 yrs senior and executive management experience in the social services, community law and government sectors • Currently working as migration agent in private practice • Member of the Independent Public Housing Review Panel • Previously Board member of the Western Australian Council of Social Services, Executive member of the Community Legal Centres Association of WA

Sarah Kemp Member	<ul style="list-style-type: none"> • Bachelor of Laws (Current) • Graduate Certificate (Law) • Bachelor of Social Work (Honours) 	<ul style="list-style-type: none"> • 12 years experience in justice, mental health, counselling, training and social research and policy fields. • Previously Committee member of the Australian Association of Social Workers WA branch.
Name	Qualifications	Experience
Caro Kay Member	<ul style="list-style-type: none"> • Bachelor of Arts (Library & Information Science) 	<ul style="list-style-type: none"> • Managing Director and co-owner of ContentPlus and Co-owner of Coastal Zone Management • Established operator of Small Medium Enterprises for past 10 years • Consults to governments nationally and overseas, and to International clients such as UNEP, UNFCCC Management, Communication and Facilitation • Worked as freelance writer to the West Australian for several years • Provides voluntary work to local school • Established first community website for over 1200 coastal management professionals over ten years ago
David Markovich Member	<ul style="list-style-type: none"> • LLB • Bachelor of Economics 	<ul style="list-style-type: none"> • Principal Solicitor, Murfett Legal • Senior Associate, Jarman McKenna • Worked in a variety of paid and voluntary social justice causes, including a legal internship at the UNHCR, Lawyers Committee for Human Rights (now Human Rights First), the Abraham Fund, refugee camps in Rwanda and has conducted research on the Stolen Generations, authoring a number of published articles.
Heather Marr Community Member	<ul style="list-style-type: none"> • BA (Hons) • MA 	<ul style="list-style-type: none"> • Migration agent in private practice since 2005, specialising in Family, Refugee and Humanitarian work • Returning officer for the State Parliamentary seat of Albany • Co-owner of Summer House Supplies and stall holder in the Albany Farmers Market • Volunteer roles include Secretary of Young's Siding Progress Association, member of Bornholm Volunteer Bushfire Brigade and committee member, Albany Farmers Market
Sunili Govinnage Community member	<ul style="list-style-type: none"> • LLB (Hons) • Bachelor of Arts (Hons) (Politics) 	<ul style="list-style-type: none"> • Lawyer, Civil & Immigration at Legal Aid. • Previously worked as Lawyer at Allens Arthur Robinson and Research Associate at The Supreme Court of WA • Board Member at Spare Parts Puppet Theatre • WA Chapter Working Group at Australian Lawyers for Human Rights
Sonja Zivak Community member	<ul style="list-style-type: none"> • Juris Doctor • Bachelor of Arts (Hons) (Communication & Cultural Studies) 	<ul style="list-style-type: none"> • Currently working as the Associate to Justice Siopis in the Federal Court of Australia. • 2 years working for a West London NGO, assisting asylum seekers, refugees and migrants. • For almost a decade, she has been a volunteer with small community organisations, helping them to fundraise, deliver services and build capacity.

**Centre for Advocacy, Support &
Education for Refugees Inc.**

ABN: 90 649 933 494

SPECIAL PURPOSE FINANCIAL REPORT
For the Year Ended 30 June 2011

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Auditors Independence Declaration

For the Year Ended 30 June 2011

Auditor's independence declaration to the Board of Management of Centre for Advocacy, Support & Education for Refugees Inc.

In relation to our audit of the financial report of Centre for Advocacy, Support & Education for Refugees Inc. for the period ended 30 June 2011, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the Corporations Act 2001 or any applicable code of professional conduct.



Robert John Campbell CPA
Registered Company Auditor No. 334773
Australian Audit and Assurance Pty Ltd
Level 2, 459 Hay Street, PERTH, WA

DATE: *4 October 2011*

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

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Directors
R J Campbell, CPA, RCA
R J Renting, CPA, RCA
A Sullivan, B.Com, FCPA

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Independent Auditor's Report

For the Year Ended 30 June 2011

To the members of Centre for Advocacy, Support & Education for Refugees Inc.

