

Tenants' Union of Tasmania



Annual Report 2017/18





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ACHIEVEMENTS

2,867 instances of advice and support in tenancy matters

including **2,173** phone advices,
543 drop in clients, and
151 cases opened

In a feedback survey of drop-in clients between November 2017 and the end of the financial year we achieved a **Net Promoter Score of 85**. In other words 76% of the 96 clients surveyed rated us 10 out of 10.

38 Community Legal Education Sessions as well as
20 information stalls across the state

reaching more than **457** people, including students, social workers, refugees and migrants, mothers and other members of the public

39 articles or appearances in the **media**, including newspapers, radio and tv, discussing **Rent increases and housing affordability** on ten occasions and **Short-stay accommodation** seven times. Other topics included the Victorian tenancy law reforms, repairs following flooding, pets in rentals and rent bidding

42,588 sessions on www.tutas.org.au
1,864 downloads of our **Don't Panic** brochure
36,877 Factsheet downloads

We doubled our number of followers on Facebook to **1203**
Out of the **63** posts we published, a **story about an instance of rent increase** sparked the most interaction and reached close to **22,000** people



2018 has been a challenging year for Tasmanian tenants and the resources of the Tenants' Union of Tasmania (TUT). However, TUT is used to challenges with limited resources whilst delivering high quality outcomes for tenants.

As flagged further on in this report, with the surge in tourism, residential tenancy stock has been absorbed by AirBnB and the like which has had largely unforeseen consequences. Admittedly this is part of a global trend. A trend that has seen increasing regulation in parts of the USA and Europe, recently Japan, and other places. Iceland, which also has seen an upsurge in its tourism economy, has also introduced regulation; not just to ensure that safety and hygiene is maintained but to preserve residential tenancy stock. This island too should consider further the need for better regulation, together with other strategies to increase residential tenancy stock, particularly for the disadvantaged.

A further, if not equal or even greater, strain on residential housing stock has been created by increasing lack of housing affordability on the back of a real estate boom that seems to just keep on rolling on - despite some recent mainland market cooling off. Hobart suburbs provide some of the most desirable housing investor stock in the country (where the majority of our clients live). One does not have to have a thorough understanding of economic theory concerning supply and demand shaping price/rent, to understand why rents are increasing out of proportion to income growth. Younger working adults, many of whom once could have afforded a mortgage no longer can or at least delay buying into the market. It is therefore little surprise that the biggest age cohort relying on our phone advice service are in the 20 to 25 year age bracket, and two thirds of all callers identify as low income earners. There are in short, more tenants and those who are economically vulnerable and disadvantaged are more likely to require our assistance. Many of whom are disproportionately female and/or single parents.

This increasing demand on TUT services and the level of service provided by TUT staff and volunteers – in court, at community legal education forums, on the phone and in person, et cetera as detailed in this annual report –reinforces the value for money delivered to the Tasmanian Community, via the various sources of funding for which we are grateful for. We would of course like to have more funding certainty (and more funding!) going forward not just for planning our limited resources, but also to maximise staff retention and give our staff longer term certainty for them and their families.

I would like to thank, firstly, the hard work and dedication of our Principal Solicitor, Meredith Barton. Meredith's high performance and tireless efforts in managing staff & volunteers, budget, clients, funding issues and much more cannot be discounted, and is greatly admired and appreciated by the committee. The Principal Solicitor's report identifies and thanks our dedicated staff, which I will not repeat, but on behalf of the committee we extend our gratitude for their hard work and dedication during 2018. I also thank our volunteers past and present without whom TUT would not be where we are today.

Lastly, I would like to thank all members of the committee for their assistance and giving up their valuable time. It is pleasing to see two new committee members join us this year: Bernard Goh and Jacob Skierka. Fresh perspectives and contributions, on the back of the valued experience of long standing committee members, have been greatly appreciated. Thank you all.

Tim Walter

Chairperson

November 2018



PRINCIPAL SOLICITOR'S REPORT

The past financial year has been dominated by an acute housing crisis, particularly in greater Hobart. Tasmania's growing tourism industry is a positive story for the Tasmanian economy, but the lack of regulation of the short-term accommodation sector has had devastating consequences for tenants. Rental availability and affordability are at historic lows, leaving some of our most vulnerable at real risk of homelessness. Over the last year we have advocated strongly for greater tenancy rights through the media, submissions, discussions with Government, rallies and roundtables. At the same time we were able to continue to exceed targets in our frontline service of legal education, advice and representation of Tasmanian tenants.

Our core funding from the Department of Justice and the Department of Health and Human Services along with one off grants from the Solicitors' Guarantee Fund and Law Foundation, enabled us to continue to provide advice, representation, Community Legal Education and volunteer management as well as increasing our representation in Launceston and undertaking a 12 month policy role. There have been so many outstanding achievements I find it difficult to refer to any one in particular but it is clear that we are extremely lucky to have dedicated staff who are passionate about their roles and who go above and beyond to ensure that we are able to support as many people as possible. Thanks to Ben Bartl for his role as Senior Solicitor, Alex Bomford for his colourful array of roles as Solicitor, Community Legal Education and Policy Officer, Jeff Thompson as Solicitor, Julia Ely for Communications, Steve Bennett as Volunteer Manager and Policy Officer, Phil Hoffen for our Tasmanian Rents publication and last but by no means least Louise Foster for her tireless work as our Finance Officer.

Our committee members provide a solid foundation of support. In particular I would like to thank Tim Walter our Convenor and Paul Kelly our Treasurer for their support over the past 12 months and ensuring that we run smoothly on what can only be considered a tight budget. Thanks also to Pia Struwe, Michelle Parker, Katryna Induni, Bernard Goh and Jacob Skierka for their roles on our committee. The knowledge they bring and contributions they make is much appreciated.

Also to our volunteers who are responsible for the telephone advice line, and to those that have undertaken further case work for us; thank you for your time and effort. Without their support on the phones in particular, we would see a reduction in the amount of representation we would be able to provide. Also to the administration staff of Hobart Community Legal Service Bernie and Pam, thank you for your smiles and guidance to our clients when they visit.

We are a small service with an increasingly large client base and increasingly large output. What we are able to achieve is a testament to all of those mentioned above and I myself appreciate the opportunity to work and continue to work with everyone involved.

Meredith Barton
Principal Solicitor
November 2018

AIMS

The Tenants' Union works for the interests and rights of residential tenants in Tasmania and seeks to:

- Improve conditions in rental housing in Tasmania so that they meet accepted minimum standards
- Raise awareness within the community about tenancy issues
- Promote legislative change where this is necessary to improve outcomes for tenants

GENERAL PRINCIPLES

The Tenants' Union is an organisation that is:

- Active in response to changing tenancy issues
- Offering quality advice, advocacy, information and referral services
- Empowering people to take action on their own behalf
- Abreast of current housing issues
- Keeping decision makers in the community aware of the key issues that are impacting on residential tenants in Tasmania

ROLES

The Tenants' Union has several roles that provide:

- Advice, information and assistance with tenancy issues
- Advocacy for individual tenants on residential tenancy issues
- Systemic advocacy, including political representation
- Education and training for professionals, community organisations, students and community members about tenancy issues

OPERATION

The Tenants' Union provides:

- A free service
- Access to specialist knowledge on tenancy issues
- A service to all residential tenants (eg. public, community, private and boarding).

