

CASE for Refugees



Annual Report 2011/12

CASE is a not for profit community legal centre that provides free legal advice, representation and advocacy to refugees, humanitarian visa holders and people from Culturally and Linguistically Diverse backgrounds who live in Western Australia.

Our Vision

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

Our Mission

CASE for Refugees' 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.

Our Values

Human Rights

We believe in the fundamental right of any person to seek and obtain protection from persecution and the right to representation in the pursuit of that protection.

Compassion

We believe in affirming the dignity of each individual, whatever their differences.

Professionalism

We believe in attaining standards of excellence in all we do.

Community

We believe in the value of an inclusive community.

Table of Contents

1.0 Highlights for 2011/12.....	1
2.0 Chairperson Report	3
2.1 Chairperson Report	3
2.2 Our Board	5
3.0 Principal Solicitor Report	7
3.1 Funding.....	8
Staff profile	8
3.2 Staff	9
3.3 Volunteers	10
3.4 Community Education.....	11
3.5 Training for Law Students.....	12
3.6 Training for volunteers	12
Law Graduate profile.....	12
4.0 Judicial Review Asylum Seeker Project (“JRASP”)	13
4.1 The beginning	13
4.2 Launching the Project.....	14
4.3 And so it begins... ..	15
4.4 Those to thank.....	15
4.4 Assessing our success	17
4.5 Comments from those involved in the Project	18
4.6 The JRASP going forward.....	19
5.0 Refugees and Asylum Seekers in 2011	20
5.1 The World	20
5.2 Australia and New Zealand.....	22

6.0 Operations	23
6.1 Governance	23
6.2 Board of Management	25
6.3 Practice Management	26
6.4 People Management	26
6.5 Client Services	27
7.0 Generalist Report	28
7.1 Hours of Operation.....	28
7.2 Work Undertaken.....	28
7.3 Country of Origin	29
7.4 Areas of Law	30
7.5 Outreach service	30
7.6 Community Legal Education.....	31
7.7 Case Studies.....	32
8.0 Volunteers – An Essential Part of CASE	32
9.0 Stakeholder Relationships	33
10.0 Finance	34
10.1 Funding.....	34
Funding Case Study	35
10.2 Financial Management	36
Schedule 1 - Board Qualifications	37
Schedule 2 - Audited financial statements.....	39

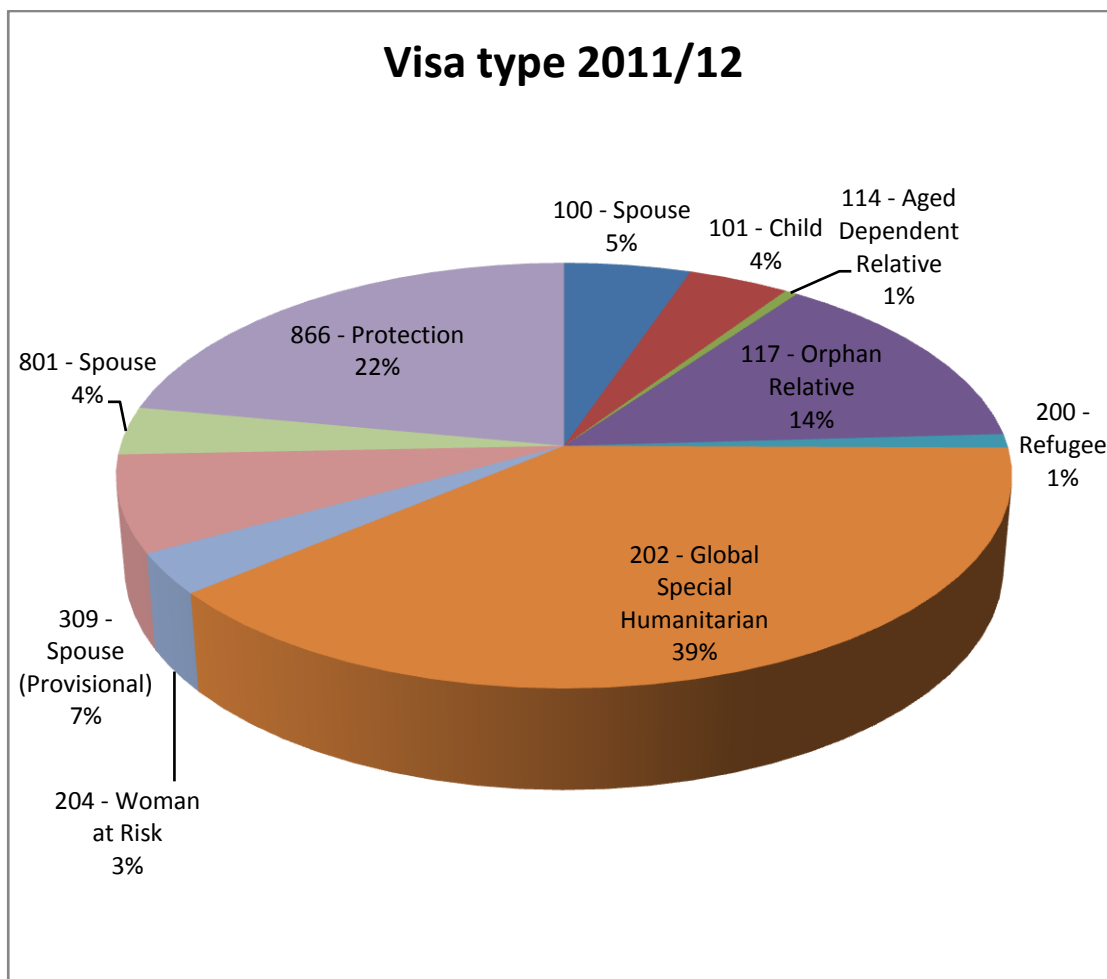
1.0 Highlights for 2011/12

CASE for Refugees' 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.



In our Family Reunion and Protection Projects, CASE made 42 applications for Protection Visas and 151 Family Reunion applications. The Visa Type applied for is illustrated in the graph below.



In 2011/12 we assisted people from 37 countries around the world. The table below shows country type for our Protection and Family Reunion clients.

Country	% of clients
Nigeria	0.17%
Viet Nam	0.17%
Nepal	0.17%
Mauritania	0.17%
Palestinian Authority (Observer to the UN)	0.17%
South Africa	0.17%
Thailand	0.17%
Sierra Leone	0.34%
China	0.34%
Kenya	0.34%
Togo	0.34%
Bangladesh	0.34%
Egypt	0.34%
Philippines	0.34%
Cameroon	0.51%
Uganda	0.68%
Eritrea	0.68%
Malaysia	0.68%
Guinea	0.85%
Liberia	0.85%
Zimbabwe	1.02%
Rwanda	1.18%
Syrian Arab Republic	1.35%
Burundi	1.35%
Congo	1.52%
Democratic Republic of the Congo	1.52%
Somalia	1.69%
Ethiopia	1.86%
Iraq	2.03%
Pakistan	2.03%
Myanmar	2.20%
Sri Lanka	2.71%
Turkey	3.05%
Sudan	5.58%
Iran (Islamic Republic of)	7.61%
Afghanistan	55.50%

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 and in the last year, Judicial Review matters. The balance between protection and family reunion cases is shifting as family reunion work now comprises over 80% of CASE's migration caseload. However, CASE continues to assist clients in new applications for protection visas and any associated appeals. This is an important part of the work of CASE.

*In 2011-12 we had a
72% success rate in the
Refugee and Migration
Review Tribunals*

In 2011-12, CASE lodged 29 appeals to the Refugee and Migration Review Tribunals. Due to the period of time taken to hand down decisions, at the time of writing we had only received decisions on 18 of these matters. Of those, 6 were negative and 12 positive. This equates to a success rate of 66%. Overall we received 22 decisions last year, some of which were lodged in the previous financial year. Of those, 16 were positive and 6 negative. This equates to a success rate of 72%.