We have audited the accompanying special purpose financial report of Centre for Advocacy, Support & Education for Refugees Inc., which comprises the Statement of Financial Position as at 30 June 2011 and the Income Statement, the Statement of Changes in Equity and the Statement of Cash Flows for the year ended 30 June 2011, and notes comprising a summary of significant accounting policies and other explanatory information.

Board of Management's responsibility for the financial report

The Board of Management of Centre for Advocacy, Support & Education for Refugees Inc. are responsible for the preparation of the financial report that gives a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporation Act (WA) 1987 and for such internal control as the Board of Management determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

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

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



Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Independent Auditor's Report

For the Year Ended 30 June 2011

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

Independence

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

OPINION

In our opinion the financial report presents fairly, in all material respects, the financial position of Centre for Advocacy, Support & Education for Refugees Inc. as of 30 June 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

BASIS OF ACCOUNTING

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



Robert John Campbell CPA

Registered Company Auditor No. 334773

Australian Audit and Assurance Pty Ltd

Level 2, 459 Hay Street, PERTH, WA

DATE: *4 October 2011*

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Corporate Governance Statement

For the Year Ended 30 June 2011

CASE for Refugees' vision is to achieve equality, access to justice and a commitment to human rights for refugees.

CASE for Refugees' is governed by a Board of Management ('the Board') which comprises of:

1 Chairperson
1 Vice Chairperson
1 Treasurer
1 Secretary
2 Solicitors
and 6 Members

CASE for Refugees is governed by a Board of Management who is responsible for overseeing the strategic direction of the organisation, providing support to the Principal Solicitor, and fulfilling the legal, ethical and moral obligations of the organisation.

The CASE for Refugees Board is elected by its members and are appointed for two year terms. These positions are voluntary appointments and CASE for Refugees prides itself on attracting applicants with significant experience and expertise in managing and working in the legal, education, business and social justice fields.

The Board of Centre for Advocacy, Support & Education for Refugees Inc. is:

	Appointed	Retired	Position
Stephen Shaw		May 2011	Chairperson (Retired)
Mary Creed	February 2011		Chairperson
Nicolas Veitch	Co-opted April 2011		Vice Chairperson
Wendy Campbell		May 2011	Treasurer (Retired)
Denise Cork	Co-opted May 2011		Treasurer
Eden Winnacott	Co-opted September 2011		Secretary
Brenda Robbins		September 2010	Member (Retired)
Josephine Buontempo			Member - Community
Sunili Govinnage			Member
Caro Kay			Member
Sarah Kemp			Member - Community
David Markovich			Member
Heather Marr			Member
Amanda Goodier			Solicitor
Shayla Strapps			Solicitor

The Board's Key responsibilities include:

- Exercising the authority given to it by its Constitution;
- Ensuring compliance with relevant legislation;
- Maintaining governance and holding its Chief Executive Officer accountable for operational matters;
- Being accountable for Centre for Advocacy, Support & Education for Refugees Inc.'s overall
- Ensuring that Centre for Advocacy, Support & Education for Refugees Inc. is solvent and able to meet its financial obligations as and when they become due;
- Being responsible for Board development, succession planning, and its own performance and
- Setting Centre for Advocacy, Support & Education for Refugees Inc.'s strategic direction and progressing an annual work plan and agenda consistent with that direction;

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Corporate Governance Statement

For the Year Ended 30 June 2011

Exercising due diligence, fiduciary responsibility and ensuring that risk is identified and managed
Being responsible for affixing the Common Seal according to its Constitution.

Centre for Advocacy, Support & Education for Refugees Inc.'s financial statements are audited by
Australian Audit & Assurance

A General Meeting is held annually to present the annual financial statements to the Members.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Board of Management's Report

For the Year Ended 30 June 2011

The Board of Management presents the report on Centre for Advocacy, Support & Education for Refugees Inc. for the financial year ended 30 June 2011.

The names of the Directors and their positions are contained on page 7. ⁶


The net surplus of Centre for Advocacy, Support & Education for Refugees Inc. for the financial year ended 30 June 2011 after providing for income tax amounted to \$103,552.