The Telephone Advice service operates during the hours of 9:30am and 4:00pm weekdays and the Face-to-Face Advice Sessions are available between 9:30am and 12:30pm Tuesday to Thursday inclusive. We also have services through Launceston CLC and North West CLC.



FUNDING

Commonwealth Grants from the Attorney General's Department for the financial year totalled \$71,744. This money was used for the provision of Community Legal Education, training, coordination, compliance and administration of the service as a whole.

State Grants from the Department of Health and Human Services, Housing Tasmania equalled \$208,643 for the financial year. These funds were expended by supervising the telephone advice service and providing advocacy services and legal representation.

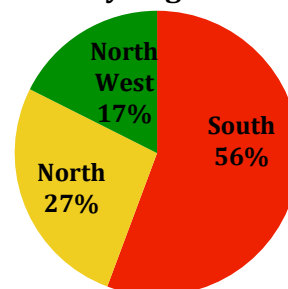
2015/16 Solicitor's Guarantee Fund grants, used primarily for training and development and statewide law services, and a Tasmanian Community Fund grant for online training and membership totalled \$82,413 during the past financial year.

An additional grant of \$30,913 from the Law Foundation was used to develop educational resources for legal studies courses in colleges.

ACCESS AND EQUITY POLICY

The Tenants' Union continues to ensure that all tenants have equitable access to adequate tenancy advice, advocacy and community legal education services. Similarly the Tenants' Union works to provide equitable access for all tenants to justice through tenancy laws and legal processes and practices.

Callers by Region



CLIENTS

The clients of the Tenants' Union are:

- Private housing tenants
- Public housing tenants
- Community Housing tenants

Bodies we liaise with are:

- Non-government agencies (eg. community workers and other parties interested in tenants rights and responsibilities)
- State Government agencies (eg. Housing Tasmania and Consumer Affairs and Fair Trading)

Most clients who contact us through our Advice Line agree to complete a questionnaire providing us with valuable data on both the condition of private rentals in Tasmania as well as the demographics of renters. Find an overview of renter's demographics below.

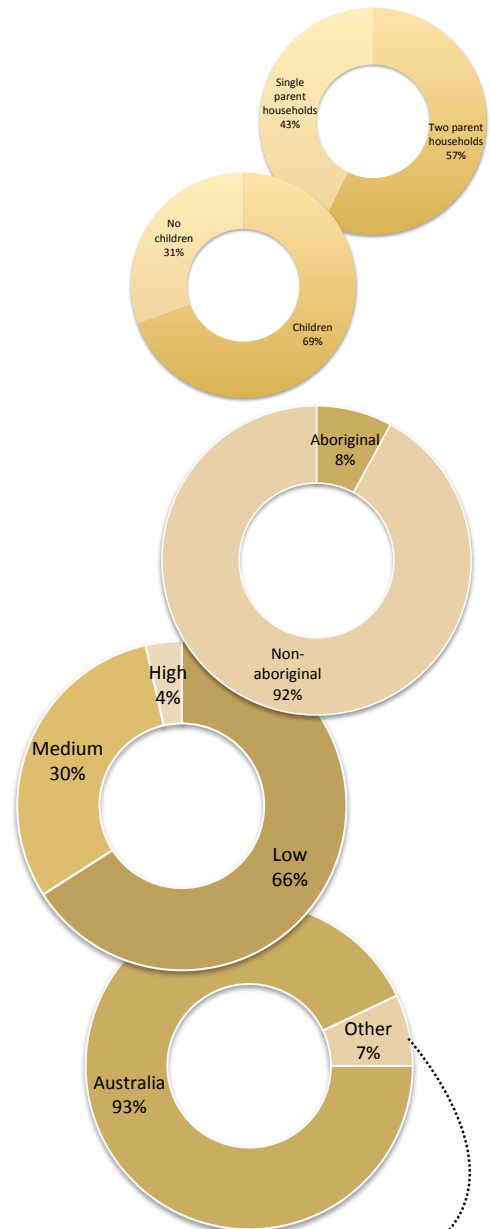


Tenants in Tasmania come from all walks of life, which is reflected in the information we collect about the people we advise.

Yet, there are some groups in our community, that are more likely to experience tenancy issues than others. While the percentage of aboriginal to non-aboriginal people and Australian-born to overseas-born residents is comparable to the proportion in the overall Tasmanian population, being a woman and a low income earner are the attributes that stand out as more likely to encounter tenancy issues.

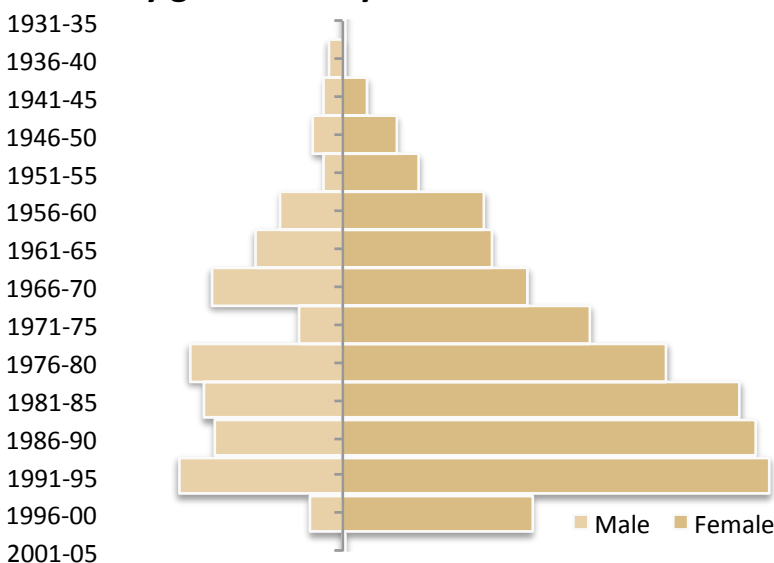
Women constitute over 70% of all our advice line clients and two thirds of our callers identify as low income earners.

Even more concerning is the number of children affected by those issues that concern what should be the safe space in their lives - their homes. More than 1300 children lived in the households that sought tenancy advice in the last financial year. A staggering 43% of those households were single parent households. Only a third of all households advised lived in child free homes.