2.0 Chairperson Report

2.1 Chairperson Report



Happy Tenth Birthday to CASE!

A decade of helping thousands of refugees and asylum seekers is a huge achievement, and one that would have been hard to imagine in those early days of CASE when an enlightened group of people first had the idea to start a dedicated free legal service to help asylum seekers on Temporary Protection Visas. Fast forward ten years and we offer a huge variety of legal services with 12 extraordinary employees, dedicated premises and an enthusiastic

Board.

Although this Annual Report is only intended to cover the financial year 2011/12, I am writing my report a week after we celebrated our Tenth Anniversary Dinner. We were a little surprised to sell out with 250 people attending, but it was testament to how much CASE is treasured by clients, volunteers, supporters and the legal profession. Thanks to all the amazing volunteers who helped put it all together, including the wonderful women from the Afghan community who cooked us a feast, the Kush Nile Band who entertained us and our amazing decorators who turned a plain hall into a cultural wonderland. Photos will follow in our next Annual Report.

I noted in my report last year that CASE's biggest challenges were finding new premises and establishing our then burgeoning new project, the Judicial Review Asylum Seeker Project ("JRASP"). I'm pleased to report that we have risen to both of those challenges this year.

After a long search, many negotiations and unexpected support, we have recently moved to new premises with Uniting Care West in Victoria Park. Our staff and volunteers are still in awe of the size of the new premises. So different to the 5 desks we finally crammed into the front room at Stirling Street! More details will be in next years Annual Report, once the paint has dried on the walls.

We thank and acknowledge the Uniting Church for the help they gave us for so many years, allowing us to operate rent free from Stirling Street. Without their help it's hard to imagine CASE celebrating 10 years.

Our newest Project, JRASP, is now firmly entrenched in the WA legal community. Our Principal Solicitor/General Manager Shayla Strapps has ensured its success through her tenacity, resourcefulness and general determination. Please read her report to also discover the wonderful team of people who have come together to help some of our most vulnerable people.

Thank you again to all our loyal supporters. CASE has had another successful year because of your extraordinary efforts. Without your volunteering, your support and your funds, we would not have been able to help the thousands of people that we have had the privilege to assist. And let's be clear that the work we do at CASE isn't for the faint hearted: it's hard, it's emotionally draining, sometimes frustrating and intellectually taxing. But the rewards are so high that it's worth it.

For the Board of CASE, this last financial year has again been one of farewelling and welcoming board members. In October 2011 we said goodbye to Jo Buontempo (Vice Chair and ex-Chair). Her wisdom, dedication and hard work over many years has been invaluable. In November 2011, after leading the organisation of another hugely successful *Out of the Dark* Lecture, we also said goodbye to event organiser extraordinaire, Caro Kay. One of our community members, Heather Marr also resigned in March 2012. We already miss her unique insights into the refugee communities.

CASE can carry on because of our voluntary board members, all of whom put so much time and effort into making CASE a success. Each Board member commits to working for CASE for at least 5 hours a month in addition to Board meetings, which can be quite a sacrifice for those already busy working full time. The breadth of experience and quality of members this year, as in past years, speaks volumes of CASE's ability to attract quality candidates for vacant positions.

We have also been delighted to welcome Sonja Zivak, Sarah Mateljan and Farid Popal 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 continue working with you all again in support of refugees.



Mary O'Hanlon Creed
Convenor, CASE for Refugees
October 2012

2.2 Our Board

The members of the Board of Management during the reporting period and at 30 June 2012 are:

Convenor	Ms Mary O'Hanlon Creed
Vice Convenor	Mr Nicholas Veitch
Treasurer	Ms Denise Cork
Secretary	Ms Eden Winnacott
Board Members	Mr David Markovich
	Ms Sunili Govinnage
	Ms Sonja Zivak
	Mr Farid Popal
	Ms Sarah Mateljan



(From left) Nick Veitch, Sarah Mateljan, Mary O'Hanlon Creed, Denise Cork and David Markovic. (absent Sunili Govinnage, Sonja Zivak, Farid Popal)

Notes

Ms Sarah Kemp resigned from the Board in October 2011

Ms Jo Buontempo resigned from the Board in October 2011

Ms Heather Marr resigned from the Board in March 2012

Ms Caro Kay resigned from the Board in August 2011

Ms Sonja Zivak joined the Board in September 2011

Ms Sarah Mateljan joined the Board in October 2011

Mr Farid Popal joined the Board in April 2012

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.

3.0 Principal Solicitor Report



I can't believe that this is the fifth annual report that I am writing for CASE. This October will mark 5 years since I started. However, it is with some melancholy that I write this report as it is the first that I am writing as the sole Principal Solicitor. Amanda was appointed to the Refugee Review Tribunal in July this year and has bid us farewell. This will make the second Principal Solicitor that CASE has 'trained up' for the RRT and a sign that could be construed to reflect its high view of the organization and the work we do.

As with all my previous reports, there is much change, many exciting developments and still more growth. As I do every year, I thank the staff, our loyal volunteers and the Board for their support and hard work throughout the year.

At 30 June 2012 we now have 10 paid positions with 11 staff members and plans to further expand this in 2012/13.

This year has seen the implementation of the Judicial Review Asylum Seeker Project on which I provide more details in Section 4 of this report. This has proven to be a really exciting project for CASE and has given us the opportunity to build new relationships with the legal profession, the Courts and the Bar along with being of great value to our clients. In my joint role of General Manager/Principal Solicitor and the Judicial Review Project Coordinator, I'm not sure I can recall a time when I was busier at CASE!

Everyone else has also been busy this year. With the awarding of the new IAAAS contract to CASE in July 2011, we saw our allocation and workload double. Every year I always hope that I can report on a decrease to our waiting periods and for our waiting list. Unfortunately this never seems to happen and this year is no different. With our colleagues at Legal Aid and SCALES losing their IAAAS contracts, we saw even more people contact us for assistance and word continues to spread about the work that we do. Our waiting list remains at about 70 for first appointments and about 40 who are awaiting to attend an information session. This can equate to a waiting time of 6 months for non urgent work.

"The work CASE is doing for asylum seekers is of fundamental importance. Advocacy for the most vulnerable is never easy but CASE does it day in and day out with great professionalism and passion."

Greg Barnes – Michael Kirby Chambers Hobart

At the time of writing, we have just moved to our new premises in Victoria Park. This will be a great relief for everyone as the space issue had reached the point where we are working from two different offices. This presented its own set of challenges and it will be wonderful to all be together again.

3.1 Funding

As reported briefly in last year's report, this year heralded the news that we had been successful in our application for the new IAAAS (Immigration Advice and Assistance Scheme) contract. This means that CASE can continue to provide protection and family reunion advice to the most disadvantaged in the community. We were also saddened to hear the news that other NGO's and Legal Aid WA had lost the contract as they have provided many years of high quality work under the previous contract.

The United Nations Torture and Trauma Fund once again renewed our grant which allowed us to continue to do the very important work that we do with torture and trauma victims. We did however see a further reduction in the amount which was seen across all grants from the UN due to the general global downturn and the reduction in donations received by the UN.

For the fourth year running, we were invited by the Allens Arthur Robinson Charity Committee to make a proposal. Over the past 3 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.

Staff profile

"Originally from Sydney, I moved to Perth in 2005 and finished an Arts degree, majoring in philosophy. I then studied law at Murdoch, graduating in 2009 with first class honours. I registered as a migration agent and began volunteering at CASE's Saturday morning clinics in the latter part of 2010. After a brief experience with skilled visas, I worked with a firm providing migration assistance to asylum seekers in detention and then moved onto staff at CASE. This year I've continued studying towards a Masters in Public and International Law and endured College of Law in order to be admitted as a solicitor. I really enjoy the mix of legal and socio/political issues that refugee work entails. Every client and every case is different and both the law and country information are constantly changing. By far the best thing about working at CASE for Refugees though is the fantastic people I get to do it with. The staff, volunteers and most of all, the clients, make it a privilege to come to work each day."