A review of the operations of the Association during the financial year and the results of those operations are as follows:

The principal activity of the Association during the financial year was:

to provide culturally sensitive legal services to refugees, asylum seekers and persons of concern who are disadvantaged in their access to the legal system, and to provide information and education on refugee issues to interested parties.

During the period, Centre for Advocacy, Support & Education for Refugees Inc. applied the accounting policies described in note 1 to these financial statements.


Name: Mary O'Hanlon Creed
Position: Chair person
Date: 14 September 2011

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494


Statement by the Board of Management

For the Year Ended 30 June 2011

In the opinion of the Board of Management of Centre for Advocacy, Support & Education for Refugees Inc.

- The financial report presents a true and fair view of the financial position of Centre for Advocacy, Support & Education for Refugees Inc. as at 30 June 2011, and its performance for the year ended on that date, in accordance with the accounting policies described in note 1 to these financial statements.
- The operations of Centre for Advocacy, Support & Education for Refugees Inc. have been carried out in accordance with its constitution.
- At the date of this statement, there are reasonable grounds to believe that Centre for Advocacy, Support & Education for Refugees 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 of Management and is signed for and on behalf of the Board of Management by:


Name: Mary O'Hanlon Creed
Position: Chairperson
Date: 14 September 2011

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Income Statement

For the Year Ended 30 June 2011

	Notes	2011 \$	2010 \$
Grants		674,743	483,602
Fundraising		2,269	100
Investment income	0	14,174	8,350
Others including donations		59,526	63,326
Total revenue from operating activities		750,712	555,378
Employment		(425,790)	(357,349)
Program		(15,758)	(11,581)
Administration		(140,665)	(67,320)
Property		(44,971)	(33,472)
Depreciation		(19,976)	(24,658)
Total expenses from operating activities		(647,160)	(494,380)
Surplus from operating activities		103,552	60,998
Surplus before tax		103,552	60,998
Income tax		-	-
Surplus after tax		103,552	60,998
Total surplus		103,552	60,998

The accompanying notes form part of these financial statements.
This report should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Statement of Financial Position

For the Year Ended 30 June 2011

	Notes	2011 \$	2010 \$
Current assets			
Cash and cash equivalents	1	275,456	217,909
Receivables	2	96,591	55,839
Total current assets		<u>372,047</u>	<u>273,748</u>
Non-current assets			
Property, plant and equipment	5	63,229	81,546
Total non-current assets		<u>63,229</u>	<u>81,546</u>
Total assets		<u>435,276</u>	<u>355,294</u>
Current liabilities			
Payables	6	96,818	124,756
Current Provisions	7	28,163	23,795
Total current liabilities		<u>124,981</u>	<u>148,551</u>
Total liabilities		<u>124,981</u>	<u>148,551</u>
Net assets		<u>310,295</u>	<u>206,743</u>
Equity			
Retained earnings		206,743	145,745
Current earnings		103,552	60,998
Total equity		<u>310,295</u>	<u>206,743</u>

The accompanying notes form part of these financial statements.
This report should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Statement of Cash Flows

For the Year Ended 30 June 2011

	2011 \$	2010 \$
Cash flows from operating activities		
Receipts from operations	695,786	461,737
Payments to suppliers and employees	<u>(650,299)</u>	<u>(439,896)</u>
Net cash generated by operating activities	<u>45,487</u>	<u>21,841</u>
Cash flows from investing activities		
Acquisition of property, plant and equipment	(2,113)	(10,287)
Interest received	<u>14,174</u>	<u>8,350</u>
Net cash generated by (used in) investing activities	<u>12,061</u>	<u>(1,937)</u>
Net increase in cash and cash equivalents	<u>57,548</u>	<u>19,904</u>
Cash and cash equivalents at the beginning of the financial year	217,908	198,005
Cash and cash equivalents at the end of the financial year	<u>275,456</u>	<u>217,909</u>

The accompanying notes form part of these financial statements.
This report should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Statement of Changes in Equity

