



**Tenants' Union  
of New South Wales**

# Annual Report 2011–2012



[tenantsunion.org.au](http://tenantsunion.org.au)

## ABOUT US

The Tenants' Union of NSW has represented the interests of residential tenants in New South Wales since 1976. We are:

- ▶ a non-profit membership-based co-operative
- ▶ a community legal centre specialising in residential tenancies law and accredited by the National Association of Community Legal Centres
- ▶ the peak resourcing body for the statewide network of Tenants Advice and Advocacy Services.

### WHO WE WORK FOR

We aim to represent the interests of all tenants in New South Wales, including:

- ▶ Aboriginal tenants
- ▶ boarders, lodgers and other marginal renters
- ▶ private tenants
- ▶ public and social housing tenants
- ▶ residential park residents.

### WHAT WE DO

Our work involves:

- ▶ advocating for the reform of policies and laws affecting tenants
- ▶ conducting strategic litigation to advance the interests of tenants
- ▶ supporting Tenants Advice and Advocacy Services.

### VISION

A society in which people in New South Wales can access safe, secure and affordable rental housing.

### MISSION

We aim to make a positive difference to the lives of residential tenants in New South Wales, and particularly, tenants who are economically and socially disadvantaged.

## Annual Report 2011-2012 Tenants' Union of NSW

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## CHAIRPERSON'S MESSAGE

In my first year as Chair of the Tenants' Union NSW (TU) Board of Directors, I am pleased to say that the Board and staff all display dedication and commitment to furthering the goals and aims of the organisation. I would like to thank Sue Scott, the previous Chair, Jen Rignold, Director, and Gregor Macfie, the previous Executive Officer, for all their hard work to ensure that the TU was governed with integrity and continued to follow best practice in engaging with its stakeholders. Julie Foreman has taken the reins of the organisation after Gregor's departure. She skilfully handled the transition from her previous role as Learning and Development Coordinator to that of Executive Officer. Her proficiency has proven that the Board made the right decision in appointing her to the role.

A number of new directors joined the Board this year. Each one brings specialist experiences and knowledge in housing and tenancy. We had the new directors review our strategic plan to ensure the organisation's energies continue to be focussed in the right directions. The Board undertook a self-assessment, which rated its level of governance and commitment highly.

In line with the old Chinese proverb 'May you live in interesting times', the last year certainly proved interesting for the Board and management. Fair Work Australia made an equal remuneration order that will see community sector wages increase quite dramatically over the next nine years. Sector employers were required to transition to a new Social, Community, Home Care and Disability Services Industry Award. These developments meant much time spent in gaining an understanding of implications for the sector and especially for the TU and Tenants Advice and Advocacy Services.

I would like to thank our major funding bodies, NSW Fair Trading and the Commonwealth Attorney-General's Department, which enable us to continue with our core business: conducting strategic litigation, supporting and training the Tenants Advice and Advocacy Network, developing tenancy resources and carrying out work to bring about law reform. Much of the last 12 months was also spent

on updating resources and informing the community about the changes to the *Residential Tenancies Act*.

Special thanks to the Law and Justice Foundation of NSW and NSW Fair Trading for funding a rewrite of the Tenant's Rights Manual. This was required after the introduction of the new *Residential Tenancies Act 2010* and was something of a mammoth task. Chris Martin is to be applauded for his hard work on this project. Copies of the manual will be available soon.

We continue to build connections with prisoner advocacy groups to ensure that tenancy services and information are available to prisoners and ex-prisoners. Our links with Legal Aid NSW, the Law and Justice Foundation of NSW and the Women in Prison Advocacy Network are invaluable in creating avenues for us to provide this support.

The staff deserve much congratulation for advocating for law reform for marginal renters. The hard work has paid off. Clover Moore MP introduced the Residential Tenancies Amendment (Occupancy Agreements) Bill 2011 and the NSW Government, the draft Boarding Houses Bill 2012. Neither Bill would likely have been drafted if not for us, and others in the tenancy sector, highlighting the plight of marginal renters.

We remain vigilant about our compliance requirements. We revised our policies and procedures in preparation for accreditation by the National Association of Community Legal Centres. We conducted an internal compliance audit as a registered training organisation, which showed that our training and assessment in New South Wales and Queensland meets with prescribed standards. Our audited accounts indicate a financially healthy organisation supported by strong financial governance.

I am proud to be associated with Tenants' Union of NSW – a great team of people working together to better inform and represent the tenants of New South Wales.

**Charmaine Jones**

## EXECUTIVE OFFICER'S REPORT

As a tenant in New South Wales, you are in good company: according to the 2011 Census more than 743,000 households – that's 30 percent of all households – live in rental housing. This is an increase of three percent on the 2006 Census.

Tenants come from all walks of life. Most renter households (about 62 percent) are families, and most of these families (66 percent) include dependent children. About 28 percent of renter households comprise just one person and about eight percent are group households.

This snapshot of NSW renters demonstrates the ongoing relevance of, and need for, the Tenants' Union of NSW (TU).

The last 12 months saw the bedding down of residential tenancies legislation, which commenced in January 2011. With legal support and training from the TU, tenant advocates across the state have been using and testing the new provisions to tenants' advantage.

The TU itself conducted strategic litigation in a number of areas involving:

- ▶ a landlord from circumventing the *Residential Tenancies Act 2010*
- ▶ retrospective cancelling of rent rebates by community housing providers
- ▶ interference with the sale of a residential park dwelling in a deceased estate
- ▶ break-fee limits and compensation payable when a tenant breaks a fixed-term tenancy agreement
- ▶ protecting tenancies of Aboriginal social housing tenants.

I would like to acknowledge the clients in our strategic litigation matters who continue to inspire us with their commitment and courage as they let us represent them in cases that can lead to better outcomes for all tenants in New South Wales.

Our Residential Parks Legal Officer has worked closely with the Park and Village Service on consultations, negotiations and submissions related to the rewrite of residential parks law.

We are about to begin the next step in law reform for marginal renters by consulting about and writing a submission on the draft boarding houses Bill. The Bill's introduction is truly historic. We along with others have campaigned for over 40 years for legal rights for boarders and lodgers.

We reviewed our volunteer manual and introduced a more systematic approach to recruiting and encouraging our volunteers. We leapt into the social media pool, providing information and links to resources for tenants and engaging with decision-makers. (We hope you will 'follow' us and 'like' us.) Our training, publications and resourcing activities continue to be the platform for our most important work – informing and educating tenants about their rights and obligations.

All this work is largely funded by tenants' own money – the interest on rental bonds held by the Rental Bond Board. It costs each tenant about three cents a day to fund the TU and Tenants Advice and Advocacy Services throughout New South Wales. This represents eight percent of all interest on bonds. We think it is exceptional value for money for tenants, landlords and the government, who all benefit. Timely advice and advocacy can and does

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reduce disputes, lead to tenancies being saved and reduce homelessness.