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

3.2 Staff

As mentioned earlier, our biggest departure this year was Amanda, who left us to take up a full time position as a Member at the Refugee Review Tribunal from July 1, 2012. It was an emotional and sad time when she left and CASE is immensely grateful to her for all her hard work and dedication that she has put in over the past 4 and a half years. We wish her the best of luck and know she will keep in touch.

Annette Van Gent, our generalist solicitor and Elain Flynn also both left us right at the end of the financial year for positions within the private sector. We are grateful to them both for all their hard work and dedication and will miss them both. As always, Gwynneth, Bill and Marti continue to pour their heart and soul into CASE and do amazing work for our clients. Our

wonderfully efficient admin team in Caro and Julie (see left) do an amazing job in supporting the migration agents and lawyers and keeping us all in line. We are very grateful for the hard work that they do every day.



Bernice Carrick joined us in August 2011 as a migration agent and also Law Graduate. Bernice has proven to be a very welcome addition to the team with her breadth of knowledge about all things refugee. Bernice started part time but we were very pleased to be able to increase her hours to full time later in the year.

At the time of writing, we have recently employed Luke Nixon for the newly created role of Senior Solicitor.

Looking forward into the 2012/2013 sees a slight change in our finance roles. After 18 months of work, George has helped us to secure new accommodation, and so the fixed term role of Business Development Officer finished on June 30. George had also been working in the bookkeeper role for some time and with growth of CASE, it became apparent that we needed a larger finance role. The expanded role sees George employed 2 days per week as our Finance Officer.

As at 30 June 2011 we have 12 paid positions with 11 staff as follows:

General Manager and Principal Solicitors- 1.2FTE	Amanda Goodier (0.8FTE) (now vacant) and Shayla Strapps (0.4FTE)
Senior Solicitor (0.8FTE)	Marti Rinsma
Generalist and CLE Solicitor (Full time)	Annette Van Gent
Migration Agent (0.6 FTE)	Bill Thomas
Migration Agent (0.6 FTE)	Gwynneth Ife
Migration Agent (Full time)	Bernice Carrick
Judicial Review Asylum Seeker Project Coordinator (0.4FTE)	Shayla Strapps
Administration Officer (Full time)	Caro Nye
Client Liaison and Secretarial support (Part time school based hours 0.8FTE)	Julie Jacob
Receptionist (Full time)	Elain Flynn
Business Development Manager (0.6FTE) (fixed term contract ended 30 th June 2012)	George Lowry
Bookkeeper (0.2FTE)	George Lowry

3.3 Volunteers

I never cease to be amazed by the tremendous contribution that CASE volunteers give us. This year is no different with an astonishing 2668 hours of volunteer work provided to us. We would

not be able to provide the services that we do without them and we are very grateful.

68 volunteers gave us 2668 hours of their valuable time in 2011/12.

Our Tuesday evening clinic to support the Family reunion project continued throughout the year as did our longstanding Saturday clinic.

The implementation of our rewritten legal training proved to be well received.

Besides attending the training sessions our

volunteers are resourced with a handbook and a detailed Volunteer Resource Manual. We currently have 12 Volunteer Migration Agents. We have many people expressing interest in volunteering and so we have now implemented a yearly intake rather than an ongoing recruitment through the year.

3.4 Community Education

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 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 are contained in the report about the Generalist Service in section 7 below.

Over the past year, CASE has been involved in the following educational activities:

- March 2012 – attended UWA Blackstone Society “alternative careers fair” where there was a lot of interest in volunteering as well as prospective career opportunities in human rights law.
- November 2011 - CASE, in conjunction with CARAD, hosts an annual fundraiser, the ‘Out of the Dark’ lecture series. On 2 November 2011 the event was titled *“It’s Q & A meets the Malaysian Solution”*, with Guest Speakers, Dr David Corlett - host of SBS's "Go Back to Where You Came From", Eminent Malaysian Barrister, Dato’ M. Ramachelvam and hosted by the Hon Barry Jones AO. It was held at Winthrop Hall and was well attended.
- October 2011 – Shayla Strapps was an invited panel member on the Hypothetical event *‘A World Without Borders’* on Saturday Oct 29th at Northbridge Piazza. The event was one in a series hosted by City of Perth during the CHOGM weekend, the overall event is entitled: *Global Portal: A Weekend of activities celebrating a global community through music, debating, film and technology.*
- August 2011 – Social Justice and Human Rights Law careers evening with other organisations such as ALS and Red Cross where CASE detailed what we do to help attendees find ways to get involved in human rights and social justice issues.
- Law Week 2011 – Presented on a panel regarding the asylum seeker debate in Australia with Paul Murray (6PR/The West), Senator Michaela Cash, Barrister Robert Lindsay and Deputy District Registrar Blades. Well attended and opened up the discussion on a continually contentious issue in Australian politics.
- During Law Week 2011, CASE presented at a seminar titled ‘Working with Pro-Bono clients’. It was held at the Law Society and attended by about 50 people, most of whom were junior lawyers who were interested in doing some pro-bono work.

3.5 Training for Law Students

CASE has again 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 offered placements to 3 law graduates to complete their practical placement.

3.6 Training for volunteers

This year CASE has conducted a 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.

Luke is a volunteer who benefited from Building Bridges workshop:

"I believe that the Building Bridges training is an essential first step in one's career working with people from diverse backgrounds and who have suffered experiences not comprehensible to people lucky enough to have grown up in a country such as Australia. The training provided me with tangible skills which I am constantly referring to, even now, after having volunteered for over a year. Building Bridges helped me to overcome what is no doubt one of the biggest hurdles facing all migrants to Australia - communication. Having discussed the different cultural nuances I am better able to communicate with client's I speak to at CASE for Refugees. Developing an understanding of where people have come from, and what they have experienced, helps me to better to play my role in helping them to get where they want to be."

Kate is volunteer who recently undertook legal training:

"I found the training incredibly useful. It provided a broad overview of the work that you do and the way

Law Graduate profile

"I started at CASE in September 2011 as a law graduate and was assigned to the Judicial Review Asylum Seeker Project. In the past year at CASE I have been exposed to a range of experiences and have learnt more than I did during my four years of university.

I have been taught so many practical legal skills, and have had the pleasure to work with individuals who have inspired me, guided me and taught me many valuable lessons.

Above all, I have been given the opportunity to actually make a difference in the lives of people who are less fortunate than I. Every day at CASE is rewarding and I look forward to many more days to come."

Tannaz Pasha, Law Graduate



that we as volunteers can help. I walked out of the training session feeling very excited and eager to assist my first client! I felt that the resources provided to us were definitely adequate information for us to read over to prepare ourselves for the family reunion work. Overall, it was a great introduction that I came home from, raving to my friends and family about how much I felt I was going to enjoy volunteering with you!"

As always, I look forward to another busy year at CASE in 2012/13.



Shayla Strapps
General Manager and Principal Solicitor

4.0 Judicial Review Asylum Seeker Project ("JRASP")

4.1 The beginning

Early in the 2011/12 year, it became apparent that the effect of the recent high Court decision in M61 was starting to filter through to people in detention. M61 decided that those who are in detention and processed through the governments offshore system, or Independent Merits Review (later Independent Protection Assessment), were able to challenge the basis of that decision through the Federal Magistrates Court. Word spread and clients soon started calling CASE, seeking assistance to make an application in the Federal Magistrates Court.

In 2011/12 our clients were the recipients of over \$200,000 of pro bono legal advice for Judicial Review matters

Initially we turned people away and when trying to find somewhere to refer them, we soon realized that there was no other service in WA that was providing such a service. Legal Aid had only minimal funding for such services and were unable to provide assistance to the huge numbers of people that were seeking assistance.