1. United Kingdom (1.8%)
2. New Zealand (0.9%)
3. USA (0.8%)
4. Germany (0.3%)
5. Canada (0.3%)

Callers by gender and year of birth





PEOPLE

VOLUNTEERS

Emily Burgess
Russell Dominic
Alex Fry
Christina Guan Ee
Matthew Graves
Olivia Jarvis
Anne Knox

Elizabeth Knox
Sandra Lazarus
Chilemwa Nkowane-
Poole
Gabriela O'Leary
Daniel Pedder
Andrew Prior

Yasmine Steiner
Callum Tregurtha
Grace Wikstrom
Nicola Wright

MANAGEMENT COMMITTEE

Tim Walter	Convenor
Paul Kelly	Treasurer
Pia Struwe	Public Officer
Emily Conway	Committee Member
Bernard Goh	Committee Member
Katryna Induni	Committee Member
Michelle Parker	Committee Member
Jacob Skierka	Committee Member

STAFF

Meredith Barton	Principal Solicitor
Benedict Bartl	Senior Solicitor
Steve Bennett	Training & Development Officer, Policy Officer
Alex Bomford	Solicitor & Community Legal Educator, Policy Officer
Louise Foster	Bookkeeper
Phil Hoffen	<i>Tasmanian Rents</i> Editor
Julia Ely	Communications Officer
Jeff Thompson	Solicitor

We also thank Bernie, Pam Barratt, Harvey Yarnell and his team from Mac+More, Clare Batten, the Ionata Digital team, staff at Hobart Community Legal Service, Launceston Community Legal Centre, North West Community Legal Centre and all the tenants who have contacted us over the last year



OVERVIEW

The Tenants' Union continued to experience high demand for its services. 2867 people contacted TUT services requesting support, advocacy and information from volunteers and staff. The Community Legal Education and Training reached a wide variety of people in the community through 58 CLE projects and presentations, and there was continued law reform action relating to the *Residential Tenancy Act 1997*. The Tenants' Union achieved this with the equivalent of 3.5 full time paid positions plus 0.2 staff at both the Launceston Community Legal Centre (LCLC) and the North West Community Legal Centre (NWCLC).

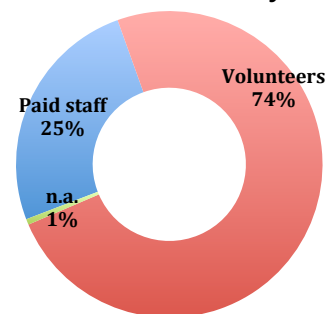
	15/16	16/17	17/18	Long Term Ave
Tenant Advice:	2786	2556	2867	2787
Made Up				
Of:				
Face-to-Face	418	445	543	410
Cases Opened	118	126	151	104
Telephone Advice	2250	1985	2173	2274

TELEPHONE ADVICE LINE

The Telephone Advice Line is by far the most frequently used method of individual contact and support at the Tenants' Union – 76% of our clients contact us via phone.

The Advice Line is predominantly answered by volunteers, who receive ongoing training from our training and development officer and permanent supervision by solicitors and other staff. In the last financial year all our volunteers donated over 915 hours of their time to our advice line service. Some volunteers also conduct supervised face-to-face advice and law graduates seeking further qualifications may provide advice of a more complex nature.

Calls answered by



Furthermore, we use the Telephone Advice Line to collect rental and demographic data from our clients. This data is extremely valuable to the Tenants' Union as it informs law and policy reform activities, assists in targeting community legal education programs and generally allows the organisation to develop a better understanding of current trends in the rental market. We ask all our clients to provide information to us that will be used in statistical reports. It is important to note that a number of clients choose not to divulge some or any information, however we continue to provide them with advice and information. Most rental and demographic statistics in our Annual Report are derived by data collected in Telephone Advice Calls.



SERVICE ACTIVITY

FACE-TO-FACE ASSISTANCE

Our face-to-face sessions at the Hobart and Launceston offices continue to be popular amongst tenants. In the last financial year 543 tenants were assisted in this manner. This is a significant number given that this service operates for only nine hours per week. The issues discussed face-to-face are usually more complex than those discussed on our telephone advice service. In many cases they escalate into legal casework and representation.

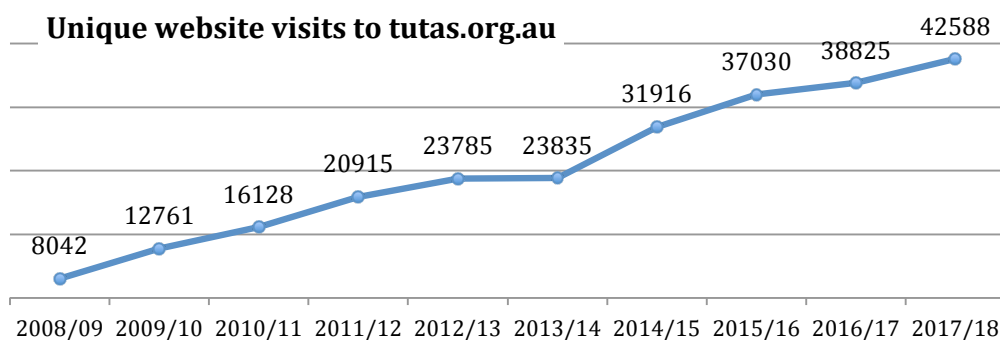
CLIENT ADVICE, CASEWORK AND DUTY SOLICITOR SERVICES

Client advice and casework continued to be a core activity of the Tenants' Union over the last financial year. Of the tenants assisted through the Hobart service, 151 case files were opened and 82 cases were closed. The Casework project is particularly important as it is primarily focused on tenants with complex needs. Issues that may require advocacy and casework assistance include rental arrears, bond return, lease disputes and, most urgently, the threat of eviction. The advocacy work has been strengthened by the Tenants' Union developing good working relationships with landlords, real estate agents, the Office of Consumer, Building and Occupational Services (former Consumer Affairs and Fair Trading), and the Real Estate Institute of Tasmania. However, by far our most important relationship in this area is with Housing Connect. For many tenants, our legal expertise combined with the on-the-ground negotiation skills of the Housing Connect team means tenants have a far better chance of gaining success in their disputes.

We continued our duty solicitor service in Hobart. The Hobart Magistrates Court kindly agreed to have all tenancy matters heard on Wednesday mornings, so a Tenants' Union solicitor can be present at each case and advise tenants who were unaware of our services prior to their hearing. In addition to the duty solicitor in Hobart, a similar service has been established in the Launceston Magistrates Court. The days on which the duty solicitor is in Launceston vary.

WEBSITE, NEWSLETTERS, SOCIAL MEDIA AND MEMBERSHIP

In the financial year 2017/18 our website (tutas.org.au) was visited more often than ever before, with 42588 visits over the year. That is an increase of 9.7 per cent in page visits compared to the previous financial year.



Factsheets were the most popular destination for visitors to our website with a total of 36,877 downloads over the year. Our factsheets and the *Don't Panic* booklet relieve our busy volunteer phone advice line by providing concise and easy to read information.



The factsheets with the most views were (in order)

- Notice to Vacate;
- Leaving Leases Early;
- Repairs and Maintenance;
- Access and Privacy; and
- Bond.

In the past financial year we published and sent out two issues of our *Rent Rant* newsletter, reaching out to community, decision makers and people working in the residential tenancy sector. With high opening and link click rates, and positive reader feedback we provided insight into our work and more in depth information on developments in tenancy issues both in Tasmania and Australia.

The Tenants' Unions' Facebook page is an increasingly important tool in communicating with the public. While page likes had been growing consistently in the years since the page's launch in 2011, the number of people who liked the page doubled in the past year - from 606 to 1203. This increase of followers had a significant effect on the reach of posts we have put up on our page, with the most popular of our 63 stories in 2017/18 reaching close to 22,000 on Facebook.

In July 2014 we introduced the option of becoming an online member of the Tenants' Union. Members have access to our online training modules and a members news section on our website with more in depth insight into the Tenants' Unions work. 32 people became members in the last financial year.