We sadly said farewell to Ken Beilby and Prue Mewburn. Ken, our Litigation Solicitor, took up the Principal Solicitor position at the Northern Rivers Community Legal Centre. His professionalism, commitment and enthusiasm will be sadly missed. Prue, our Aboriginal Paralegal, left to complete a native title law internship and complete her law studies overseas. Her commitment and engagement with our Aboriginal clients, as well as her passion for tenancy law will be missed.

Our Aboriginal Legal Officer, Carl Freer, moved into the Litigation Solicitor position and Gemma McKinnon, a Barkindji woman and the TU's inaugural Aboriginal Paralegal, became the new Aboriginal Legal Officer. We were delighted to welcome Gemma back. Peter Larsen joined us as

the Strategic Technology Officer. Patrycja Arvidssen and Sarah Drury have taken on the role of Learning and Development Co-ordinator in a job-share capacity.

This is my full first year as Executive Officer and I would like to thank the Board and in particular, the past Chair, Sue Scott, and current Chair, Charmaine Jones, for their ongoing strategic guidance, support and leadership. The staff of the TU bring dedication, enthusiasm and professionalism to their jobs and I thank them all.

#### Julie Foreman

## ACKNOWLEDGEMENTS

The TU relies on the experience and expertise of the Tenants Advice and Advocacy Services to work effectively. They are the engine room of advice and advocacy for tenants. The TU also thanks our colleagues in the Tenants Advice and Advocacy Program resource services – the Park and Village Service, the Older Persons Tenants' Service and the Aboriginal Resource Unit Dtarawarra – which provide advice and guidance in these specialised areas of work.

The TU benefits from the generosity and assistance of several stakeholders: NSW Fair Trading, Legal Aid NSW and Community Legal Centres NSW. I thank them for their continued assistance and collaboration.

TU members who silently support the organisation are also crucial to our ongoing work.

Many other volunteers, supporters and organisations enable the TU to do its job. Thank you to everyone who has contributed over the past year. We could not have done it without you.

Alex Jackson, Maya Mausli, Jemima Mowbray, Medha Singh, Curtis Penning, Sarah Wang, Min-Ah Chung, Christopher Curcuruto, Elizabeth De Freitas, Bridget Kennedy, Mary Flowers, Carolyn Grenville, Sarah Ludowici Tim Leach, Earth Catering, Community and Public Sector Union, **TAAP Assessors Group**, Tenants' Union of Queensland, Gilbert and Tobin, Gavin Blatchford, Kathy Townsend, Bronwyn McCutcheon, Law and Justice Foundation of NSW, Legal Information Access Centre, **Aboriginal Steering Committee**, Anna Hartree, Carol Barr, Vivian Clifton, Nick Eastman, The Gallery, Ruth Simon, Julie Lee, Andrew BoultonMauro Di Nicola, Carolyn Odgers, Zac Armytage, Sandra Gromllus, Michelle McMahan, Dr John Tarrant, Microsoft, Denise Beckwirth, Charlotte Jones, Charmaine Jones, Robert Mowbray, Public Interest Advocacy Centre, Michelle Jones, Sue Scott

## OUR OBJECTIVES

We work toward our mission by striving to meet these objectives:

1. To maintain and enhance the level and quality of information, advice and representation to tenants on tenancy law matters – both directly and through our support of Tenants Advice and Advocacy Services
2. To have a positive impact on public opinion, policies and practices affecting tenants
3. To build a strong and dynamic organisation capable of providing high-quality services and advocating effectively in the interests of tenants at a systemic level.

These objectives are set out in our strategic plan for 2010–2013 and form the basis of this report.

### LEGAL ADVICE AND ASSISTANCE TO TENANTS ADVICE AND ADVOCACY SERVICES

#### Instances of advice and main issues

Our solicitors provided 815 instances of legal advice to Tenants Advice and Advocacy Services. The most popular issues for services seeking advice were:

- ▶ *general tenancy* – termination of tenancies, tribunal procedure
- ▶ *Aboriginal tenancy* – termination of tenancies, repairs
- ▶ *residential parks* – interference with sales of dwellings, assignment of site agreements, utility charges, pets and park rules, deceased estates, local government regulations.

The advice and assistance we provided to services was informed by:

- ▶ visits to these services by our staff
- ▶ advice from our Aboriginal Steering Committee
- ▶ regular meetings of service coordinators.

#### Legal practice management and compliance

Our policies were applied in the conduct of the legal practice, including fortnightly meetings of legal practice staff. The practice was insured throughout the reporting period. We updated our procedures to comply with a new practice management guide. A cross-check peer review was successfully completed in August.

#### Up-to-date training for solicitors

Our solicitors undertook training in fair work practices, working with challenging people, legal ethics, Australian Consumer Law, electricity pricing, litigation and legal costs, evidence and advocacy, advocacy and ethics in mediation, and the Housing Appeals Committee. They attended the Community Legal Centres NSW and national conferences.

### Objective 1: To maintain and enhance the level and quality of information, advice and representation provided to tenants

### User satisfaction with legal support

A survey of Tenants Advice and Advocacy Services in July and August 2011 returned an overall positive response. Our legal support function was rated as responsive, accessible, concise, approachable, reliable, thorough and prompt.

## LEGAL ADVICE AND ASSISTANCE TO TENANTS

### Tenants Advice Line

We operated the Tenants Advice Line with the assistance of volunteers on Mondays from 3:00 to 6:00pm. This service advised or referred 580 callers – around 13 per week.

### Advice for an identified group – prisoners

We provided tenancy advice to a small number of prisoners after direct telephone referrals from LawAccess NSW. Contact with this difficult-to-reach group is slowly growing. We have strengthened our links with Legal Aid, Law and Justice Foundation of NSW and Women in Prison Advocacy Network to further our work in this area.

### Strategic litigation cases – highlights

- At length, we negotiated settlement of a claim by a private landlord against a tenant with physical disability. The landlord claimed that the tenant had misled him and threatened Supreme Court action. Strategic issues included the landlord's attempt to circumvent the *Residential Tenancies Act 2010* and the legal protection of people with disability.
- We settled a matter with a community housing provider regarding retrospective cancellation of a tenant's rent rebate. We aimed to clarify that community housing providers do not have power under the *Housing Act 2001* to retrospectively cancel a rent rebate.
- We acted in a District Court appeal case from a decision of the General Division of Consumer, Trader and Tenancy Tribunal. The matter included a claim under the *Fair Trading Act 1987* and a consumer claim for misleading and deceptive conduct on the part of a park owner in interfering with the sale of a dwelling in a deceased estate. The court's decision has implications for deceased estates and the 'principal place of residence' test, and for estate planning by permanent park residents. We sent detailed submissions for law reform in this area to Minister for Fair Trading following the court's written judgement.
- We settled a dispute on favourable terms with an Aboriginal land council where the parties had been engaged in a lengthy dispute about whether our client was (and had been) entitled to live at

premises as a tenant. We attended hearings held in Brewarrina by telephone and corresponded with counsel engaged by the land council. The land council now houses our client at other premises.