The CASE Board decided that something had to be done. CASE was the obvious choice to set up a project that would help people to make applications in the FMCA. But of course, the usual problem presented itself, there was no funding to fund such a project. After some initial investigation, we realized that if we were to wait until funding became available, we would be unable to help the many people who needed help now. The Board resolved to use a small amount of surplus funds to fund the Project for a year and to continue its search for funding throughout the year. After throwing around a few different name options, the Judicial Review Asylum Seeker Project ("JRASP") was born in early September 2011. I commenced work an

additional 2 days per week to manage the project and became the Project Co-Ordinator as well as continuing with my Joint General Manager and Principal Solicitor role.

4.2 Launching the Project

Work started quickly. Aside from the direct assistance to clients, we wanted to ensure that information sessions to detainees were given so that they knew where to find us and how to seek assistance in a timely manner to meet the tight 35 day limitation period.

Myself and Amanda Goodier navigated through the Department of Immigration bureaucracy to allow us to present a series of information sessions at both Christmas Island and Curtin detention centres. We held 7 sessions at Christmas Island and 12 sessions at Curtin. At each centre the sessions we presented were accompanied by an interpreter in a number of languages including Farsi, Hazaragi, Dari and Pashtun. The sessions were well received by the detainees and also by the DIAC staff who found the information provided very useful.

Relationships were built quickly with the eastern states PILCH (Public Interest Legal Clearing House) in both NSW and Victoria who also have similar projects. I am grateful for the support that these organisations provided, particularly in the early days which saved much duplication of work and allowed us to hit the ground running.

We held meetings with the Law Society, the Federal Court and Legal Aid to make sure that our efforts were targeted and useful and could ensure a good outcome for clients. Calls went out to the profession and the Bar Association for those who would be interested in helping us pro bono. We quickly released that JRASP was not going to fit into the CASE office and so we leased a small 18m2 office at Claisebrook Lotteries House to run JRASP from. We squeezed 4 of us in there and consoled ourselves that the lack of natural light at least prevented any time wasted

looking out the window!



The floor was sometimes the only space available at our little JRASP office!

4.3 And so it begins...

The demand was overwhelming and incessant. The funding only paid for the part time Coordinator position so I quickly advertised for Law Graduates who would be willing to work with the JRASP in a voluntary capacity. Tannaz Pasha started work quickly. Tannaz is of Iranian descent and a Farsi speaker, a skill which quickly became very useful! Tannaz has become a real asset to JRASP and my right hand woman, without whom we would be unable to achieve as much as we have.

From September until December 2011 we had in excess of 100 people contact us and very quickly the workload became too much. In February 2012 we had to advise clients that we could no longer take on new matters due to the huge demand. We started referring clients to PILCH NSW and Victoria. We continued to take referrals direct from the Federal Court but were unable to assist those that had not managed to file an application for themselves.

4.4 Those to thank

It goes without saying that a 2 day a week Coordinator was never going to achieve much without the support of a raft of people and organisations. I would like to take this opportunity to give thanks to those people, who I hope feel as much pride in the JRASP as I do, safe in the knowledge that it would not have been possible without their assistance. There are so many people to mention but I would like to cover them all and in no particular order.

Tannaz, my voluntary Law graduate has been a champion for the cause. It can be very tough dealing with some of our clients. Many have mental health problems, many have suffered torture or trauma, many are anxious about who they have left behind. We regularly deliver bad news to them and have to manage their emotions. This is a hard job for someone who has been doing it for some time. I am therefore astounded at how Tannaz has managed this role in her first year out of law school. I have never heard her raise her voice at a client, never get angry with them and never lose patience. For someone who had little to no experience dealing directly with clients, she has proven an excellent up and coming lawyer. I thank Tannaz for the 4 days a week voluntary work that she gave to this Project over the past year. I am pleased to

"The experience of working with CASE is always enjoyable, professional and rewarding."

Henry Jackson – Barrister,
Francis Burt Chambers

report that I have been able to find some money in this year's budget to employ Tannaz as a law clerk for 2 days a week in 2012/13. Her ongoing generosity means that she continues to come in 4 days a week and volunteer those additional 2 days.

A number of law firms have been key supporters of this Project. Corrs Chambers Westgarth, Allens Linklaters and King & Wood Mallesons quickly jumped aboard and have been invaluable

in the support that they have provided. Allens have seconded administrative support to the JRASP office one day per week since November 2011. The administrative support has been invaluable. Corrs also provided administrative support once every two weeks.

In February 2011, we ran two CPD sessions to help to train the King & Wood Mallesons and Corrs solicitors about Judicial Review and administrative law. The sessions were attended by more than 60 people and were oversubscribed and I had to turn people away! King & Wood Mallesons were very generous and hosted the seminars for us, provided refreshments, compiled

the 60 folders of material that were provided to attendees.



A number of barristers also gave up their valuable time to present the seminars including Matthew Howard SC, Peter Hannan, Nilan Ekanayake and Henry Jackson. His Honour Siopis J also generously gave up his time to provide an introduction to the seminars. (pictured left). A special thanks must go to Matthew Howard who has been very generous with his time and expertise for JRASP.

Both Mallesons and Corrs have also conducted a number of matters pro bono for the JRASP. I look forward to continuing to work with all of these firms in the coming 12 months.

I have also had a number of volunteers that have been of enormous help to the JRASP. Too many to mention them all but Luke Carbon and Jade Roberts gave me many hours of their time willingly and cheerfully.

The support of the members of the WA Bar Association has been excellent. I currently have over 20 barristers on my books, all of whom are assisting our clients pro bono. Just some of these are included in the list overpage.

It has been a pleasure and an honour to work with all of the members. They have all been very supportive and understanding of the limited resources under which we operate. I hope that they have found the experience to be as positive as I have and I look forward to continuing to work with them.

Matthew Howard SC – Francis Burt Chambers	Patricia Cahill SC – Francis Burt Chambers
Peter Van Hattem SC - Francis Burt Chambers	Henry Jackson – Francis Burt Chambers
Michael Fuetrill – Francis Burt Chambers	Peter Hannan – John Toohey Chambers
Elsbeth Hensler - Francis Burt Chambers	Richard Hooker - Francis Burt Chambers
Robert Lindsay – Sir Clifford Grant Chambers	Marco Tedeschi - John Toohey Chambers
Katja Levy - Francis Burt Chambers	Justin Edwards - Francis Burt Chambers
Judy Seif – Howard Chambers	Tina McAuley - Francis Burt Chambers
David Blades – John Toohey Chambers	Eric Heenan - Francis Burt Chambers
Greg Barnes – Michael Kirby Chambers (Hobart)	Tim Hammond – Francis Burt Chambers

4.4 Assessing our success

Of course, at the end of the day, the most important questions are:

- Can the JRASP be considered worthwhile or successful; and
- Have we made some difference to the people we have been trying to help?

I think the answer to both questions is a resounding ‘yes’. For those who we have managed to obtain successful outcomes at Judicial Review, we have made a huge difference, another chance to make their Refugee case with a fair hearing. For those who have not been successful, we hope that we have at least provided them with an opportunity to feel as though their case has been properly presented and considered in Court. The process is slow but we have received positive decisions in 75% of the matters so far. We are awaiting decisions in 11 additional matters.

Our clients have been the recipients of over \$200,000 of pro bono legal assistance. I believe that this alone shows how successful the JRASP has been. The fact that we can act as an intermediary between the client and a pro bono barrister in garnering this support is so important and would have been a resource that the client would not have been able to access if it were not for the JRASP

4.5 Comments from those involved in the Project

"I was very impressed by the efficiency, professional and dedication of you and your team"

Katja Levy – Barrister, Francis Burt Chambers

"It has been a pleasure to be involved in such an important project for the provision of essential legal services for so many disadvantaged and marginalised people".

Richard Hooker – Barrister, Francis Burt Chambers

"As a barrister, I have found working with CASE for Refugees a partnership that really works for me. In the past I have taken pro bono referrals and found it frustrating that I have to attend to everything – not just the barrister side of things. CASE takes care of client relations, organising transcripts, dealing with the Minister's solicitors, etc – all of which makes me far more inclined to "do my bit" when CASE is involved.

Peter Hannan – Barrister, John Toohey Chambers

"The experience of working with Case is always enjoyable, professional and rewarding."