COMMUNITY LEGAL EDUCATION

The Tenants' Union is responsible for providing community legal education and training (CLE) statewide to tenants and the housing sector on tenancy issues, along with an active involvement in tenancy law reform. Our CLEs aim to provide knowledge and skills to support successful tenancies and minimise the need for disputes.

Additionally, we continuously developed new modules and updated existing material on our Online Training platform to reflect legislative changes as well as feedback we have received from learners.

Alex Bomford conducted 38 Community Legal Education sessions (CLE) and additionally 20 information stalls in 2017/18, reaching a total of more than 457+ individuals. Three further CLE activities had been planned, but were cancelled by the organisers or had no attendees.



POLICY & LAW REFORM

The Community Law Reform and Policy work undertaken by the Tenants' Union in the 2017/18 year included the following areas:

SHORT-TERM ACCOMMODATION

Due to the escalation of the shortage and unaffordability of housing in Hobart and research supporting the impact of short stay accommodation on these issues, advocating for changes of the regulation of short-term accommodation businesses was a focus of our policy work over the last year. We advocated for regulation by requesting the major parties positions on the issue prior to the State election in March, attended the Housing Summit hosted by the Minister for Housing Roger Jaensch and spoke at a rally organized by the Hobartians facing Homelessness-group. We followed up on promises for transparency on data provided by short term accommodation providers, supported the push for a moratorium on short term accommodation registration in the House of Assembly and wrote a submission to the Legislative Council's inquiry into short-stay accommodation. Furthermore, we liaised with other tenant support organisations, including the Tenants Victoria and Tenants' Union of New South Wales and a branch of the Mietverbund of Berlin to discuss policies and best practices.

RESIDENTIAL TENANCY ACT 1997 REVIEW

We renewed our call for a review of *the Residential Tenancy Act 1997*. In that context we have written draft policy papers on standard forms, rent reductions, security of tenure, pets in rental and family violence.

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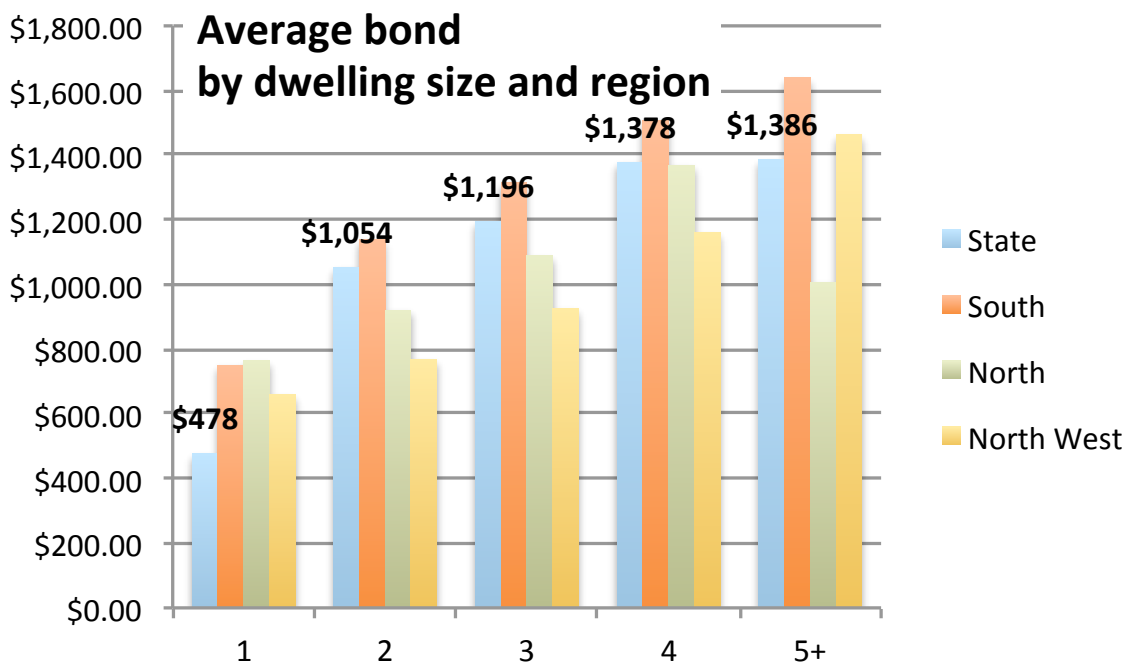
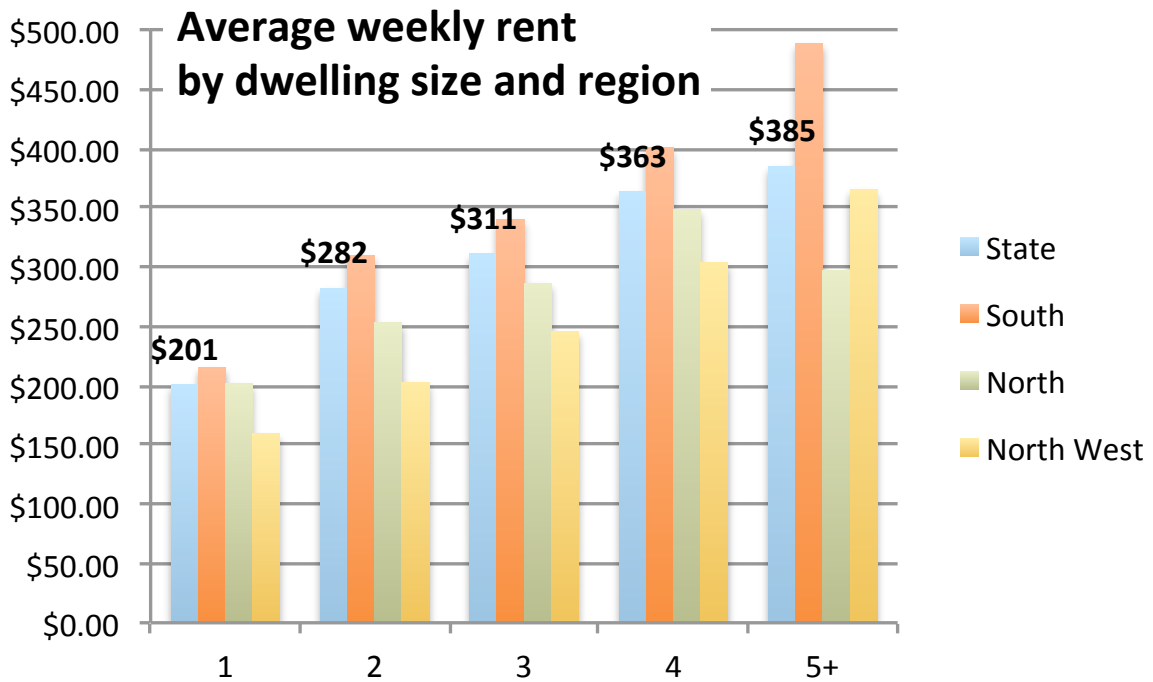
We assisted Tenants Victoria with a Federal inquiry into Biotoxins.

TASMANIAN RENTS

Each quarter we are able to publish Tasmanian Rents presenting rent statistics compiled by the Rental Deposit Authority. Access to this information provides all members of the Tasmanian community but in particular tenants with the level and development of rents in their local area.