For the Year Ended 30 June 2011

	Retained earnings \$	Total \$
Balance at 1 July 2009	<u>145,745</u>	<u>145,745</u>
Total comprehensive income for the 2010 year	60,998	60,998
Balance at 30 June 2010	<u>206,743</u>	<u>206,743</u>
Total comprehensive income for the 2011 year	103,552	103,552
Balance at 30 June 2011	<u>310,295</u>	<u>310,295</u>

The accompanying notes form part of these financial statements.
This report should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Notes to the Financial Statements

For the Year Ended 30 June 2011

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (WA) 1987. The Board has determined that the Association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

a. Income Tax

The Association is exempt from income tax under the provisions of Section 50-5 of the Income Tax Assessment Act 1997.

b. Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

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

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

c. Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is recognised in the income statement.

d. 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.

e. 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. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

f. Cash and Cash Equivalents

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

These notes should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Notes to the Financial Statements

For the Year Ended 30 June 2011

g. Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

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

Grant income is brought to account as revenue in the year in which it is expended or in the year in which grant conditions are met. To the extent that such grants remain unexpended or grant conditions are unmet, the remaining portion of grant is carried forward to future accounting period.

h. Fund Accounting

On occasions Centre for Advocacy, Support & Education for Refugees Inc. may receive resources restricted for particular purposes. To facilitate observance of these limitations, the financial statements disclose separately those funds which are restricted or designated and those funds which are unrestricted.

Restricted funds are those funds presently available for use, but expendable only for purposes specified by the donor. Furthermore, if the Board of Management specifies a purpose for the expenditure of funds, where none has been stated by the original donor, such funds are classified as designated funds.

Unrestricted funds are those funds presently available for use by Centre for Advocacy, Support & Education for Refugees Inc. at the discretion of the Board of Management.

i. Leases

Leases of PPE where substantially all the risks and benefits incidental to the ownership of the asset but not the legal ownership are transferred to the Association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

j. 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 statement of financial position.

These notes should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Notes to the Financial Statements

For the Year Ended 30 June 2011

k Investments

Investments held are initially recognised at cost, which includes transaction costs. They are subsequently measured at fair value which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

l Events after balance sheet date

No significant events occurred after 30 June 2011 and before the signing of the that have not been appropriately disclosed in these financial statements.

m Comparatives

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

n Revenue in kind

The Association receives an in kind benefit for the interpreter services and use of premises for which a charge has been recognised in the current year's financial report, the fair value of which is estimated to be \$ 78,967 per annum.

These notes should be read in conjunction with the attached audit report.

Centre for Advocacy, Support & Education for Refugees Inc.

ABN: 90 649 933 494

Notes to the Financial Statements

For the Year Ended 30 June 2011

	2011 \$	2010 \$
Investment income		
Interest	14,174	8,350
	<u>14,174</u>	<u>8,350</u>
1 Cash and cash equivalents		
Cash at bank	275,106	217,808
Cash on hand	350	101
	<u>275,456</u>	<u>217,909</u>
2 Receivables		
Other receivables	96,591	55,839
	<u>96,591</u>	<u>55,839</u>
3 Property, plant and equipment		
Computer Equipment	24,874	53,117
less depreciation - Computer Equipment	(4,417)	(21,383)
Furniture & Fittings	50,245	66,740
less depreciation - Furniture & Fittings	(7,472)	(16,928)
	<u>63,229</u>	<u>81,546</u>
4 Payables		
Creditors	1,891	15,733
Unspent grants	70,593	100,491
Other payables	24,334	8,532
	<u>96,818</u>	<u>124,756</u>
5 Current Provisions		
Employee leave provision	28,163	23,795
	<u>28,163</u>	<u>23,795</u>
6 Reconciliation to Cash Flows from Operations		
Net surplus for the period	103,552	60,998
Non-Cash flows in net profit and adjustments		
Depreciation and amortisation	19,976	24,658
Change in Assets and Liabilities		
(Increase)/decrease in receivables	(40,752)	37,346
Increase/(decrease) in payables	(27,937)	(2,132)
Increase/(decrease) in provisions	4,367	(8,151)
	<u>45,487</u>	<u>21,842</u>
Net cash provided by operating activities		

These notes should be read in conjunction with the attached audit report.

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