- We defended a landlord's claim for a break fee under section 107 of the *Residential Tenancies Act 2010* (payable when a tenant breaks a fixed-term tenancy agreement). The legislation referred to the break fee as a limit, as well as compensation for losses and the need for mitigation by the landlord, in any case. Though the operation of section 107 was clear, amendments to the Act followed our articulation of the defence in this case. Ultimately, the Consumer, Trader and Tenancy Tribunal did not agree with us.
- We acted for a tenant claiming for compensation for repairs. During the preliminary stages of this matter the Consumer, Trader and Tenancy Tribunal itself observed that this remains a difficult and unsettled area of law and has indicated that it would appreciate the assistance of a case presented by informed legal representatives on these issues. We hope to gain further opportunity to clarify the applicable principles in an area where the tribunal's decisions remain inconsistent.
- We acted for a tenant given a termination notice without grounds by a local Aboriginal land council. The tenant claimed that this did not afford her a fair procedure and that it was retaliatory. The application of the retaliatory provisions of the *Residential Tenancies Act 2010* to particular facts remains uncertain. This remains a problematic area (we have previously acted successfully on similar matters in the Land and Environment Court), both in the sense of the retaliatory allegation, as well as the lack of procedural fairness.
- A local Aboriginal land council gave dozens of tenants, all of them living at a remote community, termination notices without grounds. The community had been disaffected with its housing provider and attempts by outsiders to solve their problems. They welcomed the involvement of advocates dedicated to their cause and we have been able to have a useful continuing conversation with the residents of the village, which has otherwise been called a 'no-go zone' by others. This raises a great many issues of fundamental importance about the tenability and management of remote housing for Aboriginal people in New South Wales.

## TRAINING FOR TENANCY WORKERS

### Training for tenant advocates

We trained 179 tenant advocates, volunteers and others. Twenty-seven percent were from regional Tenants Advice and Advocacy Services and 67.5 percent from Sydney services. Participants from Koori services made up 13.5 percent of the total and 81 percent were from non-Koori services.

Two full and 32 part Certificate IV in Community Services Advocacy qualifications were awarded. The course had 17 people enrolled in June 2012.

We delivered courses in tenancy advice and advocacy, negotiation and advocacy at the Consumer, Trader and Tenancy Tribunal, community education, law for non-lawyers, research and online resources, social housing, and tenancy and criminal law.

We also partnered with the Public Interest Advocacy Centre to present two courses on tenancy law for community workers and advocates.

### Identification of training needs and participant satisfaction

Participants gave overall positive feedback on our training courses.

We distributed Australian Quality Training Network surveys to participants in the Certificate IV in Community Services Advocacy. We reported the survey results to the Australian Skills Quality Authority. The surveys canvassed training quality, effective assessment, learning stimulation, training relevance, competency development, training resources, effective support and active learning.

We conducted a training needs analysis and developed a training courses calendar for 2012 to ensure the relevance of the training we offer. The analysis also informed the agenda for meetings of the Tenants Advice and Advocacy Network.

### Compliance with requirements as a registered training organisation

We conducted an internal compliance audit, which showed that our training and assessment in New South Wales and Queensland meets with prescribed standards. Our training staff undertook professional development to ensure they understood the requirements.

We provided quality indicator data to the Australian Skills Quality Authority on time. We made our training database compliant with changes to the Australian Vocational Education and Training Management Information and Statistical Standard.

We updated our training materials for version 3 of

the Community Services Training Package.

## MATERIALS ON TENANCY LAW AND RELATED MATTERS

### New publications developed in response to need

We worked with community educators in the Tenants Advice and Advocacy Network to develop and distribute a brochure and poster about the legal implications for sub-tenants in share housing. This was part of an awareness-raising campaign about section 10 of the *Residential Tenancies Act 2010* and its detrimental impact on sub-tenants in share housing. Universities were saturated with information and sample sub-letting agreements.

We finished the manuscript for the fourth edition of the Tenants' Rights Manual and sent it to the publisher. The manual was developed with input from a user reference group made up of tenants and community workers. In addition to a print version, we will publish it online through the Legal Information Access Centre.

We published four issues of our newsletter, in which we explained current and emerging issues for tenants:

- ▶ housing stock transfer from public to community providers
- ▶ access community housing providers' policies
- ▶ who pays for water charges
- ▶ rights of head-tenants and sub-tenants in share housing
- ▶ unlawful repossession of premises by landlords
- ▶ provisions for tenants in arrears to save their tenancies by paying all rent owing
- ▶ share housing, transfer of tenancy and sub-letting
- ▶ sale of rented premises during fixed-term tenancy agreements
- ▶ wills and power of attorney for park residents
- ▶ vacating premises after a termination notice from a landlord
- ▶ guidance for public housing tenants subject to estate redevelopment
- ▶ installation of solar cells at rented premises.

We published new factsheets on asbestos and lead, mould, goods left behind and utilities, and an introduction to tenants' rights and obligations in simplified Chinese.

### Materials accessible online

In response to user feedback, we amended the Tenants NSW website – a distribution point for our information materials. This included foregrounding the service search function and link to the factsheets, and restructuring the factsheets

index page. We also added new webpages about landlord/agent compliance and complaints to NSW Fair Trading, and sub-letting agreements in share housing including a downloadable sub-letting agreement.

The website had 393,991 visits, 276,094 unique visitors and 1,155,544 page views. A significant number of referrals to the website come from Google searches, the NSW Fair Trading website, State Library of NSW website, Domain (*Sydney Morning Herald*) website and our Facebook page.

We continued to administer a wiki for distribution of materials to support the work of the Tenants Advice and Advocacy Network. We added a 'systemic advocacy' page, to assist in the co-ordination of network-wide policy work, and an 'under construction' category, to streamline the editing and review of existing pages.

We continued to maintain our blog, The Brown Couch, which provides information about tenancy law, our policy and law reform positions and other items of interest to tenants and their advocates. We used other social media – Facebook and Twitter – to direct tenants to our online information resources.

#### Factsheets reviewed and updated

We published updated factsheets on starting a tenancy, bond, rent increases, the Consumer, Trader and Tenancy Tribunal, share housing, and transfer of tenancies and sub-letting.

#### SUPPORT FOR SERVICES FUNDED UNDER THE TENANTS ADVICE AND ADVOCACY PROGRAM

##### Funding for services pegged to demand

We presented the Rental Bond Board with a report and submission on funding of Tenants Advice and Advocacy Services and liaised with NSW Fair Trading and the services about the issue.

We raised awareness about the issue through our

newsletter, e-bulletin articles and blog posts. The Tenants Advice and Advocacy Program has not had a funding increase in over 10 years, despite strong growth in the number of tenants and in the casework of the services. The program receives funds from interest earned on tenants' bonds held by the Rental Bond Board. It currently costs just three cents a day for each renter household in New South Wales to fund the Tenants Advice and Advocacy Services.

#### Network meetings assist services to better support tenants

We held three meetings of the Tenants Advice and Advocacy Network, organised in consultation with network representatives. Workers from all services attended the meetings and gave positive feedback. Sessions at the meetings covered:

- ▶ remedies for boarders and lodgers
- ▶ discrimination law
- ▶ Australian Consumer Law
- ▶ a presentation by the Chairperson of the Consumer, Trader and Tenancy Tribunal
- ▶ systemic advocacy
- ▶ termination of tenancies by local Aboriginal land councils
- ▶ public access to government information
- ▶ new developments in tenancy law
- ▶ advocacy skills
- ▶ homelessness action plans
- ▶ complaining to NSW Fair Trading.

#### A client enquiry database that informs service planning

We met with Tenants Advice and Advocacy Services, and with NSW Fair Trading to provide guidance in its development of the database.

## Objective 2: To have a positive impact on public opinion, policies and practices affecting tenants in New South Wales

### RESEARCH, POLICY DEVELOPMENT AND ADVOCACY ON THE NEEDS OF TENANTS

Our policies reflected in legislation and government policies and programs; Policy and research papers written and distributed

We addressed the following priorities as identified in our strategic plan for 2010–2013:

- ▶ Aboriginal housing
- ▶ marginal renters (those not covered by residential tenancies law)
- ▶ community housing
- ▶ low-income private renters
- ▶ Housing NSW policy and practice
- ▶ safety and sustainability of rental property
- ▶ tax and housing.

Further areas we addressed were residential tenancies and residential parks law reform.

We also continued to provide a voice for tenants in media reports on housing issues and through our newsletter, our blog and other social media.

#### Aboriginal housing

We made submissions to the Minister for Aboriginal Affairs, NSW Aboriginal land council and MPs about amendments to the *Aboriginal Land Rights Act 1983*.

We hosted an Aboriginal housing roundtable, which was attended by 15 representatives from non-Aboriginal peak bodies and Aboriginal organisations. Recommendations to support Aboriginal tenants are now being carried forward by an alliance of Aboriginal organisations.

We visited Aboriginal communities in Bourke and Brewarrina to discuss and observe the effects of current Aboriginal housing policies

Policy staff attended the annual Koori Network Conference of the Aboriginal Tenants Advice and Advocacy Services and started regular meetings with this network.

#### Marginal renters

We circulated two 'Reforming Marginal Rental' campaign updates.

We consulted with Clover Moore MP on her private member's bill for occupancy agreements, briefed NSW Fair Trading policy officers on proposals for occupancy agreements and registration schemes for residential services. We commented on the Residential Tenancies Amendment (Occupancy Agreements) Bill and briefed the minister and other MPs.

We made a submission and gave evidence to the NSW Parliamentary Inquiry into International Student Accommodation, and posted on our blog about the NSW Government's response to the Inquiry's findings and recommendations.

We posted on our blog about the NSW State Coroner's inquest into deaths at a boarding house.

We commented in media reports and posted on our blog about the NSW Government's welcome announcement that it would reform the boarding house sector, including law reform for occupancy agreements.

#### Community housing

We liaised with the Community Housing Division of Housing NSW about water charges and with the NSW Federation of Community Housing Associations about head-lease issues. We had ongoing discussions with both organisations about housing provider policies and 'no cause' termination of tenancies, and posted on our blog about these issues.

We participated in regular meetings of the Registrar of Community Housing's Advisory Forum.

We attended a consultation forum on the National Regulatory System for Community Housing (on behalf of the National Association of Tenant Organisations).

#### Low-income private renters

With Shelter NSW, we convened a seminar on rent assistance policy.

We supported the Australians for Affordable Housing campaign by commenting on campaign priorities and publicising its campaign materials and budget statement.

#### Housing NSW policy and practice

We liaised with Client Service Operations about rent arrears management, repairs, Housing NSW's use of the Consumer, Trader and Tenancy Tribunal and the presentation of its policies online. We met regularly with the Living Communities Consultative Forum about public housing estate regeneration, and with the NGO Partners Reference Group. We also liaised with Housing NSW about bond loans.

We participated in a structured advocacy campaign on the repair and maintenance of Housing NSW properties.

We visited the Bonnyrigg 'New Leaf' development sites in south-west Sydney to discuss and observe relationship between community housing providers, Housing NSW and private developers.

On our blog, we featured a series of posts on the centenary of the NSW public housing system.

#### Safety and sustainability of rental property

Our nominee to Property Services Advisory Committee chaired a subcommittee on child safety – preventing falls from residential buildings.

We made a submission to the review of the *Swimming Pools Act 1992*.

#### Tax and housing

On our blog, we presented a critique of negative gearing and how it distorts the rental market to the disadvantage of low-income renters. We also completed our review of the Henry Tax Review, and analysed the Australian Tax Office statistics for 2009–10.

We commented in the media on negative gearing and its adverse effects on the rental market.

#### Residential Tenancies Act 2010 and Regulation

We prepared a report, wrote blog posts and liaised with the media about the Act's first year of operation. We blogged specifically on the provisions concerning additional terms in residential tenancy agreements, alterations to rented premises, termination of tenancies for threat, abuse or harassment by tenants, and sale of rented premises.

We made a submission to the Companion Animals Taskforce about pets and renting.

#### Residential parks law reform

With the Park and Village Service, we participated in consultations, negotiations and submissions on the review of residential parks law. Our focus was on:

- ▶ deceased estates and the 'principal place of residence' test
- ▶ sub-letting and provisions for renters
- ▶ rent increases
- ▶ restrictions on numbers of occupants
- ▶ park closures and compensation
- ▶ shared equity agreements.

#### Meetings and correspondence with key decision makers

In the course of our policy work, we met or corresponded with:

- ▶ Minister for Fair Trading
- ▶ Attorney-General
- ▶ Minister for Family and Community Services
- ▶ Minister for Aboriginal Affairs
- ▶ Shadow Minister for Fair Trading
- ▶ Shadow Minister for Housing
- ▶ Housing NSW

- ▶ Commissioner for Fair Trading
- ▶ Assistant Commissioner for Fair Trading, Compliance and Enforcement
- ▶ Property Services Advisory Council
- ▶ Electricity and Water Ombudsman
- ▶ Community Housing Registrar
- ▶ Member for Sydney
- ▶ Member for Leichhardt
- ▶ Sydney City Council
- ▶ Marrickville Council
- ▶ Ashfield Council.

#### Media mentions of the Tenants' Union and our policy positions

We had 16 media mentions on radio, television and in newspapers, and provided numerous background briefings to journalists. We commented on:

- ▶ negative gearing
- ▶ boarding houses
- ▶ pets and renting
- ▶ open-house inspections
- ▶ repairs and rent strikes
- ▶ increased occupancy and overcrowding
- ▶ rent-collection companies.