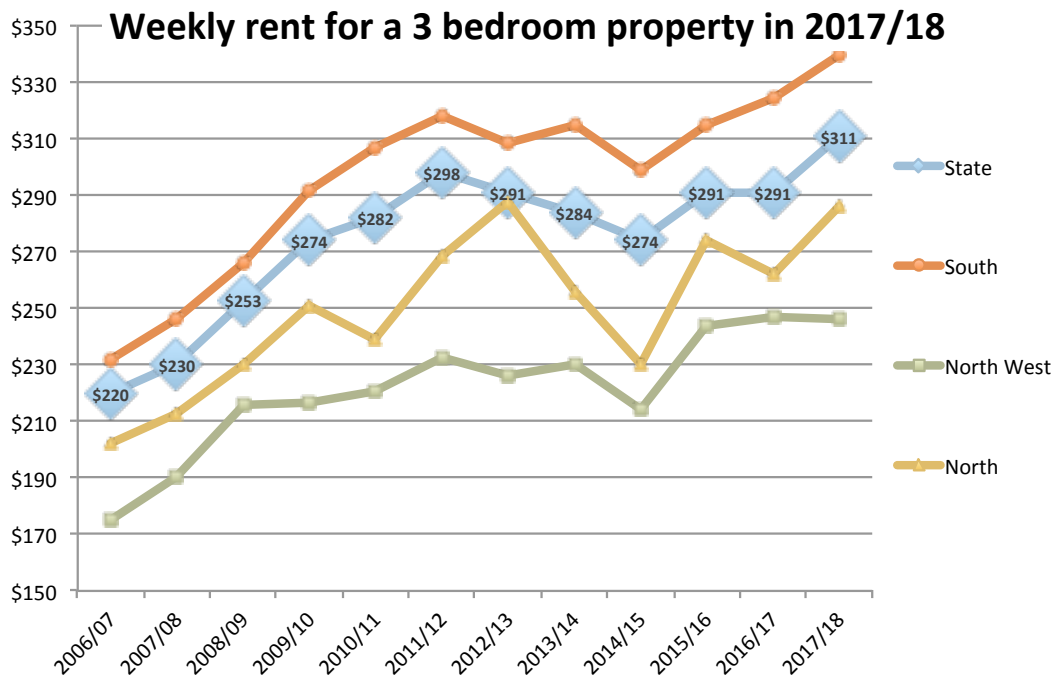
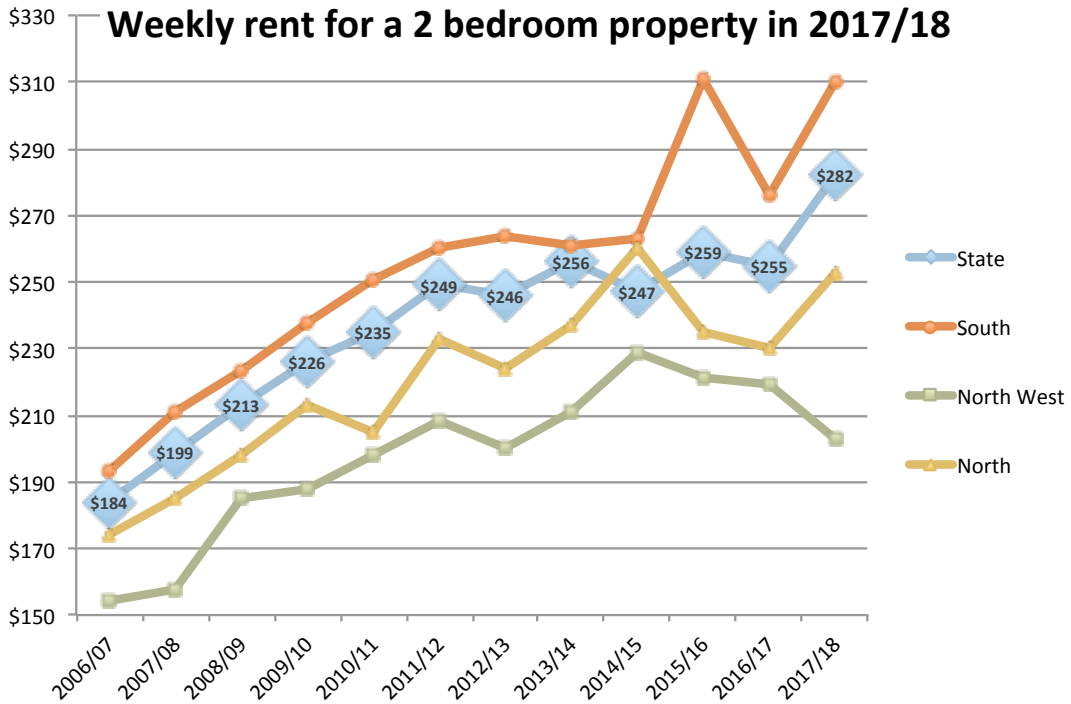
The following charts provide an overview of weekly rental prices and bonds statewide and in the three main geographical regions in Tasmania. They confirm long term observations of rents and subsequently bonds in the South being dearest, followed by the North. Rents and bonds in the North West are lower than those in the other regions.



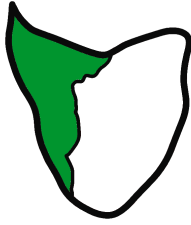


RENTS

Following historic low vacancy rates we see dramatic hikes in rent for 2 and 3 bedroom properties in the South and the North.



North West

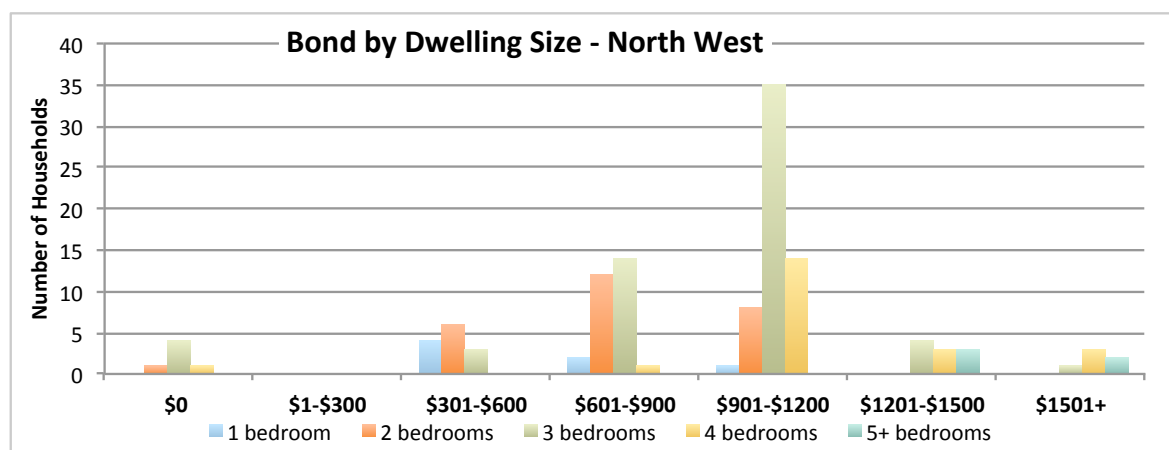
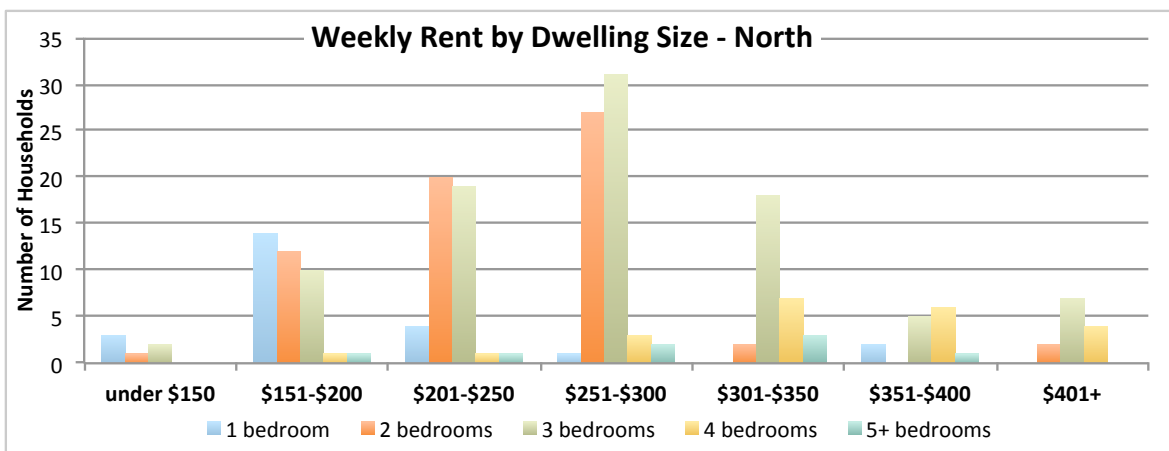