Henry Jackson – Barrister, Francis Burt Chambers

"I regard the programme as being very important. Significantly, the Commonwealth has agreed to withdraw a number of flawed decisions after the programme's intervention. However, perhaps of even more significance is that it provides people who would otherwise be voiceless before our courts the opportunity to have a voice. Shayla and the Board of CASE are to be commended for this work."

Matthew Howard SC
Francis Burt Chambers

"I personally find that working in this area can be fulfilling and rewarding, however because of external pressures it can often be overwhelming. Working with the resources and expertise that Shayla and her team provide, I have been able to volunteer my time in a more efficient way and assist more asylum seekers than I would otherwise have been able."

Nilan Ekanayake
Francis Burt Chambers

"I would like to commend CASE for the excellent work it did in running the CPD sessions in the Federal Court. It provided new pro bono counsel with an opportunity to learn and share from experienced counsel – this of course enhances skills and the potential of better outcomes. I found Shayla and the team at CASE very professional and supportive in their liaison with clients in the detention centres on our behalf. They went out of their way to provide information and support to assist the appeals. "

Brenda Robbins
Sir Clifford Grant Chambers

“The work CASE is doing for asylum seekers is of fundamental importance. Advocacy for the most vulnerable is never easy but CASE does it day in and day out with great professionalism and passion.”

Greg Barnes – Michael Kirby Chambers Hobart

“I am grateful to CASE for Refugees for coordinating the Judicial Review Asylum Seeker Project which makes such an important contribution to facilitating access to justice for asylum seekers. It provided me with an essential link to provide pro bono assistance as well - often we may wish to provide assistance but are not sure how to go about providing it. CASE was also available to provide guidance in relation to case strategy as they were in a position to see the trends of arguments and issues that had arisen with other asylum seekers in similar positions. The educational seminars were also very valuable in this regard. This made the process of representing the client much more efficient and effective. Crucially, they could also provide guidance on broader issues affecting asylum seekers in detention, including the conditions facing them there, the likelihood of, and processes concerning, community detention orders and bridging visas and access to mental health care, community support and quality translation services. All of these issues affect the capacity of asylum seekers to participate meaningfully in the legal process, and the manner in which legal services are provided. This is certainly a project which ought to continue, particularly in the uncertain and complex legal environment which surrounds migration law and policy in Australia. My thanks go to Shayla, Amanda and the team at CASE for their stellar efforts.”

Maria Lammattina – Barrister and Solicitor, Castledine Gregory

4.6 The JRASP going forward

JRASP remains unfunded and so CASE continues to look for funding. We are launching a number of fundraising ideas in 2012/13 which we hope will allow us to keep JRASP running throughout 2012/13.

Of course the Offshore processing arrangements are ever changing and at any time we can see huge changes which might affect the Project and the demand, either upwards or downwards. We will continue the Project and be flexible to make the changes required to make it as relevant as possible in the changing Migration environment.

It has been a real ride implementing and managing this Project over the past year. I am very proud of the work we have done, immensely grateful to those who have helped and supported us and I am looking forward to another productive year ahead.

Shayla Strapps
Project Co-ordinator

5.0 Refugees and Asylum Seekers in 2011

5.1 The World

In 2011, millions of people around the world fled countries that are experiencing recent or ongoing conflict, turmoil or security concerns.

In particular, hundreds of thousands of people were forced to leave their homes in Afghanistan, Côte d'Ivoire, Libya, the Syrian Arab Republic and Tunisia. Many of those people sought protection from another nation in the form of an application for asylum or refugee status.

According to a report by the UNHCR—the refugee agency of the United Nations—there was a 20 per cent rise in asylum claims in industrialised countries in 2011. The UNHCR report covers 44 countries in Europe, North America, Australasia and north-east Asia.¹

The people who applied for asylum in 2011 were mainly fleeing new conflicts, but there was also a rising outflow from older crisis areas such as Afghanistan. An estimated 441,300 asylum claims were recorded last year, compared to 368,000 in 2010—an increase of almost 20 per cent.

The largest increase was recorded in southern Europe, which saw 66,800 asylum claims—a jump of 87 per cent. However, the UN High Commissioner for Refugees, António Guterres, asked that these figures be put in perspective:

"The number of asylum claims received across all industrialized countries is still smaller than the population of Dadaab, a single refugee camp in north-east Kenya," he said, referring to a camp complex for Somali refugees.

Taken as a whole, the 38 countries of Europe together registered 327,200 claims, more than any other region and a 19 per cent increase over 2010. North America received 99,400 claims, almost a quarter more than the total a year earlier. Japan and the Republic of Korea registered a record 2,900 claims, a 77 per cent increase over 2010.

Only the Nordic countries and Australasia saw asylum-seeker numbers *declining*, with falls of 10 per cent (45,700 claims) and 9 per cent (11,800 claims) respectively.

Reflecting turmoil in West Africa and in the Arab world, asylum-seekers from Côte d'Ivoire, Libya, Syria and other countries reached record levels in 2011, with 16,700 more claims than in 2010.

¹ The 44 countries are: 27 Member States of the European Union, Albania, Bosnia and Herzegovina, Croatia, Iceland, Liechtenstein, Montenegro, Norway, Serbia (and Kosovo), Switzerland, The former Yugoslav Republic of Macedonia and Turkey, as well as Australia, Canada, Japan, New Zealand, the Republic of Korea and the United States of America.

The country of origin of the largest number of claimants was Afghanistan, with a 34 per cent increase over 2010 to 35,700. China remained the second largest source country (24,400 claimants), followed by Iraq (23,500).

The United States, with an estimated 74,000 claims, ranks as the country with the highest number of asylum applications in 2011 among the 44 countries covered by the report.

Globally, however, the country with the highest number of asylum applications is South Africa (not covered by the report), which saw 107,000 claims between January and December 2011.

Table: Countries receiving most applications for asylum 2007-2011 (percentage of share)

Country	2007	2008	2009	2010	2011
United States	15%	13%	13%	15%	17%
France	9%	9%	11%	13%	12%
Germany	6%	6%	7%	11%	10%
Italy	4%	8%	5%	3%	8%
Sweden	11%	6%	6%	9%	7%
Belgium	3%	3%	5%	6%	6%
United Kingdom	8%	8%	8%	6%	6%
Canada	8%	10%	9%	6%	6%
Switzerland	3%	4%	4%	4%	4%
Turkey	2%	3%	2%	3%	4%
Austria	4%	3%	4%	3%	3%
Netherlands	2%	4%	4%	4%	3%
Australia	1%	1%	2%	3%	3%
Greece	8%	5%	4%	3%	2%
Norway	2%	4%	5%	3%	2%

Source: UNHCR Report, *Asylum Levels and Trends in Industrialized Countries*, March 2012

5.2 Australia and New Zealand

The UNHCR report states that the number of asylum-seekers in Australia and New Zealand decreased by 9 per cent during 2011 (11,800 claims) compared to the previous year (13,000).

The decreases occurred primarily in Australia, where 11,500 claims for asylum were made; down 9 per cent from 2010.

This was the first decrease observed in Australia in six years, and is due to fewer asylum-seekers arriving to Australia by boat. Roughly one third of asylum seekers in Australia originate from Afghanistan or the Islamic Republic of Iran.

Asylum levels in Australia remain below those recorded by many other industrialized and non-industrialized countries. In New Zealand, levels have remained fairly stable in the past six years (averaging 300 new claims per year).

Humanitarian Program figures (Australia)

Humanitarian Program grants by category 2006–07 to 2010–11					
Category	2006– 07	2007– 08	2008– 09	2009– 10	2010– 11
Refugee	6003	6004	6499	6003	5998
Special Humanitarian (offshore)	5183	4795	4511	3233	2973
Onshore ¹	1793	2131	2492	4534	4828
Temporary Humanitarian Concern	38	84	5	-	-
Total	13 017	13 014	13 507	13 770	13 799

¹ Includes protection visas and onshore humanitarian visa grants that are countable under the Humanitarian Program.