The Tenants NSW website ([www.tenants.org.au](http://www.tenants.org.au)) was regularly mentioned in the 'Domain' section of the weekend *Sydney Morning Herald*.

#### Relationships with tenants and NGOs on strategic advocacy

Our policy and law reform work depends heavily on our colleagues in the Tenants Advice and Advocacy Services. It is primarily through their casework and knowledge that we identify where tenants face problems and where laws and policies fail to provide solutions.

In addition, we consulted, advised or collaborated with public housing tenants and tenant organisations at Telopea, Redfern, Campbelltown and Bonnyrigg, the Community Housing Tenants Network, Shelter NSW, the NSW Council for Social Service, Homelessness NSW, the St Vincent de Paul Society, Mission Australia, Anglican Deaconess Ministries, the Mercy Foundation, the Women in Prison Advocacy Network, National Shelter, People with Disability Australia and the NSW Welfare Rights Centre.

### **Objective 3: To build a strong and dynamic organisation capable of providing high-quality services and effective systemic advocacy on behalf of tenants**

#### **GOVERNANCE AND MANAGEMENT**

##### **Regular discussion about, reflection on, and assessment of our performance**

Staff met in October 2011 to refine our annual priorities and translate these into workplans. The Board met in May 2012 to reflect upon our purpose and mission.

The Executive Officer held regular supervision meetings with staff and the staff met regularly as a group.

Organisations such as the Legal Information Access Centre continued to provide positive feedback on our information resources.

##### **Clear board and management roles and operational policies**

We revised our policies and procedures in preparation for accreditation by the National Association of Community Legal Centres. We developed a social media policy and induction manual, and updated our risk management plan and governance kit.

In June 2012, the Board adopted a self-assessment process.

##### **Effective governance by a well-informed Board**

We provided the Board with a comprehensive report against our strategic plan in August 2011 and February 2012 and office reports in October 2011, April 2012 and June 2012.

We implemented enhanced financial reporting. A finance sub-committee (see below) met monthly and received timely reports.

##### **Financial solvency and monitoring and management of risks**

The Board's finance sub-committee met nine times. The Board and sub-committee received comprehensive monthly financial reports. Our accounts were audited and submitted to our members and funding bodies. The Board and staff discussed and began planning for the implications of the Fair Work Australia equal remuneration order.

To increase efficiency and plan for the future, we updated and improved our information technology systems including the purchase of a new server.

##### **Relevant priorities reflected in up-to-date workplans**

Our strategic plan reflected our consideration of priorities and staff workload and capacity. Staff held a planning review day in October 2011 to prepare for 2012. Workplans were reviewed at

monthly supervision meetings with individual staff members.

We reviewed and extended the role of the Aboriginal Steering Committee to become an Aboriginal Advisory Committee for the whole organisation.

##### **Staff training and performance**

In addition to training undertaken by our solicitors (see above), staff attended or completed the training in the following areas: registered training organisation management, assessment process and evaluation, industrial relations, fire safety, stress management, financial management, managing difficult situations, technical writing, superannuation, management, economics, advocacy and campaigning, user testing of legal resources.

The Aboriginal Paralegal completed a clerkship with Gilbert and Tobin.

Staff also attended conferences: National Community Legal Centres Conference, Legal Aid Civil Law Conference and NCOSS Board Conference.

We reviewed all job descriptions as part of reclassification required under the Social, Community, Home Care and Disability Services Industry Award.

The Executive Officer held and kept records of regular supervision meetings with staff.

##### **Best-practice industrial conditions**

An industrial agreement ensured that staff were paid at or above award and that working conditions were generous. Salary sacrificing arrangements effectively increased the value of salaries paid.

##### **Maintaining Tenants' Union membership**

We had 80 active members as of June 2012.

##### **A Board of appropriate composition and skills**

The successful election of the board at the 2011 annual general meeting saw four new Board members with skills in community education, law, Aboriginal issues and tenancy.

## TENANTS' UNION STAFF



Top row, from left to right: Sarah Drury (Learning and Development Coordinator), Carl Freer (Litigation Solicitor), Rosa Calcagno (Administrative Assistant), Rachel Burns (Finance Officer), Grant Arbuthnot (Principal Legal Officer)

Middle row, from left to right: Julie Foreman (Executive Officer), Leo Patterson Ross (Legal Support Officer), Gemma McKinnon (Aboriginal Legal Officer), Paul Smyth (Residential Parks Legal Officer)

Bottom row, from left to right: Patrycja Arvidssen (Learning and Development Coordinator), Ken Beilby (Litigation Solicitor until August 2011), Peter Larsen (Strategic Technology Officer), Chris Martin (Senior Policy Officer), Ned Cutcher (Policy Officer)

## BOARD AND STAFF

### BOARD

See Directors' Report, below.

### STAFF

Executive Officer: Julie Foreman

#### Administration

- ▶ Administration Officers: Patrycja Arvidssen and Rosa Calcagno
- ▶ Finance Officer: Rachel Burns

#### Legal

- ▶ Aboriginal Legal Officer: Carl Freer (until March 2012), Gemma McKinnon (from June 2012)
- ▶ Aboriginal Paralegal: Prudence Mewburn
- ▶ Legal Support Officer: Leo Patterson Ross
- ▶ Litigation Solicitor: Ken Beilby (until August 2011), Virginal Marshall (from December 2011 until February 2012), Carl Freer (from March 2012)
- ▶ Principal Legal Officer: Grant Arbuthnot
- ▶ Residential Parks Legal Officer: Paul Smyth

#### Policy

- ▶ Policy Officer: Ned Cutcher
- ▶ Senior Policy Officer: Chris Martin

#### Resourcing

- ▶ IT Projects Manager: Phillip Byrne (until July 2011)
- ▶ Learning and Development Coordinators: Julie Foreman (until June 2011), Patrycja Arvidssen (from March 2012) and Sarah Drury (from March 2012)
- ▶ Publications Officer: Luke O'Connell
- ▶ Strategic Technology Officer: Peter Larsen (from November 2011)

## TREASURER'S REPORT

The Tenants' Union of NSW Co-operative Limited receives core funding from NSW Fair Trading and the federal and state Community Legal Centre funding programs. The centre's total income was \$1,249,059 and we finished the year with a small surplus of \$3,594. The financial position of the organisation remains sound.

We thank Finance Officer Rachel Burns for her expertise. Thanks also to auditor Sandra Grollmus for her assistance throughout the year.

Please refer to the following audited financial reports of the Tenants' Union of NSW.

## FINANCIAL STATEMENTS

### DIRECTORS' REPORT

The Directors of the Tenants' Union of N.S.W. Co-operative Limited present their Report and the audited Financial Statements of the Co-operative for the year ended 30 June, 2012.

The Directors have determined that the Co-operative is not a reporting entity.

### DIRECTORS

The Directors in office during the period 1 July 2011 to 30 June 2012 were:-

Sue Scott Chairperson – to November 2011  
 Charmaine Jones Chairperson – from February 2012  
 Charmaine Jones Treasurer – to November 2011  
 Jennifer Rignold Secretary – to February 2012  
 Brendan Edgeworth Director – continuing  
 Patricia McDonough Director – continuing  
 Patricia McDonough Treasurer – from February 2012  
 Charmaine Jones Director – continuing  
 Paula Rix Director – continuing  
 Paula Rix Secretary – from February 2012  
 Dominic Grenot Director – continuing  
 Dominic Grenot Vice Chair – from February 2012  
 Jessica Abi Khattar Director – from Feb to June 2012  
 Nassim Arrage Director – from February 2012  
 Gemma McKinnon Director – from Feb to June 2012

### OPERATING RESULTS

There was a surplus of \$3,594 for the year ended 30 June 2012, which is a satisfactory result.

### EVENTS SUBSEQUENT TO BALANCE DATE

There are no matters since the end of the financial year that have arisen which affect the operations of the Tenants' Union.

### DIVIDENDS PAID OR RECOMMENDED

Under the rules of the Co-operative, no dividends are payable to members.

### DIRECTORS' BENEFITS

Since the end of the previous financial year, no Director has received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of emoluments received or due and receivable by Directors shown in the accounts, or the fixed salary of a full-time employee of the Co-operative) by reason of a contract made by the Co-operative with the Director or with a firm in which he has made a substantial financial interest.

Signed in accordance with a resolution of the Board of Directors.

Director 

Director 

Dated this 25th day of September 2012.

### DIRECTORS' DECLARATION

The Directors of the Co-operative declare that the financial Statements and notes thereto, set out on pages 4 to 17:

Comply with Accounting Standards and the Co-operatives Act, 1992, as amended;

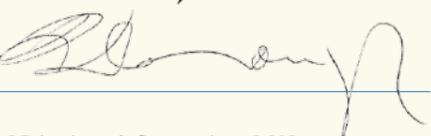
Are drawn up so as to give a true and fair view of the results of the Co-operative for its last financial year;

Are drawn up so as to give a true and fair view of the state of affairs of the Co-operative as at the end of the financial year; and

At the date of this Declaration, there are reasonable grounds to believe that the Co-operative will be able to pay its debts as and when they fall due.

No matters or circumstances have arisen since the end of the financial year which significantly or may significantly affect the operations of the Co-operative, the results of those operations, or the state of affairs of the Co-operative in financial years subsequent to the financial year ended 30 June, 2012.

Director 

Director 

Dated this 25th day of September 2012.

### AUDITOR'S INDEPENDENCE DECLARATION TO THE DIRECTORS OF TENANTS' UNION OF N.S.W. CO-OPERATIVE LIMITED

I declare that to the best of my knowledge and belief, during the year ended 30 June 2012, there have been:

- (i) No contraventions of the auditor independence requirements as set out in the Co-operatives Act, Rules and Regulations in relation to the audit; and
- (ii) No contraventions of any applicable code of professional conduct in relation to the audit.

Date 12/9/2012



SANDRA GROLLMUS  
Registered Company Auditor  
Registered No. 1254

### STATEMENT OF FINANCIAL POSITION AT 30 JUNE, 2012

Note	2012	2011
	\$	\$
<b>CURRENT ASSETS</b>		
Petty Cash on Hand	400	400
Cash at Bank	2 509,413	451,057
Receivables	1,990	12,504
	511,803	463,961
<b>NON CURRENT ASSETS</b>		
Bank Guarantee Deposit	3 17,867	17,867
Plant & Equipment	4 14,816	36,918
	32,683	54,785
<b>TOTAL ASSETS</b>	544,486	518,746
<b>CURRENT LIABILITIES</b>		
Funds Unspent	226,041	220,015
Creditors & Accruals	31,333	31,390
Third Party Funds Held	1,125	1,673
Provisions – Staff	5 118,229	115,912
	376,728	368,990
<b>NON CURRENT LIABILITIES</b>		
Provisions – Staff	5 114,863	100,455
	114,863	100,455
<b>TOTAL LIABILITIES</b>	491,591	469,445
<b>NET ASSETS</b>	52,895	49,301
<b>EQUITY</b>		
Accumulated Funds	52,895	49,301

The accompanying Notes form part of these Financial Statements.

### STATEMENT OF COMPREHENSIVE INCOME

For the year ended 30 June 2012

	2012	2011
	\$	\$
Operating Revenue	1,209,441	1,284,958
Interest Received	38,003	21,718
Membership Fees	1,615	1,527
	1,249,059	1,308,203
Less		
Administration Expenses	102,081	131,683
Client/Community Servicing Expenses	104,966	106,543
Occupancy Expenses	91,780	84,942
Staffing Expenses	946,638	978,683
	1,245,465	1,301,851
<b>SURPLUS (DEFICIT) for the year</b>	3,594	6,352

### STATEMENT OF CHANGES IN EQUITY

<b>OPERATING SURPLUS for the year</b>	3,594	6,352
	3,594	6,352
Accumulated funds brought forward	49,301	42,949
<b>ACCUMULATED FUNDS carried forward</b>	52,895	49,301

The accompanying Notes form part of these Financial Statements.

### NOTES TO FINANCIAL STATEMENTS

For the year ended 30 June 2012

#### 1. STATEMENT OF PRINCIPAL ACCOUNTING POLICIES

This financial report is a special purpose report prepared in accordance with the requirements of the Co-operatives Act, 1992 for use by Directors and Members of the Co-operative and the funding bodies. The Directors have determined that the Co-operative is not a reporting entity.

The accounting policies adopted are in accord with the law and accounting standards of the Australian Accounting Bodies unless stated below.

The following is a summary of the significant accounting policies adopted by the co-operative in the preparation of the Financial Statements:-

##### a) Historical cost basis

The financial Statements have been prepared using historical cost accounting principles which do not take into account changing money values or, except where stated, current valuations of non-current assets.

##### b) Basis of Preparation

The report has been prepared in accordance with the requirements of the Co-operative Act, 1992 and the following applicable Australian Accounting Standards and Australian Accounting Interpretations:

AASB 101	Presentation of Financial Statements
AASB 107	Statement of Cash Flows
AASB 108	Accounting Policies
AASB 110	Events after the Statement of Financial Position Date
AASB 1031	Materiality
AASB 1048	Interpretation and Application of Standards

No other Accounting Standards, Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

##### c) Depreciation of Non-Current Assets

Non-Current Assets have been depreciated to write off each asset over the estimated useful life of the asset concerned. Either the diminishing value or the prime cost method is used, as considered appropriate.

##### d) Employee Benefits

Provision is made in respect of the Co-operative's liability for Annual Leave at balance date. Long Service Leave is accrued in respect of all permanent employees as per the Tenants Union Industrial Agreement, being 6.5 weeks Long Service Leave for every 5 years continuous service. Redundancy Leave is provided in accordance with Employment Contracts.

### NOTES TO FINANCIAL STATEMENTS

For the year ended 30 June 2012

	2012	2011
	\$	\$
<b>2. CASH</b>		
Cash at Bank-		
Operating Account	2,004	16,554
Online Saver Account	189,393	134,503
Term Deposits	318,016	300,000
	509,413	451,057
<b>3. NON CURRENT ASSETS – DEPOSIT</b>		
Bank Guarantee	17,867	17,867
	17,867	17,867
<b>4. PLANT &amp; EQUIPMENT</b>		
Plant & Equipment (cost)	80,894	74,585
Accumulated Depreciation	-66,078	-56,802
	14,816	17,783
Furniture & Fittings (cost)	108,919	108,919
Accumulated Depreciation	-108,919	-89,784
	0	19,135
	14,816	36,918
<b>5. PROVISIONS</b>		
CURRENT LIABILITIES		
Staff – Annual Leave	48,141	45,825
Staff – Employee Entitlements	70,088	70,088
	118,229	115,912
<b>NON CURRENT LIABILITIES</b>		
Staff – Employee Entitlements	114,863	100,455
<b>6. GRANTS – Legal Aid Commission</b>		
State	120,840	117,548
Federal	76,358	75,084
Federal "One Off"		42,886
	197,198	235,518
<b>7. INCOME TAX EXPENSE</b>		

The co-operative is a public education organisation, incorporated under the Co-operative Act, 1992, as amended and is exempt from income tax by Section 23 (e) of the Income Tax Assessment Act, 1936 and has been granted Public Benevolent Institution status.

#### 8. REMUNERATION OF DIRECTORS

Under the rules of the Co-operative, no remuneration is paid to Directors for their services.

Necessary expenses incurred by Directors in the business of the Co-operative are refunded.

#### 9. SEGMENT REPORTING

The co-operative operates predominantly in New South Wales, Australia where its principal activity is public education.

## STATEMENT OF CASH FLOWS

Note	2012	2011
<b>CASH FLOW FROM OPERATING &amp; FINANCING ACTIVITIES</b>		
	\$	\$
Receipts from Grants (incl. GST)		
Operating	1,293,234	1,254,209
Other Receipts	372,223	114,512
Payments to Suppliers/Employees & ATO	-1,638,795	-1,387,935
Interest Received	38,003	21,718
Net Cash (Decrease)/Increase provided by operating & financing activities		
(b)	64,665	2,504
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Payment for Property, Plant & Equipment	-6,309	-3,527
Net (Decrease) in Cash Held	58,356	-1,023
Cash at beginning	469,324	470,347
Cash at end (a)	527,680	469,324

## STATEMENT OF CASH FLOWS

	2012	2011
	\$	\$
<b>NOTES TO STATEMENT OF CASH FLOWS</b>		
a. Reconciliation of Cash		
Cash at the end of the year is shown in the Statement of Financial Position as:		
Petty Cash on Hand	400	400
Cash at Bank – Operating	2,004	16,554
Online Saver Account	189,393	134,503
Term Deposits	318,016	300,000
Bank Guarantee Deposit	17,867	17,867
	527,680	469,324
b. Reconciliation of Cash Flow from Operating & Financing		
Surplus (Deficit) for the year Add/Less	3,594	6,352
Adjustment transfer from Bond Deposit funding		-15,000
Depreciation	28,410	81,199
	32,004	72,551
(Decrease)/Increase in		
Third Party Funds Held	-548	-206
	31,456	72,345
Increase Staff Entitlements	16,726	5,749
Increase/ (Decrease) in Unspent Funds	6,026	-83,517
Increase/ (Decrease) in Creditors & Accruals	-57	7,147
Increase/(Decrease) in Debtors & Prepaid Expenses	10,514	780
Cash Flow from Operating & Financing	64,665	2,504

STATEMENT OF COMPREHENSIVE INCOME  
For the year ended 30 June 2012

Note	2012	2011
	\$	\$
<b>INCOME</b>		
Grants Received		
▶ Legal Aid Commission	6	197,198
▶ Office of Fair Trading		235,518
– General		813,625
– OFT Indexation YE 30.6.2011		28,921
– Dtarawarra OFT Funds		11,378
– Relocation		68,000
– Grants b/fwd		65,268
– Tenants' Rights Manual		38,002
Certificate IV Income		1,520
Certificate IV Management Fee		1,040
Donations		8,129
Fee for Services		811
Interest Received		38,003
		21,718
Membership Fees		1,615
Miscellaneous Income		8,500
Network Meetings		25,000
Sales – Publications		79
Services Contributions		3,300
Website Funds b/fwd		6,749
		1,249,059
Less		1,308,203
EXPENDITURE – Schedule		1,245,465
		1,301,851
Surplus / (Deficit) for the year		3,594

SCHEDULE OF EXPENDITURE  
For the year ended 30 June 2012

	2012	2011
	\$	\$
<b>Administration Expenses</b>		
AGM & Meeting Expenses	3,308	2,596
Archiving	2,013	2,047
Audit Fees	5,000	5,000
Bank Charges	1,262	1,071
Couriers	535	773
Depreciation	28,410	81,199
Equipment Maintenance	8,518	884
Equipment Purchases	3,898	2,019
Insurance	7,377	5,192
Library/Resources/Subscriptions	18,034	13,273
Photocopying	2,685	2,625
Postage	4,734	4,839
Printing	11,103	4,367
Stationery	5,204	5,798
	102,081	131,683
<b>Client/Community Servicing Expenses</b>		
Communication Expenses	10,829	13,143
Legal & Practice Expenses	7,776	2,749
Program & Planning Expenditure		2,036
TAAP Regional	25,000	25,979
TAAP Network Expenses	14,637	16,124
Tenant News	10,378	8,321
Travel	19,846	38,191
Litigation Provision	16,500	
	104,966	106,543

**SCHEDULE OF EXPENDITURE  
For the year ended 30 June 2012**

	2012	2011
	\$	\$
<b>Occupancy Expenses</b>		
Building Maintenance		743
Building Services	7,556	6,770
Rent	79,748	73,614
Utilities	4,476	3,815
	<u>91,780</u>	<u>84,942</u>
<b>Staffing Expenses</b>		
Conferences/Training	18,415	11,536
Consultants & Contractors	20,150	19,211
IT Consultancies & Materials	11,172	37,231
Leave Provisions	16,724	5,750
Practising Certificates		2,291
Recruitment	3,010	
Staff Amenities	1,564	2,006
Superannuation	71,037	72,297
Wages & Salaries	799,852	825,160
Workers Compensation Insurance	4,714	3,201
	<u>946,638</u>	<u>978,683</u>
<b>TOTAL EXPENSES</b>	<u>1,245,465</u>	<u>1,301,851</u>

**For the year ended 30 June 2012  
OFFICE OF FAIR TRADING**

	2012	2011
	\$	\$
<b>INCOME</b>		
Grant ► Office Of Fair Trading	813,625	865,564
► OFT Indexation 2011	28,921	
► Dtarawarra OFT Funds	11,378	
► Grants b/fwd	65,268	56,000
Certificate IV Income	1,520	3,040
Fee for Services		233
Miscellaneous Income		7,133
Interest Received	31,178	17,354
Legal Fees		
Services Contributions	3,300	19,275
	<u>955,190</u>	<u>1,036,599</u>
<b>Less EXPENDITURE</b>		
<b>Administration Expenses</b>		
AGM & Meeting Expenses	2,697	2,129
Archiving	1,665	1,607
Audit Fees	4,150	3,950
Bank Charges	1,047	847
Couriers	441	610
Depreciation	23,577	78,427
Equipment Maintenance	7,070	1,595
Equipment Purchases	3,398	698
Insurance	6,123	4,102
Library/Resources/Subscriptions	14,980	10,499
Photocopying	2,193	2,110
Postage	3,929	3,826
Printing	10,922	3,673
Stationery	4,266	4,583
<b>Client/Community Servicing Expenses</b>		
Communication Expenses	8,926	10,449
Legal & Practice Expenses	6,575	2,914
TAAP Training & Network Expenses	14,637	19,041
Tenant News	10,378	6,348
Travel	16,385	30,453
<b>Occupancy Expenses</b>		
Building Maintenance		579
Building Services	6,242	5,475
Rent	66,191	58,216
Utilities	3,694	3,037

**Staffing Expenses**

Conferences & Training	15,294	9,113
Consultants & Contractors	3,445	17,298
IT Consultancies & Materials	3,659	36,225
Leave Provisions	13,881	4,542
Recruitment	2,561	
Staff Amenities	1,296	1,593
Superannuation	56,632	56,770
Wages & Salaries	635,024	653,358
Workers Compensation Insurance	3,912	2,532
	<u>955,190</u>	<u>1,036,599</u>
Surplus (Deficit) for the year	0	0

**TRM (Tenants' Rights Manual)**

<b>INCOME</b>		
Grants		38,002
		<u>38,002</u>
<b>Less EXPENDITURE</b>		
Consultants & Contractors		16,000
Superannuation		1,817
Wages & Salaries		20,185
		<u>38,002</u>
<b>SURPLUS/ (DEFICIT)</b>		<u>0</u>

**STATEMENT OF COMPREHENSIVE INCOME  
For the year ended 30 June 2012  
LEGAL AID COMMISSION**

	2012	2011
	\$	\$
<b>INCOME</b>		
Grant Received ► State	120,841	117,548
► Federal	76,358	75,084
LAC One Off Grant		42,886
Interest Received	6,825	4,365
Miscellaneous Income	8,500	
	<u>212,524</u>	<u>239,883</u>
<b>Less EXPENDITURE</b>		
<b>Administration Expenses</b>		
Annual Report/Meeting	611	466
Archiving	349	439
Audit Fees	850	1,050
Bank Charges	214	225
Couriers	94	162
Depreciation	4,833	2,772
Equipment Maintenance	1,447	186
Equipment Purchases	501	424

Insurance	1,254	1,090
Library/Resources/Subscriptions	3,054	2,774
Photocopying	492	515
Postage	805	1,013
Printing	181	694
Stationery	939	1,214

**Client/Community Servicing Expenses**

Communication Expenses	1,903	2,695
Legal & Practice Expenses	1,201	2,126
Litigation Provision	8,500	
Tenant News		1,972
Travel	3,461	7,470

**Occupancy Expenses**

Building Maintenance		164
Building Services	1,315	1,294
Rent	13,558	15,398
Utilities	782	778

**Staffing Expenses**

Conferences & Training	3,121	2,422
Consultants & Contractors	706	1,913
IT Consultancies & Materials	763	1,006
Leave Provisions	2,843	1,207
Recruitment	449	
Staff Amenities	267	413
Superannuation	12,588	15,527
Wages & Salaries	144,643	171,802
Workers Compensation Insurance	800	672
	<u>212,524</u>	<u>239,883</u>

Surplus (Deficit) for the year	0	0
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TAAP – REGIONAL MEETINGS		
<b>INCOME</b>		
Grant Received	25,000	25,000
Services Contributions		
	25,000	25,000
<b>Less EXPENDITURE</b>		
TAAP Regional	25,000	25,000
SURPLUS/ (DEFICIT)	0	0
INFRASTRUCTURE		
<b>INCOME</b>		
Membership Fees	1,615	1,527
Donations	8,129	191
Cert IV Manage Fee TUQ	1,040	1,405
Other Publications Income		78
Fees for Services	810	3,520
	11,594	6,721
<b>Less EXPENDITURE</b>		
Litigation Provision	8,000	100
Travel		269
	8,000	369
SURPLUS/ (DEFICIT)	3,594	6,352
WEBSITE PROJECT		
<b>INCOME</b>		
Funds B/fwd	6,749	
<b>Less EXPENDITURE</b>		
IT Consultancies & Materials	6,749	
SURPLUS/ (DEFICIT)	0	

SANDRA GROLLMUS  
Registered Company Auditor  
Registered Tax Agent  
FAX

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ALLAWAH 2218  
TELEPHONE 9546 7366  
9546 2267

**TENANTS' UNION OF N.S.W. CO-OPERATIVE LIMITED**  
**INDEPENDENT AUDITOR'S REPORT**

**SCOPE**

I have audited the Financial Statements of the TENANTS' UNION OF N.S.W. CO-OPERATIVE LIMITED for the year ended 30 June, 2012.

THE Co-operative's Directors are responsible for the preparation and presentation of the financial Statements consisting of Statement of Financial Position, Statements of Comprehensive Income, Statement of Cash Flows and Notes and the information they contain. I have conducted an independent audit of these Financial Statements in order to express an opinion on them to the Members of the Co-operative.

My audit was conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the Financial Statements are free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the Financial Statement and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the Financial Statements are presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements and statutory requirements so as to present a view which is consistent with my understanding of the Co-operative's financial position and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

**AUDIT OPINION**

In my opinion, the financial report of the TENANTS' UNION OF N.S.W CO-OPERATIVE LIMITED is in accordance with:

- (a) The Co-operatives Act, 1992, as amended, including
  - (i) Giving a true and fair view of the Co-operative's financial position as at 30 June, 2012 and the performance of the Co-operative for the year ended on that date; and
  - (ii) Complying with the Accounting Standards and the Co-operative Regulations; and
- (b) Other mandatory professional reporting requirements.



SANDRA GROLLMUS  
Registered Company Auditor  
Registered No. 1254

Signed at Allawah this 12th day of September 2012.



**Tenants' Union  
of New South Wales**

**CONTACT DETAILS**

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