17 % of all calls to the Tenants' Union's Advice Line

In comparison to other regions historically:
 Lowest rent and bond
 More Repairs & Maintenance issues
 Less Lease Breaking

Tenancy Issue	2017/18	Prev Yr
Repairs & Maintenance	23%	23%
Other	13%	20%
Lease Query	12%	11%
Notice to Vacate	11%	11%
Bond	11%	6%
Access & Privacy	10%	9%
Lease Breaking	9%	7%
Notice to Terminate	5%	7%
Rent Arrears	3%	3%
General Information	2%	2%
Rent Increase	1%	1%

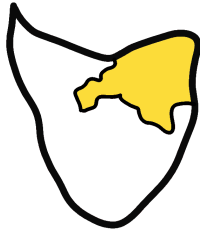
	2016/17	2017/18	Change on Prev Year	5 Year Change
Average Rent	237	229	-3.4%	5.0%
Average Bond	910	873	-4.1%	-1.6%
2 Bedroom Average Rent	219	203	-7.3%	1.5%
3 Bedroom Average Rent	247	246	-0.4%	8.9%





REGIONS

North

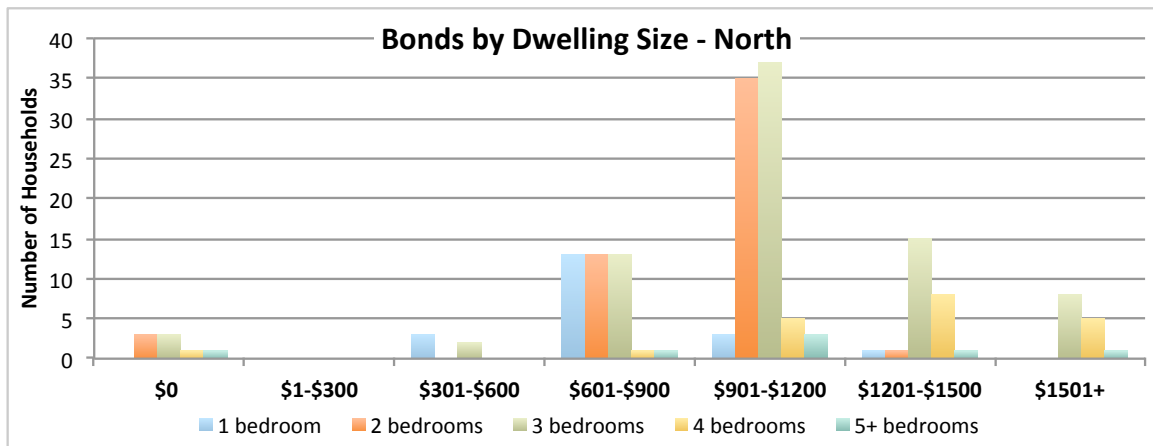
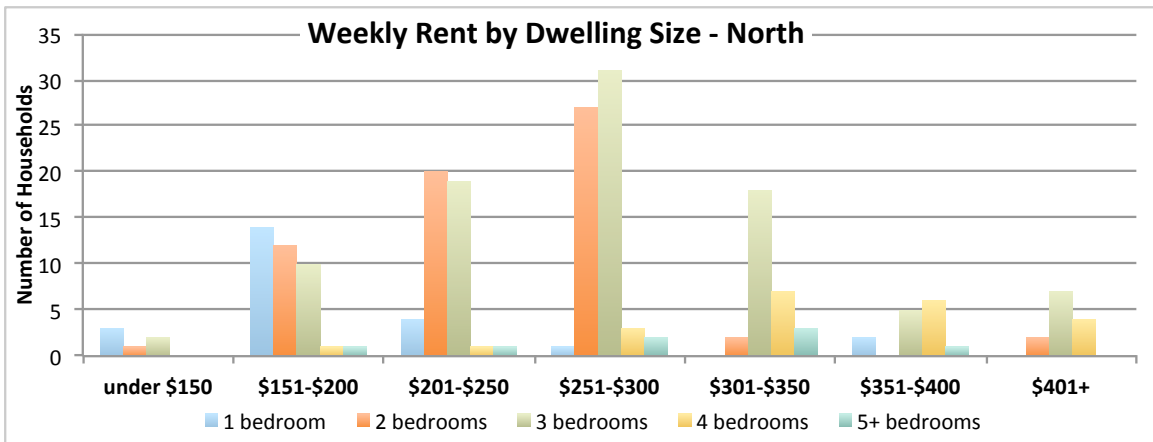


29%
of all Calls
to the Advice Line
came from
the North

In comparison to other regions historically:
More lease breaking
More eviction queries

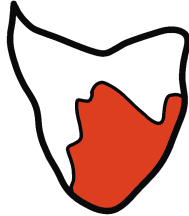
Tenancy Issue	2017/18	Prev Yr
Repairs & Maintenance	28%	27%
Bond	11%	14%
Lease Breaking	11%	10%
Access & Privacy	11%	8%
Other	10%	10%
Notice to Vacate	10%	10%
Lease Query	8%	7%
Notice to Terminate	5%	7%
Rent Increase	3%	2%
Rent Arrears	2%	2%
General Information	1%	3%

	2016/17	2017/18	Change on Prev Yr	5 Year Change
Average Rent	249	272	9.2%	7.1%
Average Bond	999	1019	2.0%	2.7%
2 Bedroom Average Rent	230	253	10.0%	13.0%
3 Bedroom Average Rent	262	286	9.2%	1.0%