Source: Australian Government, Department of Immigration and Citizenship

Offshore visa figures (Australia)

2010–11 offshore visa grants by top ten countries of birth	
Countries	Number of visas granted
Iraq	2151
Burma	1443
Afghanistan	1027
Bhutan	1001
Congo (DRC)	565
Ethiopia	381
Sri Lanka	289
Iran	271
Sudan	243
Somalia	190

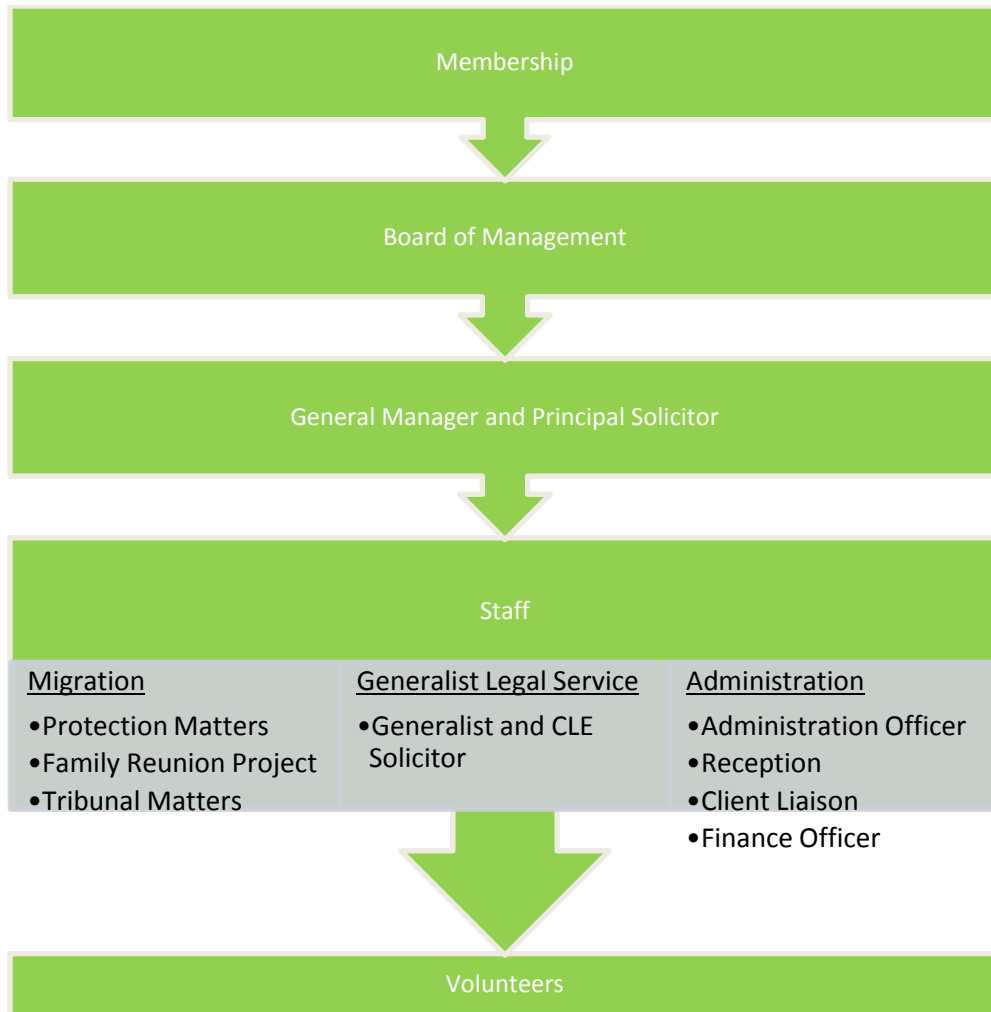
Source: Australian Government, Department of Immigration and Citizenship

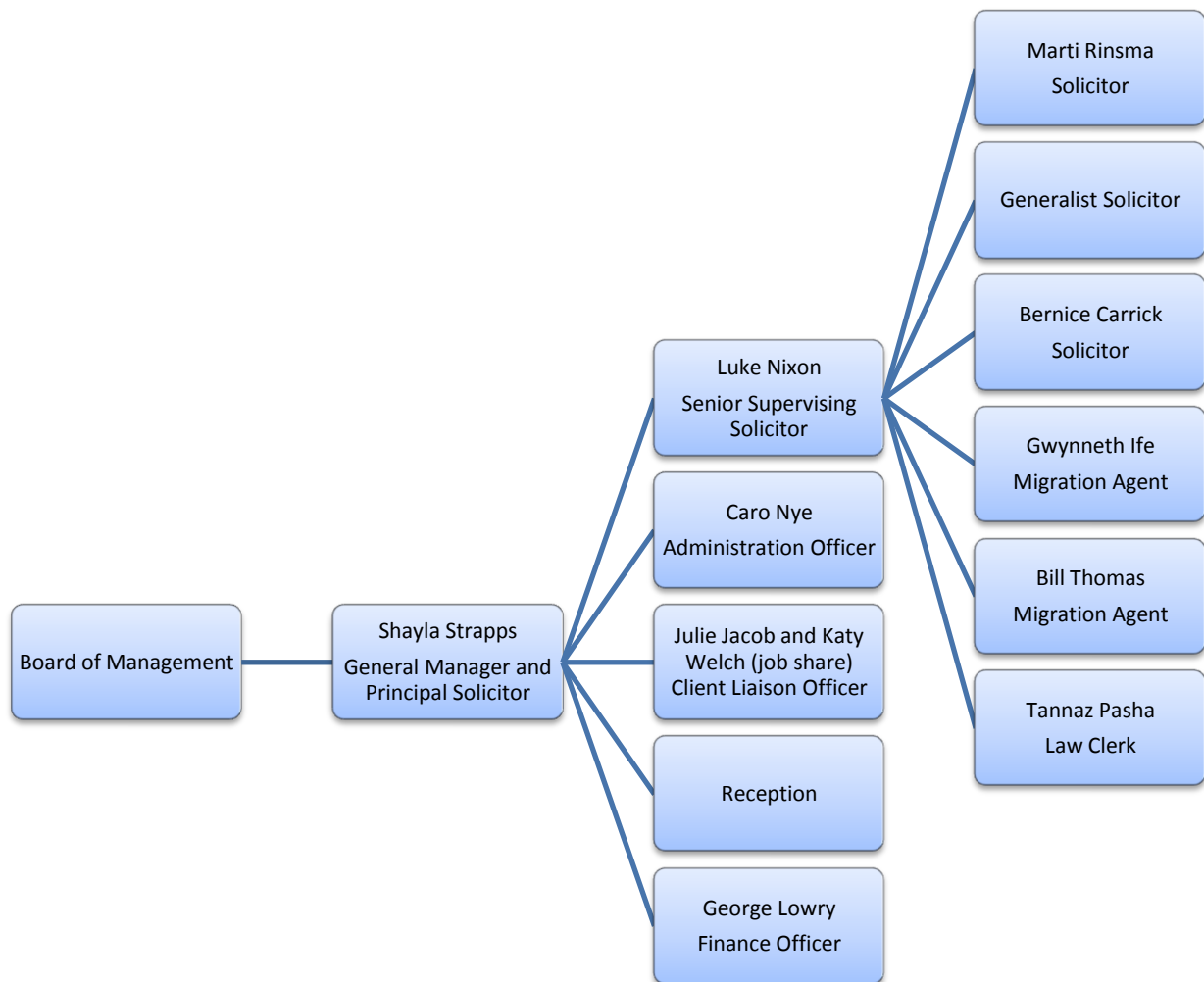
6.0 Operations

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

6.1 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. (from July 1, 2012)





6.2 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 General Manager and Principal Solicitor. 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 1.

6.3 Practice Management

The General Manager and Principal Solicitor is primarily responsible for the management of the legal practice and the maintenance of quality practising standards, and is accountable to the Board in this regard. The position 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 Legal Practice Subcommittee has a mandate to ensure the development of quality practice standards and compliance with legal practice and migration law legislative requirements.

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

6.4 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 which is conducted by the General Manager or their immediate supervisor.

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.

6.5 Client Services

6.5.1 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.

Our work this year has also expanded into Judicial Review (see more details at Section 4 above)

6.5.2 Saturday Family Reunion Project

CASE continues to assist people of refugee background to bring family members to Australia during the Saturday and Tuesday evening Clinics. 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. We will then arrange any subsequent follow-up appointments to suit the client and volunteers team. The volunteer Migration Agents, lawyers and law students are supervised by the CASE Principal Solicitor during this time.

These clinics continue to be an important means of assisting our clients.

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.

6.5.3 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. In our third year of funding, we continued to work hard to assist the CaLD community. We continued the weekly outreach program with the Women's Health Service to provide advice to CaLD women who are experiencing domestic violence. This service has provided advice on a wide range of areas including tenancy, criminal law, criminal injuries compensation, family law, domestic violence, immigration, social security, wills and small debts. Further details can be found in the Generalist Report in 7.0 below.

7.0 Generalist Report

7.1 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.

7.2 Work Undertaken

Our statistics for the 2011/12 funding period are as follows:

Assistance	2011-12	2010-11
Information	253	230
Advice	354	270
New cases opened	117	28
Cases closed	76	39
Community Legal Education Projects	28	31

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

7.3 Country of Origin

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

Country	% client group
Cyprus	1%
Egypt	1%
Eritrea	1%
Fiji	1%
Germany	1%
Korea	1%
Macedonia	1%
Mauritius	1%
Moldova	1%
Mongolia	1%
Morocco	1%
Nigeria	1%
Pakistan	1%
Poland	1%
Qatar	1%
Romania	1%
Russia	1%
Singapore	1%
Zimbabwe	1%
Colombia	1%
Ghana	1%
Liberia	1%
South Africa	1%
El Salvador	2%
Japan	2%
Kenya	2%
Malaysia	2%
Zambia	2%
Afghanistan	3%
Democratic Republic of the Congo	3%
Ethiopia	3%
Iran	3%
Sri Lanka	3%
Indonesia	4%
Iraq	4%
Somalia	4%
Burundi	5%
India	5%
Philippines	5%

Sudan	5%
Thailand	5%
Vietnam	7%
China	10%

7.4 Areas of Law

Throughout the year, the service continued to experience strong demand for services in a number of different areas of law. Our outreach service created a strong demand for family and domestic violence services. We also saw strong demand for migration assistance in relation to appeals to the Federal Magistrates Court (see Report on Judicial Review Project at Section 4). However we still experienced demand for tenancy (both for public and private housing tenants), credit and debt, motor vehicle insurance matters, criminal injuries compensation, wills, employment, and criminal law. The following table are the most common problem types presenting at the generalist service during 2011/12:

Immigration Refugee/Humanitarian-Offshore
Property in marriage
Immigration Other Visa
Divorce
Child residency
Immigration Misc
Other civil violence/restraining orders
Injuries compensation
Taking child overseas
Child contacts or contact orders
Govt/admin FOI/privacy
Property de facto
Maintenance application spouse
Credit and debt owed by client
Credit and debt owed to client
Paternity
Wills/probate power of attorney

7.5 Outreach service

This year the service continued to work on identifying and developing strategies for areas of unmet need within the CaLD community. We also continued to work on previously identified areas of 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 Outreach Service partnership continued 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 produced a strong demand for services and the service continued throughout the year.

7.6 Community Legal Education

The generalist legal service has continued to provide community legal education to the CaLD community throughout the 2011 – 2012 financial year. Various community legal education sessions were developed and delivered. 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 are;

- A series of six community legal education sessions for a newly arrived multicultural women's group at the Booglaari Community House in Langford, covering the topics of:
 - Family law and family violence;
 - Family reunion;
 - Child protection;
 - Credit and debt issues;
 - Motor vehicle accidents (two sessions delivered on this topic).

These sessions were developed and delivered in conjunction with the Parkwood Integrated Services Centre. The sessions on family law and family violence, and child protection, were delivered in conjunction with staff from the Cannington office of the Department for Child Protection. The sessions had an average of fifteen attendees from countries including Afghanistan, Burundi, Liberia, China and Vietnam.

- Two community legal education sessions for newly arrived multicultural parents' groups at the Thornlie Primary School in Thornlie, about family reunion. The first session was delivered to an audience of fifteen people from the Burmese community. The second session was delivered to an audience of approximately twenty people from a number of different communities including the Afghan community, Burundian community and Chinese community;
- A community legal education at the Ishar Multicultural Women's Health Service about tenancy issues, for a Burmese women's group. It was attended by approximately twenty people;
- A community legal education session for staff at the King Edward Memorial Hospital, about common legal issues for recently arrived migrant and refugee women. This session had an audience of approximately thirty five people, all of them staff at the King Edward Memorial Hospital who work directly with migrant and refugee women;
- A community legal education session at the Edmund Rice Centre in Mirrabooka about family violence. This session was attended by approximately twenty people from the Burmese, Burundian and Liberian communities of the northern suburbs of Perth.

All sessions were well-received, with the generalist service being invited to provide further sessions at the Boogalari Community House and at the Edmund Rice Centre. The sessions also resulted in a number of attendees approaching the generalist legal service for assistance with legal matters.

7.7 Case Studies

Case Study 1

Our client is from Ethiopia and was granted a temporary visa after marrying an Ethiopian Australian citizen. There were two children, both aged under 4. The relationship deteriorated, and the client's wife limited contact with the children and threatened to cancel the client's temporary spouse visa which would result in the client having to return to Ethiopia. This would have the devastating effect of the client not being able to see his two young children.

CASE assisted by providing advice to the client in relation to his visa options and the various family law issues that were also important. We corresponded with DIAC and Births, Deaths and Marriages to provide the information needed to assist the client with an application of a subclass 100 (Partner) visa, so he could remain in Australia and have contact with his children.

The visa was granted and the client now holds a visa which will allow him to remain indefinitely in Australia and after 5 years he may choose to apply for Australia Citizenship or Resident Return Visa.

Case Study 2

Our client is from Sri Lanka. She was the victim of severe domestic violence. CASE assisted her with several matters including family court proceedings, a tenancy matter and currently criminal injuries compensation.

The domestic violence included both physical and psychological abuse and was very serious. Amongst other things, in breach of a Violence Restraining Order, the client's life was threatened and an attempt was made to kill her. This attempt resulted in criminal charges against the ex partner for which he was imprisoned and he still awaiting the final sentence.

CASE assisted the client to prepare response documents in the Family Court, a tenancy application relation to matrimonial property and is preparing a criminal injuries compensation claim.

8.0 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 2011/12 financial year, CASE has received volunteer support from over 68 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.

9.0 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 organization, and maintains communications with key sponsors and donors.

CASE has also been invited to participate in the PILCH reference Group through the Law Society of WA and also to participate in the Chapter 2 subcommittee which is reviewing the 1994 Gender Bias Taskforce Report. In December 2011, CASE was invited by the Department of Immigration to be part of the Onshore Protection Consultative Group (OPCG). The OPCG is a select group created by the Department of Immigration and Citizenship to engage key stakeholders in the development and improvement of processes and procedures relating to refugee status determination in Australia. It is designed to utilise members' operational expertise to assist to department achieve effective client services and provide guidance in the

implementation of government policy initiative. This engagement is intended to strengthen relationships between the Department and the sector. CASE is the only member from WA.

10.0 Finance

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

10.1 Funding

Sourcing funds to both maintain and develop the services of the organisation is a constant activity of the staff and Board of CASE. The organisation 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 at state, federal and international levels;
- the pro bono efforts of dedicated volunteers within the legal and migration advice professions ;
- volunteer law and social services students; and
- practicum and internships through Western Australian universities.

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 Western Australia, Public Purposes Trust;
- United Nations, 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;
- Individual donations;
- Fundraising activities; and
- Memberships.

Funding Case Study

Sidney Myer Fund Commemorative Grants Program

During 2011/12, CASE received the final payment from the Sidney Myer Fund Commemorative Grants Program. This program provided CASE with funds to help build capacity in strategic areas. For example, over the past 2 years, this funding has allowed us to redesign our website, provide additional interview space at the rear of the CASE building, create a fundraising plan, create corporate videos, attend media training workshops, design and publish a volunteer training manual, design and implement a staff handbook, design and implement a Board Induction Manual provide governance training to Board members and implement a database system to manage our members and volunteers and to increase our social media presence. All of these items have been of vital importance to CASE. Our website now receives about 1300 hits per month. The volunteer manual and staff handbook were also positively received. (see inset right)

The Board induction Manual was also positively received by incoming Board members;

"I found the induction manual was invaluable in giving me a quick but comprehensive briefing on most things I needed to know about CASE. Without it, I would have been playing catch up for about 6 months. The induction manual made it easy to start work pretty much immediately. It saved me a lot of time and meant that I could volunteer from my first day in a meaningful way, knowing the background on how things work". Mary O'Hanlon Creed – CASE Chairperson

The funding received from the Sidney Myer grant has been invaluable and providing funding for those items which can often get overlooked in the business of day to day business at a community legal centre. We feel far better placed now grow our organisation knowing that we have a solid foundation and good governance and policies and procedures

Caro Nye, our Administration Officer says of the Staff Handbook: *"The Employee Handbook has been a useful resource for me. When I have had a query about my leave entitlements, an OHS concern, or a grievance to address, I know that the information I need is clearly outlined in the Employee Handbook. I can refer to this information before taking the matter further knowing that I have a basic understanding of policies and procedure. It also means that when new staff join the organization we can provide them with a complete overview of the organization and provide information which will assist them to settle in"*



10.2 Financial Management

CASE has in place strong processes of financial management to ensure that the Board is kept informed of and able to take appropriate action in relation to the finances of the organization. Our Treasurer holds a Bachelor of business in Accounting and Business Law and has years of experience in accounting roles.

The finance officer manages the day to day financial needs and the Treasurer prepares an annual budget for approval by the Board. The Treasurer also reports 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 organization's financials.

This year's financial statements, audited by CASE's independent auditor Robert John Campbell, are presented at the conclusion of this report.

Schedule 1 - Board Qualifications

Name	Qualifications	Experience
<i>Mary O'Hanlon Creed</i> 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 Mallessons Stephen Jacques. ▪ Previously Secretary of Board of Children's Trust (Volunteer Position). ▪ Managed Children's Trust board including governance, tax issues and establishing a Public Benevolent Institution. ▪ Co-ordinated charity events and management of office fit-outs
<i>Nicholas Veitch</i> <i>Vice Convenor /</i> <i>Governance and Policy Officer</i>	<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
<i>Denise Cork</i> 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
<i>David Markovich</i> Elected Board Member (Acting Secretary)	<ul style="list-style-type: none"> ▪ LLB ▪ Bachelor of Economics 	<ul style="list-style-type: none"> ▪ Principal Solicitor at 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.

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<p><i>Sunili Govinnage</i> Human Rights & Advocacy Officer</p>	<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
<p><i>Sonja Zivak</i> <i>Events Officer</i> Community Board Member</p>	<ul style="list-style-type: none"> ▪ Juris Doctor ▪ Bachelor of Arts (Hons) (Communication & Cultural Studies) 	<ul style="list-style-type: none"> ▪ 2011-12 - 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 organizations, helping them to fundraise, deliver services and build capacity.
<p><i>Sarah Mateljan</i> Joint Fundraising Officer</p>	<ul style="list-style-type: none"> ▪ LLB (Hons) ▪ Bachelor of Arts (Psychology) 	<ul style="list-style-type: none"> ▪ Currently run businesses providing online professional development courses for lawyers and other professionals ▪ Previously worked as a solicitor at the State Solicitor's Office and WA Police Service ▪ Previously worked as a consultant for a migration firm ▪ Volunteered with CASE since 2008 as an interviewer.
<p><i>Farid Popal</i> Community Board member</p>	<ul style="list-style-type: none"> ▪ Baccalaureate Certificate (Kabul 1982) ▪ Bachelor of Arts (Social Science) ▪ Masters in Globalisation and Governance ▪ Juris Doctor (current) 	<ul style="list-style-type: none"> ▪ 12 years experience as Managing Director of Property Development Company ▪ 25 years experience as interpreter and translator ▪ Research work for documentary "Questions for Oruzgan" by SBS Dateline programme ▪ Researcher for Association for Services to Torture and Trauma Survivors ▪ Past President Afghan Community Association WA (inc) ▪ Liaison between community, media and government bodies

Schedule 2 - Audited financial statements

For full audit report and statements please contact CASE

Case for Refugees Inc.

ABN: 90 649 933 494

Independent Auditor's Report

For the Year Ended 30 June 2012

To the members of Case for Refugees Inc.

We have audited the accompanying special purpose financial report of Case for Refugees Inc., which comprises the Statement of Financial Position as at 30 June 2012 and the Income Statement, the Statement of Changes in Equity and the Statement of Cash Flows for the year ended 30 June 2012, and notes comprising a summary of significant accounting policies and other explanatory information, and the Statement by the Board of Directors.

Board of Directors' responsibility for the financial report

The Board of Directors of Case 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 Directors 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 Directors, 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 Directors' 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.

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

Case for Refugees Inc.

ABN: 90 649 933 494

Independent Auditor's Report
For the Year Ended 30 June 2012**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 Case for Refugees Inc. as of 30 June 2012 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 Directors' financial reporting responsibilities under the constitution of Case for Refugees Inc.. 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: 12 September 2012

Case for Refugees Inc.

ABN: 90 649 933 494

Income Statement

For the Year Ended 30 June 2012

	Notes	2012	2011
		\$	\$
Grants		683,829	637,776
Fundraising		250	2,269
Investment income		14,778	14,174
Other		110,904	96,493
Total revenue from operating activities		<u>809,761</u>	<u>750,712</u>
Employment		(599,029)	(425,790)
Program		(32,031)	(15,758)
Administration		(101,637)	(140,665)
Property		(48,661)	(44,971)
Depreciation		(15,717)	(19,976)
Total expenses from operating activities		<u>(797,075)</u>	<u>(647,160)</u>
Surplus from operating activities		<u>12,686</u>	<u>103,552</u>
Surplus before tax		<u>12,686</u>	<u>103,552</u>
Income tax		-	-
Surplus after tax		<u>12,686</u>	<u>103,552</u>
Total surplus		<u>12,686</u>	<u>103,552</u>

Case for Refugees Inc.

ABN: 90 649 933 494

Statement of Financial Position

For the Year Ended 30 June 2012

	Notes	2012 \$	2011 \$
Current assets			
Cash and cash equivalents	2	425,136	275,456
Receivables	3	4,199	96,590
Total current assets		<u>429,335</u>	<u>372,046</u>
Non-current assets			
Property, plant and equipment	4	55,325	63,230
Total non-current assets		<u>55,325</u>	<u>63,230</u>
Total assets		<u>484,660</u>	<u>435,276</u>
Current liabilities			
Payables	5	116,486	96,818
Current Provisions	6	39,436	28,163
Total current liabilities		<u>155,922</u>	<u>124,981</u>
Non-current liabilities			
Non-current Provisions	7	5,758	-
Total non-current liabilities		<u>5,758</u>	<u>-</u>
Total liabilities		<u>161,680</u>	<u>124,981</u>
Net assets		<u>322,980</u>	<u>310,295</u>
Equity			
Retained earnings		322,980	310,295
Total equity		<u>322,980</u>	<u>310,295</u>



Contact us

If you would like to find out more about our organization please visit www.caseforrefugees.org.au or contact us at:

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