South

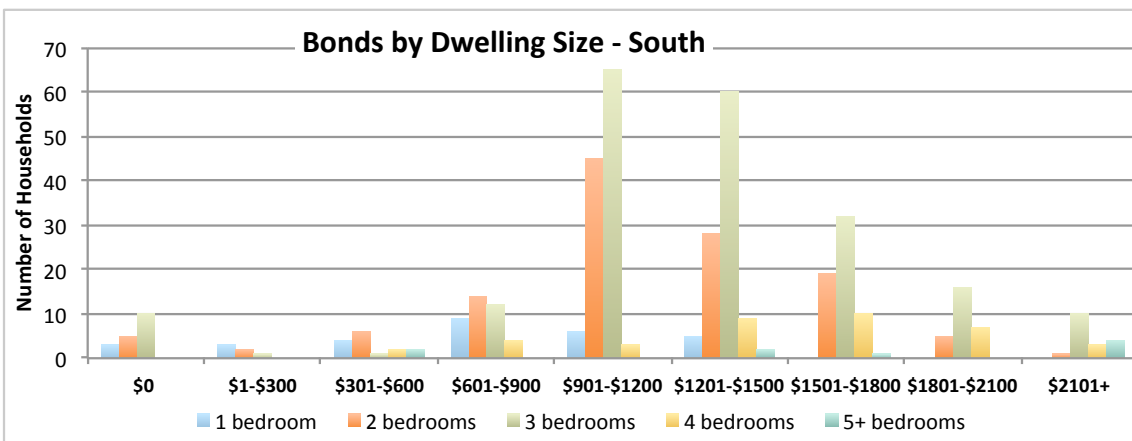
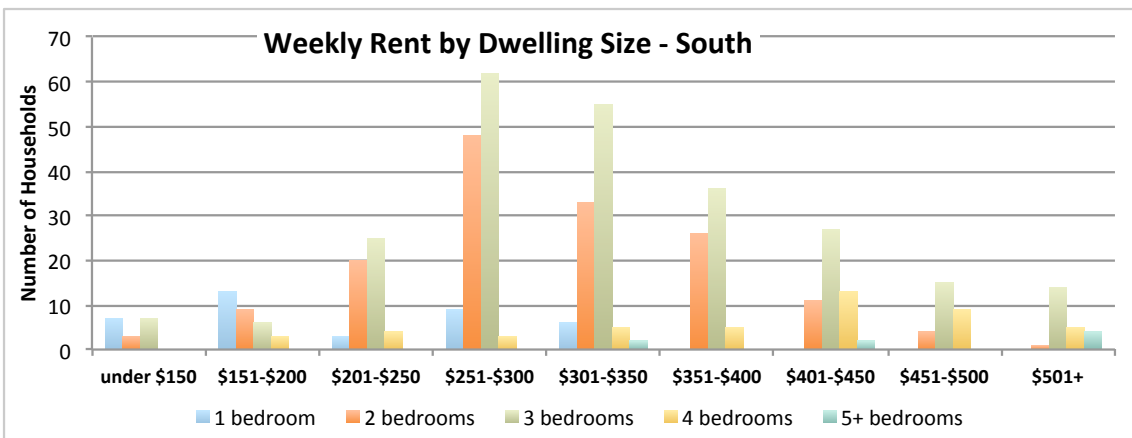


56% of all Advice Line Calls came from people in the South of Tasmania

In comparison to other regions historically:
Highest rent and bond

Tenancy Issue	2017/18	Prev
Repairs & Maintenance	26%	27%
Other	12%	11%
Bond	11%	11%
Lease Breaking	11%	11%
Notice to Vacate	10%	9%
Rent Increase	9%	3%
Access & Privacy	8%	8%
Lease Query	8%	10%
Notice to Terminate	2%	6%
Rent Arrears	2%	2%
General Information	1%	2%

	2016/17	2017/18	Change on Prev Yr	5 Year Change
Ave Rent	304	326	7.2%	13.6%
Ave Bond	1204	1224	1.7%	12.2%
2 Br Ave Rent	276	310	12.3%	17.4%
3 Br Ave Rent	325	340	4.6%	10.0%





OUR LINKS

The Tenants' Union of Tasmania has continued its association with the following organisations:

Member of:

- National Association of Tenants Organisations (NATO)
- Shelter Tasmania
- National Association of Community Legal Centres (NACLC)
- Community Legal Centres Tasmania (CLCTas)
- International Union of Tenants
- Tasmanian Council of Social Service (TasCOSS)
- Volunteering Tasmania

Network Partners

- North West Community Legal Centre
- Launceston Community Legal Centre
- Housing Connect

Working Relationships with

- Shelter Tasmania
- Colony 47
- Anglicare
- Red Shield Housing
- Office of Consumer, Building and Occupational Services
- Residential Tenancy Commissioner
- Rental Deposit Authority
- Housing Tasmania, Department of Health and Human Services
- Legal Aid Commission of Tasmania
- Housing and Community Research Unit, University of Tasmania
- Tasmanian Association of Community Houses (TACH)
- Advocacy Tasmania
- Hobart Community Legal Service



For the year ended 30 June 2018

The operating result for the year ended 30 June 2018 is a deficit of \$30,995 (FY17: profit of \$37,467). The deficit is due largely to a significant increase in the provision for annual leave and long service leave which has increased from \$34,484 in 2017 to \$60,742 in 2018. This provision was also increased to allow for superannuation entitlements, which has not previously been provisioned for.

The Tenants' Union of Tasmania (TUT) remains committed to providing services to tenants throughout Tasmania, and this work would not be possible without the generous support and assistance from our sponsors. We gratefully acknowledge their support. Our core sponsors are the Tasmanian State Government and the Commonwealth Government. We strive to ensure that funds granted to us are used appropriately and solely for the purposes for which they have been entrusted to us.

The TUT was fortunate to receive a one-off grant through the Solicitors' Trust Guarantee Fund in February 2018 to the amount of: \$167,628.10. This grant was in addition to our core funding for our services (telephone advice line, drop in service, case work and representation) and allowed us to continue and expand on some specific projects.

The Law Foundation Project has been extended until the 1 December 2018.

In addition, the TUT has also received a one-off grant through Community Legal Centres Tasmania to the amount of \$5,000. Conclusion of the project will be on the 31 May 2019.

As per prior years, both employee entitlements and carried forward grant surpluses are fully funded. Whilst the financial position of the Union remains steady, we continue to prepare for significant challenges to our funding in the future to ensure that our service delivery remains at its best and continues to meet the needs of Tasmanians throughout the State.

The financial statements were audited by Michael J Muller for the year ending 30 June 2018. A copy of the Auditor's report is attached to the annual report.

I would also like to thank the TUT Bookkeeper, Louise Foster. I appreciate her excellent management of the financial records and budget work throughout the year. I would also like to thank Meredith Barton, Principal Solicitor and the entire committee for their ongoing support in the management of the budget in line with our limited funding.

Paul Kelly

Treasurer

November 2018

Tenants Union of Tasmania Inc

A.B.N 90 027 237 500

FINANCIAL REPORT

30 June 2018

Audit Report
Statement by Members
Income and Expenditure Statement
Balance Sheet
Notes to and Forming Part of the Financial Report

Tenant Union of Tasmania Inc Independent Audit Report

Auditor's Opinion

I have audited the accompanying special purpose financial report of Tenant Union of Tasmania Inc, being the Statement by Members of the Committee, the Income and Expenditure Statement, the Balance Sheet and the Notes to the Financial Statements for the year ended 30 June, 2018.

In my opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report of Tenant Union of Tasmania Inc is properly drawn up in accordance with the Associations Incorporations Act (1964), including:

- i) giving a true and fair view of the Association's financial position as at 30 June, 2018 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- ii) complying with Accounting Standards in Australia to the extent described in Note 1 to the financial report.

Basis for Qualified Opinion

As is common for organisations of this type, it is not practicable for Tenant Union of Tasmania Inc to maintain an effective system of internal control over donations, fee income and other fundraising activities until their initial entry in the accounting records. Accordingly, my audit was limited to amounts recorded in the financial accounts.

My audit was conducted in accordance with the Australian Auditing Standards. My responsibilities under those standards are detailed further in the Auditor's Responsibility section of my report.

In conducting my audit, I have complied with the independence requirements of the Australian professional ethical pronouncements. I am independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Emphasis of Matter – Basis of Accounting

The financial report has been prepared to assist Tenant Union of Tasmania Inc to meet the requirements of the Associations Incorporations Act (1964) as described in Note 1 to the Financial Statements. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Committee's Responsibility for the Financial Report

The Committee of the Association are responsible for the preparation and presentation of the financial report and the information contained therein. The Committee have determined that the accounting policies used and described in Note 1 to the Financial Statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporations Act (1964), are appropriate to meet the requirements of the Association's Constitution and are appropriate to meet the needs of the Members.

The Committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

In preparing the financial report, the Committee is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern, and using the going concern basis of accounting unless the Committee either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud and error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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Auditor's Responsibility continued

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusion is based on the audit evidence obtained up to date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial reports represent the underlying transactions and events in a manner that achieved fair presentation.
- Communicate with the Committee and those charged with governance regarding, among other matters, the planned scope and timing of the audit, any significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Michael J Müller

Chartered Accountant

Dated at Hobart this 15th day of November, 2018.

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TENANTS UNION OF TASMANIA INC

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the Committee, the accompanying financial statements, being the Income and Expenditure Statement, the Balance Sheet, and the Notes to and forming part of the accounts, for the year ended 30 June 2018:

1. Present fairly the financial position of Tenants Union of Tasmania Inc as at 30 June 2018 and the results of the Association for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Tenants Union of Tasmania Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President.....

Treasurer.....

Signed at Hobart this 26th day of November 2018

Tenant's Union of Tasmania Inc
ABN 90 027 237 500

Income & Expenditure Statement
For the year ended 30 June 2018

	2018	2017
Income		
Commonwealth Grants	\$ 71,744	\$ 71,028
Solicitors' Guarantee	\$ 82,413	\$ 128,499
Law Foundation	\$ 30,913	\$ 13,804
State Government Grants	\$ 208,643	\$ 199,075
Grants - Other	\$ 4,373	\$ 908
TACLIC wage recovery	\$ 33,804	\$ 31,124
Interest received	\$ 1,366	\$ 1,636
Miscellaneous Income	\$ 2,573	\$ 864
Total Income	\$ 435,829	\$ 446,940
Expenses		
Auditors Fees	\$ 1,970	\$ 1,700
Advertising	\$ 1,258	\$ 0
Cleaning	\$ 1,018	\$ 1,338
Committee expenses	\$ 18	\$ 21
Electricity	\$ 4,433	\$ 5,590
Fees & Charges	\$ 783	\$ 524
Insurances	\$ 3,978	\$ 3,349
IT Expenses	\$ 3,867	\$ 2,522
Legal & Professional Fees	\$ 586	\$ 888
Memberships & Subscriptions	\$ 3,018	\$ 2,651
Minor Equipment Purchases	\$ 4,129	\$ 7,358
Office Rent	\$ 18,861	\$ 18,401
Postage	\$ 274	\$ 606
Printing & Stationery	\$ 7,839	\$ 3,428
Rates & Taxes	\$ 6,609	\$ 6,562
Repairs & Maintenance	\$ 2,157	\$ 7,547
Security	\$ 293	\$ 478
Staff Amenties	\$ 2,613	\$ 2,669
Staff Recruitment & Training	\$ 350	\$ 0
Sundry expenses	\$ 425	\$ 1,411
Telephone & Internet	\$ 7,273	\$ 8,392
Training & Conferences	\$ 1,143	\$ 2,145
Travel & Accomodation	\$ 6,100	\$ 5,213
Web Programming	\$ 1,000	\$ 0
Video Production	\$ 0	\$ 5,000
Wages and Salaries	\$ 334,482	\$ 269,505
Superannuation	\$ 28,829	\$ 25,398
Launceston & Northern Advocacy	\$ 23,519	\$ 26,779
Total Expenses	\$ 466,824	\$ 409,473
Net Surplus/ (Deficit) for the year	\$ (30,995)	\$ 37,467

The accompanying notes form part of the financial statements

Tenant's Union of Tasmania Inc
ABN 90 027 237 500

Balance Sheet
As at 30 June 2018

	2018	2017
Current Assets		
Westpac Cheque A/c	\$ 11,207	\$ 17,743
Westpac Business Cash Reserve	\$ 222,595	\$ 156,537
Westpac CS Cash Reserve	\$ 47,021	\$ 36,735
Westpac Debit Card	\$ 1,875	\$ 0
Petty Cash	\$ 191	\$ 35
Trade Debtors	\$ 10,323	\$ 6,795
Total Assets	<u>\$ 293,213</u>	<u>\$ 217,845</u>
Current Liabilities		
Trade Creditors	\$ 5,289	\$ 12,016
Grants in Advance	\$ 10,619	\$ 4,373
Solicitors' Guarantee Advance	\$ 132,093	\$ 46,877
PAYG Withholding Tax	\$ 5,300	\$ 6,342
Superannuation Guarantee Liability	\$ 2,304	\$ 0
Provision for Long Service Leave	\$ 32,827	\$ 14,692
Provision for Annual Leave	\$ 27,915	\$ 19,792
GST Collected	\$ 5,917	\$ 6,935
GST Paid	\$ (2,820)	\$ (5,140)
Total Liabilities	<u>\$ 219,444</u>	<u>\$ 105,887</u>
Net Assets	<u><u>\$ 73,769</u></u>	<u><u>\$ 111,958</u></u>
Equity		
Accumulated Funds	\$ 65,884	\$ 34,490
Moving Reserve	\$ 20,000	\$ 20,000
Case Reserve	\$ 18,879	\$ 20,000
Current Operating Surplus	\$ (30,995)	\$ 37,467
Total Equity	<u><u>\$ 73,769</u></u>	<u><u>\$ 111,958</u></u>

The accompanying notes form part of the financial statements

TENANTS UNION OF TASMANIA INC

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2018**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements are a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (1964). The committee has determined that the association is not a reporting entity.

No Australian Accounting Standards or other mandatory professional reporting requirements have been applied in the preparation of this financial report.

The statements are prepared on an accrual basis. They are based on historic costs and do not take into account changing money values, or except where specifically stated, current valuations of non-current assets

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements.