



Annual Report

Tenants' Union ACT

2017 - 2018



Acknowledgement of Country

The Tenants' Union ACT recognises that Aboriginal and Torres Strait Islander people are the First Peoples of Australia.

Our office is on the lands of the Ngunnawal people and we acknowledge them as the traditional owners of this land, and their continuing connection to the land.

We also acknowledge Aboriginal and Torres Strait Islander people from other nations who have come to live on this land. The Tenants' Union ACT pays respect to their cultures, ancestors and elders past, present and emerging.

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Cover art – 'Family Portrait: Andy, Jo and Sugar' (2017) by Annette An-Jen Liu, 1st Prize ITD Art Competition 2017

The Tenants' Union acknowledges the financial support and assistance received from members and the ACT Government - Justice and Community Safety Directorate and the Community Services Directorate (Housing ACT).



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Haroon, Shumalia and their children—We Rent Portrait Project

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Our Vision

All renters in the ACT are able to assert their rights and able to enjoy appropriate, affordable, accessible and secure housing.

Our Mission

TUACT empowers renters in the ACT and improves their rental experience.

Core Values

The ACT Tenants' Union is a non-profit community legal centre committed to:

- the participatory involvement of tenants to achieve its vision and aims and promoting rental housing which meets the needs of tenants;
- ensuring tenants' views are recognised and incorporated into decision-making processes;
- educating tenants and other stakeholders about their rights and responsibilities;
- promoting self-help mechanisms for tenants seeking dispute resolution;
- fostering effective dispute resolution mechanisms;
- ensuring provision of high-quality assistance to tenants through input into effective delivery of a Tenants' Advice Service (TAS) and other tenancy support services;
- fostering high morale and work satisfaction, and providing career and development opportunities for TU and TAS staff (as far as possible);
- the continued use of resources resulting from investment of tenants' bond money to support the rights of tenants, and increasing funds targeted to directly supporting the rights of tenants;
- supplementing funded resources with effective voluntary resources and coordinating to ensure the TU ACT is recognised as a well-managed organisation with effective internal and external stakeholder relationships.



“Many of the problems renters face can be too big for one individual to tackle alone”

Renters need a group that will talk to government, media, landlord groups and real estate agents on their behalf.

The Tenants' Union ACT is a group that aims to express tenants' views and concerns.

Tenancy in the ACT

The TU is the only service in the ACT working exclusively with Residential Tenancies Act. We are a small centre with a big job.

Tenancy data is sourced from the Australian Bureau of Statistics (ABS). According to the ABS Census, in 1996 the ACT population was 396,857 (an increase of 95 371 from when TAS was first funded in 1994). ABS estimates that at June 30 2017 there were 411 667 people.

At Census there were 35,413 lone person households, 6,938 group households and 100,308 households, with an average household size of 2.5 people.

There were 163,539 dwellings in the ACT. Of these, 31.8% (52,005) were rented properties. Based on average household size we can estimate that there are over 130,000 people in rental accommodation in the ACT. There is also a strong likelihood that “other tenure type”, “not stated” and “not applicable” will include rental properties. This is the potential client base for the TU, less those living in the 8,663 Housing ACT properties who we do not advise because public housing tenants in Housing ACT tenancies are assisted by Canberra Community Law.

TENURE	NO. OF DWELLINGS
Real estate	23,729
Landlord not in same household	10,330
Housing co-op community or church group	665
Other landlord type	2,330
Housing ACT	8,663
Landlord type not stated	508
Other tenure type	1,022
Tenure type not stated	9,408
Tenure type not applicable	12,842
Owned outright	38,958
Owned with a mortgage	55,098
Total	163,539



Kim & Xena—We Rent Portrait Project

TU Management Committee

The Tenants' Union (TU) Management Committee is formed each year from volunteer members of the Union who are nominated and elected at the Annual General Meeting. The contributions of all committee members are greatly appreciated. Members freely give their valuable time and their involvement is integral to the smooth running of the organisation.

Committee membership consists of three executive positions, four general positions and one staff representative.

During 2017/18 the committee membership comprised.

President

Penny Leemhuis

Treasurer

Anne Macduff (until November 2017)
Evie Kollas (from November 2017)

Secretary

Anne Macduff (from November 2017)

General Committee

Penny Rumble
Lauren Farrell
Evie Kollas (to November 2017)
Alex Wahlin (to April 2018)
Shelagh Keith (from June 2018)

Staff Rep/Public Officer

Deborah Phippen

TU Staff

At the beginning of 2018, we bid farewell to Nicola who moved to Melbourne to further her studies and better the Victorian rental space. To fill this gap, Georgia moved from a volunteer capacity into the role. Riley started in his position at the end of June so we have had him with us for the year.

Executive Officer

Deborah Phippen

Principal Solicitor

Charlie Faulder

Office/Community Engagement Coordinator (P/T)

Nicola Hearn (to February)
Georgia Hopkins (from February)

TAS Paralegals

Michael Fortson
Riley Berry (P/T)



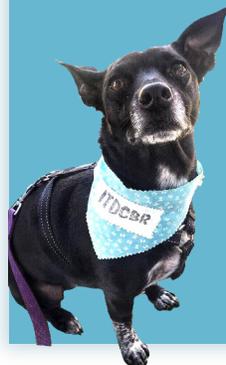
Volunteer Staff

Interns: Our Administrative Intern Program gives ANU law students experience in a community legal centre one a day a week providing admin support (including data entry) as well as an opportunity to do some small projects such as researching and writing material for our website. The work they do is valuable, freeing up time for our Office Coordinator and undertaking project work. We are very conscious that these students are volunteering their time and this is greatly appreciated.

Interns for 17/18 - Max Haesler, Tyler Graves, Zareen Qayyum, Cameron Allen, Julia Liu, Kian Newlyn, Lucinda Ou-Yang, Rebecca Hwang, Riley Berry, Shani Horii-Watson

Secondees: Australian Government Solicitor graduate secondees join us for placements of one day a week for approximately 3 months. These placements give secondees an opportunity to experience work in a community legal centre and they provide valuable casework support to Charlie

Secondees for 17/18 - Christopher Henies, Thomas Colwell, Stephen Boyle



And of course the office list is not complete without Indi the 4 legged staff member who provides cuddles, distraction and much more to TU staff, CLC Hub staff, clients and visitors.

Funding

The TU receives most of its funding through the ACT Justice and Community Safety Directorate (JaCS). Funds are sourced from interest on bonds lodged with the Office of Rental Bonds (ORB) and held in the Bond Trust Account.

This funding enables the Tenants' Union to provide high-quality services for renters throughout the ACT. The interest also funds the administration and operation of the ORB and the residential tenancies component of the ACT Civil and Administrative Tribunal (ACAT).

[An aside—tenants contribute directly to ACAT while landlords and housing providers don't.]

TU's funding is sourced from interest on bond and therefore from private tenants and some community housing tenants and other occupants. The TU specialises on private tenancy matters and does assist people in other tenure types (including community housing, student accommodation, caravan parks) however it does not assist Housing ACT tenants.

“The TAS service is essential. The information I was provided with was high quality. The worker I spoke to was very professional and explored all avenues required. “

Unlike in other States and Territories the TU does not receive funding for this work, instead the ACT Government funds Canberra Community Law (CCL) to target assistance specifically to people in public housing. This split does work well because the TU does not have to develop expertise in public housing management and can focus on the many other renters in the ACT.

We also continued to receive a small amount of tenant participation/community development funding through Housing ACT for the International Tenants' Day Canberra exhibition and associated events.

	1718	16/17	15/16	14/15
Bonds lodged	19,036	16,636	18,360	19,506
Bonds refunded	14,538	15,908	16,620	17,395
Average value of bonds \$	1,676	1,846	1,741	1,691
Value of bonds lodged	36,249,323	30,716,894	31,981,569	32,991,086
Value of bonds refunded	24,040,064	26,097,794	26,394,086	27,925,704
Value of bonds 30 June	67,346,798	67,055,297	64,224,351	61,175,369

The table above shows bond figures, there are no figures for bond interest.

Management Committee Report

“Even when we know our rights it is incredibly difficult to have them recognised and fulfilled.”

I acknowledge and pay my respects to the Ngunnawal people, the traditional custodians on the land on which I work.

Welcome to the Tenants' Union ACT 2018 annual report.

With regard to service provision, the TU ACT continues to work productively both internally and with the Justice and Community Services Directorate on ensuring that ACT renters have access to accurate and useful information, advice and assistance. TU ACT acknowledges and appreciates the ongoing support for our work from the Justice and Community Safety Directorate and Housing ACT.

TU ACT works continuously to make sure clients are provided with a quality service underpinned by strong corporate governance. We have been very encouraged by the high number of positive responses from clients via our client feedback survey and have been able to incorporate some changes to our Advice Service processes to assist with accessibility. Unfortunately, improving accessibility has not decreased demand and resourcing levels remain insufficient to meet that demand.

The Tenants' Union ACT has been actively involved in a number of law reform issues, workshops and events during 2018.

TU ACT welcomed the opportunity to work with the ACT Government on amendments to the Residential Tenancies Act.. The staff at TU ACT dedicated a significant amount of resources to the issues arising from bond guarantees as well as participating in and providing a significant amount of material for government working groups on occupancies (focussing on caravan parks and crisis and student accommodation). Principal solicitor Charlie Faulder demonstrated exemplary leadership in managing the demands of supervising the advice line in conjunction with his caseload and contributing to this significant amount of work.

Further work included TU ACT continuing to conduct community legal education and develop new resources relating to emerging issues and law changes. Staff maintained and increased networking and building relationship opportunities with other community organisations advocating for tenants' interests at a variety of forums. Notably Deb Phippen and Penny Leemhuis attended the ACT government's Affordable Housing Summit. A highlight of 2018 for TU ACT was hosting the National Association of Community Legal Centre's conference national tenancy network meeting.

Renting had a significant presence in media and consequently extensive media opportunities interviews and articles played a major role in the work of TU ACT.

The TU ACT website and Facebook presence was consistently updated sharing news, issues and information to the renters in the ACT. The revival of the TU ACT Newsletter has enhanced communication to renters in the ACT.

The 10th International Tenants' Day (ITD) 'Life on a lease, a lease on life' art exhibition was held in combination with an extensive range of events over the ITD week. Renters were able to enjoy sessions on gardening, poetry, pets, music, film a Canberra trivia afternoon culminating in a lunch and open conversation with other renters on renting in the ACT.. Many thanks go to Nicola Hearn for organising the events.

In terms of finances, it has been a tough year as we came up against the consequences of the Equal Remuneration Order and our staffing costs increased dramatically. TU ACT management has always valued our staff and attempted to ensure wages and remuneration has been as generous as resources allow, however the ERO increases for the year were beyond the capacity of our funding. As the financial report demonstrates we cut back spending, but this was not sufficient and we had to draw on reserves. Obviously,

this is not sustainable and seeking top-up funding from the ACT Government will be the highest priority for the coming year.

It was with regret and best wishes that the TU ACT farewelled Nicola Hearn, our Office/Community Engagement Coordinator. However we are delighted to introduce and welcome Georgia Hopkins into the position. We also welcome Riley Berry to the team in his role as our part-time TAS Paralegal.

The TU ACT management committee expresses thanks for the work the TU ACT staff have undertaken in 2018. Additionally the management committee extends its thanks to Alex Wahlin for his contribution to the TU ACT committee.

As the outgoing President, I would like to acknowledge and thank the management committee for their work in ensuring the TU ACT functions as a reliable and efficient service to renters in the ACT.

We look forward to the coming year and commend this annual report to you.

Kind regards

Penny Leemhuis

President Tenancy Union ACT



Executive Officer's Report

Reviewing the year and looking at last year's report I see how things have changed, and how many have stayed the same. The same problems for tenants, the same unrelenting demand for assistance, the same pressures on staff trying to meet that demand while providing a high-quality service. Along with that, some new faces as well as new issues to address and challenges to meet.

Firstly, the advice service. Obviously the advice TAS figures continue to reflect the impact of the website leading to the complexity (and length) of advice calls due to the wide range of basic information being available online. Our Principal Solicitor, Charlie takes on more complex and time-consuming advices and casework. As the statistics show, this additional work is restricted to those people facing disadvantage. One-off advice is available to anyone renting in the ACT because all tenants (and some occupants) pay bond and are entitled to some assistance, and occupants are amongst the most disadvantaged renters in our community.

Work addition to the advice service is crucial to inform and educate renters and the wider the community about tenancy matters and issues. Through education we hope to avoid the problems that people access the advice line about, and the issues on the advice line inform our education and advocacy work.

On the community legal education (CLE) side of our service, the website figures clearly show it continues to be a success. We continue to utilise Facebook and Twitter to promote and inform about issues and our services;

We also continued to provide presentations and workshops in tenancy issues and law;

An important community engagement activity is always a high point each year— the International Tenants' Day art exhibition and competition and other events highlight the positive side of renting and celebrate tenants' contributions to the ACT community as well as raise issues. The theme of

Pets, People, Place was embraced by participants and brought out some moving contributions. The range of events for the year continues to grow as more groups become involved. As always I thank Housing ACT for their support (without which these events would not occur) and of course the fantastic Coordinating Committee and other organisations and individuals (see separate report for details).

Our complementary working relationship with the ACT Government continued through our ongoing work with JaCSD on numerous issues renting to tenancy law and the Residential Tenancies Act. This included highlighting unintended consequences of amendments that came into effect in August. We were also in the position to highlight very serious issues with new bond guarantee products attempting to launch in the ACT. Happily for tenants, these products are now not available in the ACT.

The TU welcomes the ACT Governments commitment to further work on improving the RTA for people renting across the territory. We foresee that this will continue to be a major focus for our work and resources in 2018/19.

Our online client and CLE surveys continued to be sent to every client, and we have been receiving very valuable feedback (see report).

A significant, serious and ongoing issue for our service is the impact of the Equal Remuneration Order on our very limited resources. The TU has always been very conscious of ensuring that all staff are valued and paid to the best of the organisation's ability, within available resources. The TU has never received with any ERO reimbursement from the ACT government and has been able to manage the increases mainly through salary savings with staff movements. This year the full impact of the increases was obvious and significant and resulted in a significant deficit that was only borne by accessing reserves. This funding gap will continue and cannot be sustained without the loss of staff resources. We will be seeking top-up funds to

cover these costs so we can at the very least maintain our current staffing levels.

On a positive note, would like to thank all of my TU co-workers (paid and volunteers) for their continual assistance and support. We are a very small team working within a sometimes very challenging environment. The fact that we continue and that the TU/TAS is well respected is down to the fabulous staff. It is well known that the work is hard and the rewards are not monetary, but your work is respected and you are valued!

Thanks and appreciation to the TU Management Committee for their ongoing support and work. Many of you have been with us for some time, and we all acknowledge and highly value the time that they give freely. Thanks to those Alex Wahlin, who left us during the year. Alex, you came to the Committee out of a desire to contribute to our work and that is recognised and valued, we wish you all the best in the future, and hope to see you at TU events. I also welcome Evie to the role of Treasurer and thank Anne for her many years as Treasurer while welcoming her to her new role as Secretary. Welcome back to the Committee to Shelagh, your prior and current experience with tenancy services is invaluable.

I would also like to take this opportunity to thank Penny Leemhuis once again for continuing in the President role on top of her fantastic work with older women and homelessness.

Finally, but not least, I would like to pass on thanks to our colleagues in the other services we work with closely, including those in Street Law, ACT Shelter, the Supportive Tenancy Service, the Office of Rental Bonds, Canberra Community Law and Women's Legal Centre, with a special thanks to Legal Aid who bear the brunt of most of our referrals and cover tenancy matters when our office is closed over the Christmas/New Year break.

Deborah Pippen
Executive Officer

Our work

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TAS Statistics

The primary service provided by the Tenants' Advice Service is free advice through the TAS line. Our capacity to provide additional assistance such as casework and representation is severely limited by resources and only undertaken by our Principal Solicitor. To understand our statistics, it is important to understand how the service is provided, as it is not a simple matter of a helpline.

“The TAS is an invaluable resource for tenants who often feel like they have no voice when issues arise with their landlord/ property managers.”

Advice Line

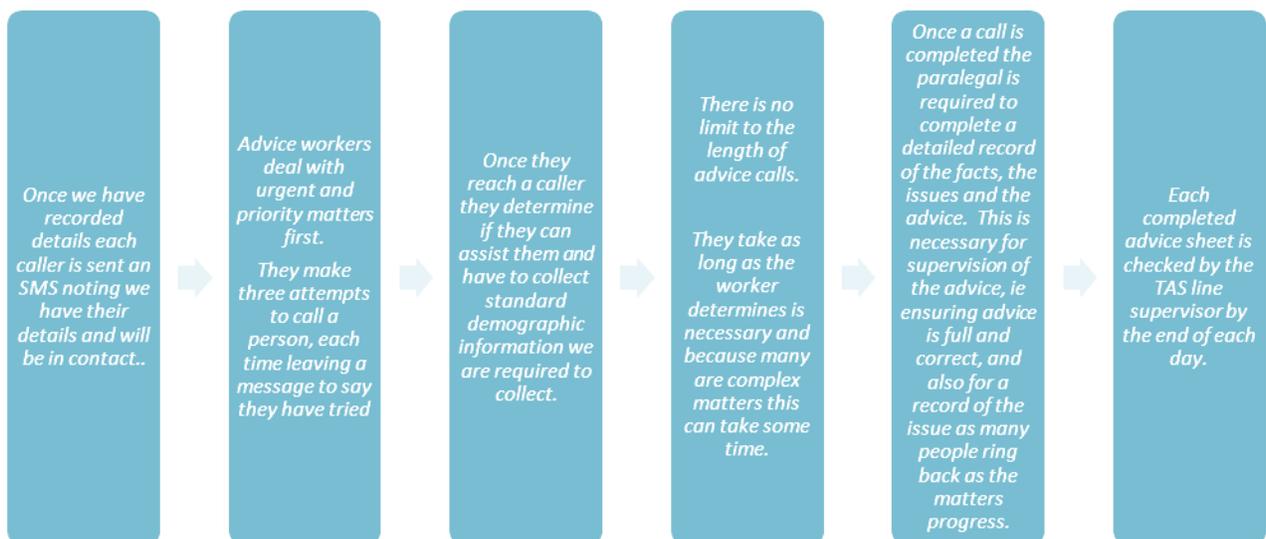
The demand for tenancy advice has always been beyond the capacity of the TU resources to meet, with many people unable to reach the service at all when it previously operated as an immediate advice service. This was very frustrating for people seeking assistance and very stressful for staff. To overcome this, the TAS operates as a call back service.

That said, we can still find ourselves faced at the start of a day with up to 30 calls to make and only our two advice workers to deal with them. If the number of call-backs is too high to manage (either as a number or because of staff absences), we do not turn on the answering machine and people calling are advised to try again the following day. We continue to use Twitter to advise whether the line is open or not, with a feed included on the homepage of the TU website.

MAKING CONTACT - Tenants leave their details between 10 am and 1:30 pm, the calls are triaged and advice workers returning calls throughout the day.

Urgent matters are referred to the admin line. We also have a referral process so workers in other services can easily refer urgent matters. We receive referrals from ACAT, Legal Aid, CCL, ORB, supporting tenancy service and a range of other organisations and services.

This system is clearly set out on the website and has alleviated frustration felt by people continually receiving engaged signals. It also means that tenants can provide an overview of their problem before the advice call, and can also let us know when is best to contact them.



The call-back process (above)

The Calls

TAS advice services for the year – 1,965 for 1,501 clients. This count excludes the number of unsuccessful call-backs made to people (223); the people who say they have resolved their matter (often through our website) and no longer need advice (128); and people referred elsewhere because we could not assist (90). The most common reasons for referrals are that callers are landlords, public housing tenants or in share housing and we have already assisted a co-tenant (conflict), or interstate tenants. The most common referrals are to Legal Aid, Canberra Community Law and Office or Rental Bonds (for status of bonds).

Issues/Problems

TAS advised about 3,077 separate issues. The figures demonstrate that people may make initial contact about only one issue but usually receive advice about other related issues as well, for example, they call about ending a tenancy and also receive advice about getting their bond back, or call about repairs and are advised about rights to a rent reduction.

As the table highlights, the TAS Top 4 remain very consistent. Rent issues make up a significant number of calls and include rent increases, arrears, reductions, payments.

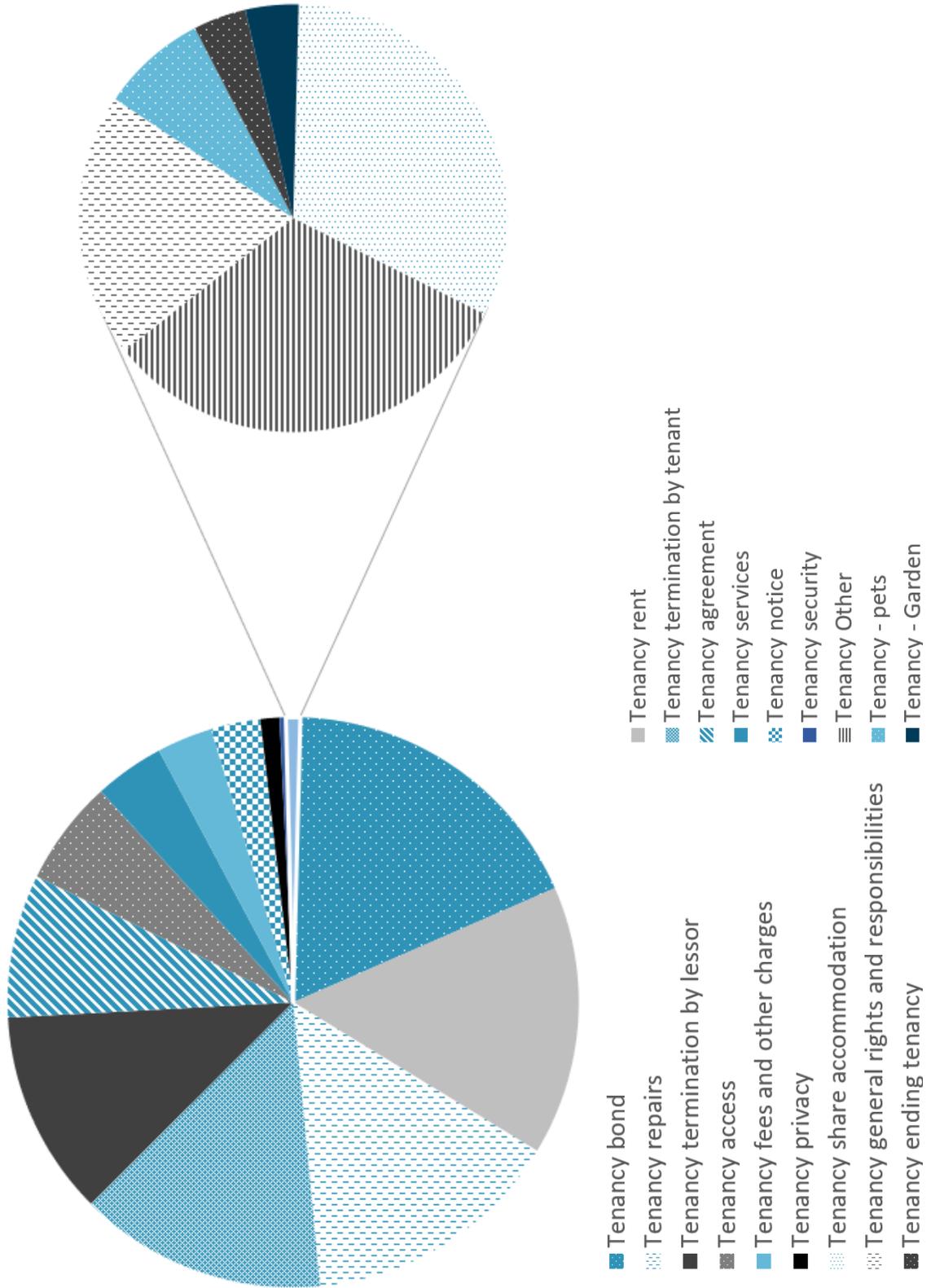
	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
1	Bond	Bond	Bond	Bond	Termination by tenant	Bond
2	Repairs	Repairs	Termination by tenant	Termination by tenant	Bond	Termination by tenant
3	Termination by tenant	Termination by tenant	Rent issues	Repairs	Repairs	Repairs
4	Termination by lessor	Termination by lessor	Repairs	Termination by lessor	Termination by lessor	Termination by lessor



18% of all issues related to **bond**.

Repairs made up **14%** of all issues.

TAS Line Issues



Casework

Along with undertaking all of the TAS casework the Principal Solicitor, Charlie supervises all advice work and any other work associated with the legal practice.

Legal Practice Guidelines are applied to determine whether we can represent an individual. Criteria include the merits of the case; potential detriment if tenant not assisted; tenant’s capacity to obtain other assistance; whether the matter is a public interest matter and the tenant’s level of disadvantage.

There were 5 cases at start of the period, 21 opened during the year. 18 cases were closed during the period.

“I felt it was probably such a minor matter for the service but the person I spoke with didn't make me feel that way at all and it was a relief to speak to someone that understood the 'system'.”

Our practice is severely limited by resources and the service has to focus primarily on advice work.

Issue/s	Outcomes
<p>Client lived with partner in Housing ACT property. Only partner was on tenancy agreement. They had a young child. Incident of domestic violence resulted in partner being incarcerated and client obtained exclusionary protection order. Client wanted to have partner removed from tenancy agreement and be allocated the property as they had nowhere else to live and no supports in the community.</p>	<p>TU prepared and represented the client in an ACAT application seeking orders the Commissioner for Social Housing enter into a tenancy agreement with the client (which would terminate the agreement with the partner).</p> <p>The Commissioner opposed the application on the basis the Tribunal could not make an order the Commissioner enter into a new agreement unless the Commissioner consented and that the provisions in the RTA did not apply to public housing. The Tribunal did not accept the Commissioner’s submissions and granted the orders sought by the client. Published decision.</p>
<p>Client with young children living in a refuge after an incident of domestic violence involving the co-tenant (client’s former partner). Co-tenant incarcerated and client obtained an exclusionary protection order. Client no longer wanted to be liable for the property.</p>	<p>TU prepared and represented the client in an ACAT application seeking an order the tenancy agreement be terminated. The lessor did not oppose this. The co-tenant wanted to be able to return to the property when he was bailed. The Tribunal terminated the tenancy and noted the lessor agreed to enter into a new tenancy with the co-tenant.</p>

<p>Client was in extensive rent arrears as they had lost their job due to mental health issues. The client had accepted they could not remain in the property but needed more time to vacate. The Client had notified the Tribunal that they could not attend on the day of hearing due to medical issues but the tribunal made a termination and possession order (TPO) in their absence. The client lodged an application for set-aside of the ex parte order and sought assistance from the Tenants' Union.</p>	<p>TU represented the client at the set-aside hearing and argued the client had a reasonable excuse for not attending and that they could have sought suspension of the TPO for 3 weeks. The Tribunal accepted both arguments, set aside the TPO, made a new one and suspended it.</p>
<p>Client, who was heavily pregnant at the time, left relationship due to domestic violence. Client informed the real estate agent she was leaving. The ex-partner (and co-tenant) remained at the property but did not pay rent. The lessor commenced ACAT proceedings seeking a termination and possession order and payment of rent arrears.</p>	<p>TU represented the client at the hearing. By this stage the ex-partner had vacated the property. The TU argued that, because the parties were in a periodic tenancy, the client's liabilities ended 3 weeks after she gave notice and that the rent arrears that accrued after this time were the sole responsibility of the ex-partner. The Tribunal accepted this argument and ordered the ex-partner pay the rent arrears.</p>
<p>Client had lost job and fallen into rent arrears. They had a teenage child. Lessor sought termination. The notice to remedy and notice to vacate were defective (the notice to vacate only gave 7 days instead of 14). At the hearing, the Tribunal amended the defects and made a termination and possession order, effective immediately. The client had no alternate accommodation and lodged an appeal as they needed more time to move.</p>	<p>The TU represented the client at the appeal hearing and argued the Tribunal did not have the power to rectify the defects that existed in the notices. The TU submitted that if this argument was not accepted, the Tribunal erred in not turning its mind to the issue of suspending the TPO.</p> <p>The Tribunal held it effectively had the power to correct any defect in any notice and, as such, there was no error in relation to the original decision. The Tribunal did, however, find that the original Tribunal did not consider whether the TPO should have been suspended. The Tribunal held this was an error and the Tribunal should have suspended for 3 weeks. As 2 weeks had passed since the original hearing, the Tribunal suspended it for 1 more week.</p>

Client Feedback

We use an online feedback survey for all TAS clients. We had a 21% response rate over the year.

Question	Response
How easy was it to make contact?	92% respondents said easy/okay ↑3%
How quickly did we respond?	91% said quickly enough ↑2%
Was the callback system clearly explained?	96% responded yes ↑3%
How well did we treat you?	95% responded very well ↑3% 4% said quite well
Did you understand the advice you were given	87% said very well ↑8% 12% said well
How useful was the assistance provided in helping you understand or deal with your problem?	84% said very useful ↑14% 9% said useful
Would you support more funding for us to have more staff on our advice line each day?	86% answered yes 12% undecided
How likely are you to recommend this service to others?	97% answered very likely

Responses:

Your advice allowed me to know possible outcomes to each issue and that made negotiation without emotion much easier.

Great and friendly service. I felt it was probably such a minor matter for the service but the person I spoke with didn't make me feel that way at all and it was a relief to speak to someone that understood the 'system'. It is so great that you are able to keep this service running.

Absolutely wonderful service with dedicated and enthusiastic staff. The support provided was very refreshing and helped me to regain the confidence to stand up for my rights as a tenant.

I spoke to two of your advisers - Michael and Riley. Both were compassionate and provided excellent advice and guidance. Their advice helped me to manage a very stressful situation in a sane and rational manner. Thank you so much.

Thank you for the advice. I felt more confident of my rights after the phone call and could stand my ground knowing it.

Cannot commend the personable and professional nature of both advisors enough.

I would just like to say the phone call and information I received yesterday put my mind at ease and the person I spoke to helped by answering all my questions.

Community Legal Education

As every year, the office was busy with a range of activities and events aimed at educating the renting community (and those that work with them) about tenancy law, as well as promoting our service and information resources more generally.

Website

Our website continues to be a valued resource, and not just for renters. We are aware that it is a resource for real estate agents, landlords and other housing providers as well as community services and organisations.

Overall web statistics continue to be high with over 450,000 unique visits, including interstate and overseas viewers (116,844 unique page views from Canberra). This financial year we maintained our high position in Google searches.

The most tenancy resources

Our most popular tenancy FAQ also topped as our most popular webpage overall.

1. How do I calculate my rent?
2. Standard Lease Agreement
3. Moving out— tips and hints
4. Do I have to sign a new lease when my fixed term lease ends?
5. Can the agent take photos of my property during an inspection?

Most popular occupancy resources

1. Occupancy agreements
2. Rent or board?
3. Repairs: electricity, water and gas
4. Ending an occupancy and eviction
5. Occupancy principles

Tenant's News Quarterly

As staffing changes settled, the quarterly newsletter 'Tenants' News' was brought back into circulation, with the first quarterly published in March.

Most Popular Resources

Top FAQ's:

Weekly/Fortnightly/Monthly rent – how do I calculate it? My rent payment calculations are not the same as my landlord/agent's. Am I being ripped off?

Let's first address that there are not 52 weeks in a year but 52.14. This is based on the fact that there are 365 days in a year, and 7 days in a week. Therefore, 365 divided by 7 = 52.14.

The easiest way to work out your correct monthly rent is to find your daily rate and calculate from there.

To find your correct **monthly rent** from your advertised weekly rate, simply follow the steps below and fill in the blanks:

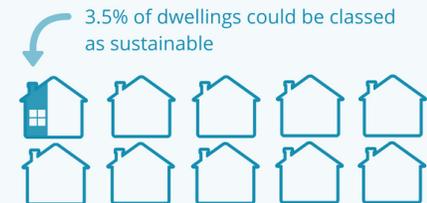
1. Work out your **daily rent**:
[weekly rent] / 7
2. Calculate your **annual rent** (total rent for the year):
[daily rent] * 365
(at this step it is important to round up this calculation to the nearest whole number)
3. Divide your **annual rent** by 12:
[annual rent] / 12

Example: \$200 week

1. $200 / 7 = 28.57$
2. $28.57 * 365 = 10,428.05$
 $= 10,428$ (rounded up)
3. $10,428 / 12 = 869$ month

ACT Housing Snapshot

Private Market:



Public Housing Market:



#1 Cause of Homelessness: Housing Stress

Tenants' Union ACT
Based on data from: ACTCOSS (2018). Factsheet: Housing Affordability and Homelessness in the ACT [online] actcoss.org.au. Available at: <https://www.actcoss.org.au/sites/default/files/public/publications/2018-factsheet-housing-affordability-and-homelessness-in-act-0.pdf>

In order to harness the website traffic, a Sumo pop-up was added to the website in March, allowing individuals to subscribe to our quarterly newsletter. With this pop-up, we obtained 152 new subscribers.

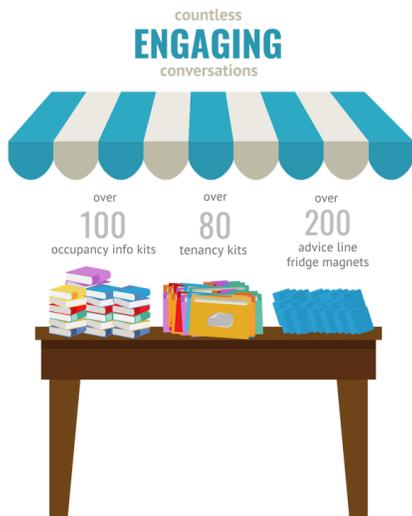
Content segments such as 'Fact or Fiction' and 'Most Popular Resource' were pulled from the most visited pages from the website with the goal of answering the website and TAS line's most common questions (images to the right). The newsletter reached a total of 474 subscribers at the end of the year, with the open rate increasing over 7% from the previous two editions.

Workshops, Presentations & Information Stalls

We attended open and market days for at CIT, ANU and UC campuses for first and second semesters. Other events we distributed materials include AIDS Action Council's CBR Fair Day. Overall we achieved to distribute over 200 fridge magnets, over 100 occupancy information kits (share house booklets and occupancy kits) and just over 80 tenancy kit resources—not accounting for individual and community orders through the website.

If it weren't for the dedication of the TU's interns, participation at all of these events would not be possible.

Additionally, our executive officer carried out 13 training and information sessions to organisations such as CPSU, JACS, MARRS, CHC, Brian Hennessey Rehab Centre, ACT Labour Environment and Urban Infrastructure Policy Committee, Access to Justice, and Legal Aid.



Advocacy and Law Reform

We produced a submission for the Housing Affordability Summit and attended a panel interview on the subject aired by the ABC Morning Show, just one of 5 law reform submissions for the year. Others included our Bond guarantee products submission, our submission for changes to RTA regarding payment orders, and a submission for the Energy Efficiency Improvement Scheme.

Changes to the RTA took effect from 24th August, so all our online resources were adapted to factor these in.

We undertook a significant amount of work on the issue of changes for occupants, attending 12 working group meetings with accommodation providers and chaired by JaCSD. These meetings focussed on issues for people living in student accommodation, caravan parks and crisis accommodation.

A significant amount of work was done with JACSD on the issue of bond guarantee products. The TU met numerous with both government and the businesses to highlight issues with the products.

Additionally, we met with local MLAs as well as federal politicians to raise awareness of tenancy issues.

Clinical Legal Education

In 2017, our principal solicitor supervised two ANU students. The students attend the TU one day per week and observe advice phone calls, engage in some supervised casework and undertake a project as part of their placement.

“[I had] never been in the situation with the landlord not wanting to return my bond, so I didn’t know my rights. I really appreciated the advice.”

Media Coverage

We continue to be the go-to resource for tenancy and renting issues. We were approached by the Canberra Times on a number of occasions for articles including renting with pets. Once RTA changes took effect in August, we spoke with the Canberra Times about changes to the RTA, bond processes and delays as well as two more articles specifically on bond lodgement changes and bond guarantees. Other interviews include 2CC and ABC Radio discussing RTA changes, tenant databases, rent demands and applications, and explaining water charges. Discussions around solar panels and credits were common among the ABC and Canberra Times in November.

Regular Community Forums

The TU attended over 30 regular meetings and forums including with organisations such as: ACT Legal Assistance Forum, the Law Society’s Access to Justice committee, ACT Shelter, Housing ACT’s Linking into New Communities Taskforce, National Association of Tenants’ Organisations, Housing ACT, National Shelter, Unions ACT, JACS, Office of Rental Bonds, as well as International Tenants’ Day meetings.

Memberships

We maintained memberships of related bodies, locally, nationally and internationally. We have had regular contact with the International Union of Tenants, the National Association of Tenants’ Organisations, the National Association of Community Legal Centres, National Shelter, ACT Shelter and ACT Community Legal Centres.

Through these memberships, we share resources and have access to a wide range of knowledge of tenancy, housing and legal issues. We also gain access to services such as Professional Indemnity Insurance and a range of training and support mechanisms.

International Tenants' Day 2017

With a total of 9 events and workshops spanning a full month (22/09 – 24/10), plus art workshops in the 6 weeks leading up to the exhibition opening, this year's International Tenants' Day was the biggest yet. By building on existing relationships with organisations such as the ANU Film Group and the Canberra Environment Centre, and making new connections with ARF and Slamboree, we significantly expanded the reach of ITD events, without affecting our budget or staff resources

The ITD website has also been maintained and expanded, serving an important function in event bookings/ registrations. There was also significant media interest in ITD this year. ITD was discussed on local ABC Canberra radio twice to discuss the exhibition/how to enter, and events generally.

Art Workshops 9/8 – 13/9

Workshops again held at Belconnen Arts Centre (BAC), taught by Tara Bromham. Tara did a fantastic job of guiding the participants through the 6-week program. A majority of whom went on to enter artworks into the exhibition, and we received lots of fantastic feedback.

Art Exhibition, including opening & awards event 22/9 – 15/10

This year we had 25 entries. BAC Creative Programs Director commented that the quality of works was very high this year. The exhibition was opened by Deputy Chief Minister and Housing Minister Yvette Berry. The awards event was Sunday 8/10 and went well. Awards were presented by Attorney-General Gordon Ramsay and TU President Penny Leemhuis. BAC CEO Daniel Ballantyne also attended and commented on the positive atmosphere of the event and the good work done by the TU. Music performance by emerging singer-songwriter Sophie Edwards was a hit.

Acoustic Soup with the Food Co-op 27/9

For the fourth year in a row, we held an event at the Food Co-op, and third time as a partnership with Acoustic Soup. This is an easy event to organise (all music acts & catering is organised by the Co-op) and has a significant reach. This year a few of the music acts, and one in particular spoke to the audience enthusiastically about ITD and tenancy rights.



Shelter Forum – ACT Shelter event 3/10

The annual ACT Shelter forum was about Tenancy & Pets. We received many RSVPs but a lower than expected attendance rate, attributed to the Labour Day long weekend.

Film Screening with ANU Film Group 4/10

For the second time, we joined with the ANU Film Group to present a film, this year 'A Dog's Purpose', which captured this year's theme of 'People, Pets, Place.' We had almost 50 tenants/community members who attended the event, an increase from 25 last year, and many more members of the ANU Film Group.

Law for Non-Lawyers with Legal Aid 11/10

As part of Legal Aid's Community Legal Education Program, an info session was run by Deb Pippen. This event was attended by 30 community workers and members of the public, and all-around a success.

Gardening for Renters Workshop with Canberra Environment Centre 14/10

A practical gardening workshop run by CEC in partnership with TU/ITD ran for a second consecutive year. Workshop attendance was over capacity (30+ paying attendees), workshop facilitator crafted excellent and topical workshop, and ABC media attended. ABC local news interviewed Nicola from TU & Karina from CEC and story featured on Sunday night news, which was also published online.

Poetry Slam with Slamboree 24/10 at the Front Gallery & Café

In place of the Story Share in 2016 with Feminartsy, we collaborated with regular poetry event Slamboree. Poetry slam facilitators encouraged all participants to perform poems to do with renting and/or home.



We Rent Portrait Project

In its third year, the We Rent project continued to grow. This year we had 6 beautiful portraits and interviews, from the most diverse group thus far. We continue to exhibit the new portraits alongside previous years as part of the art exhibition at BAC.

Fabulous local photographer Alex Catalan Flores worked with us again in collaboration with Isabella Lee to produce the portraits showcased below. These images are also on display on the ITD and TU websites.



Simon



Kim & Xena



Helen—runs the NFP The Foundary



Max, Cat, Jarrah, Francine, Waldo, Joanne



Alex



Haroon, Shumaila and their children

Finances

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Treasurer's Report

Revenue and other incomes have decreased in real terms from previous years and we have a position where we have a deficit of \$20,492.00 this financial year. This deficit is a result of wages coming into line with our financial responsibilities in meeting the Equal Remuneration Order (ERO). For the financial year 17/18 the ERO increase for the TU was 9.77%. This year the ERO indexation of approximately 5 has been applied. There has been a substantial decrease in other expenses to allow us to honour our wage obligations. The reserve for redundancies has remained the same since 2016. Wage increases are continuing and the TU will need top-up funding to meet these costs or services will be compromised in 2019, as we will be unable to maintain or further absorb these increasing costs.

The TU has enjoyed working with our new auditor, Peter Irving. We are grateful and sad to say goodbye to our previous auditor for many years, Kim Hanna, and wish him well in his retirement.

The TU would like to thank ACT Housing for their continued support for ITD activities.

I would like to also thank the following people who have contributed to the ongoing financial work that keeps TU operating so well. Many thanks go to our previous Treasurer, Anne McDuff, and to our present staff, especially Deborah Phippen and the other committee members.

Evie Kollas

Treasurer since November 2018



Alex (above) participated in our We Rent Portrait Project in 2017.

“What’s really good about this [share house] is it’s not just this house that is a shared space. Next door, they’re really close friends of the owners, and they’re really close friends of mine. It’s a really nice communal thing.

Being able to feel comfortable, that’s what makes a house a home. Being able to feel in your own comfort zone.

When you are renting at a place where everyone gets along, it’s that honest environment, it really does feel like a home, almost like a place where it feels like you’ve grown up in.”

To read more of our We Rent interviews and view the full gallery of images head to: www.tenantsact.org.au/we-rent

TENANTS UNION (A.C.T.) INCORPORATED

A.B.N. 99 664 903 582

FINANCIAL REPORT

30 JUNE 2018

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Finances

CANBERRA ACCOUNTANCY & AUDIT PTY. LIMITED
CHARTERED ACCOUNTANTS

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N. 74 017 368 065

REPORT OF THE COMMITTEE
FOR THE YEAR ENDED 30TH JUNE 2018

Your Committee members submit the financial report for the Tenants Union (A.C.T.) incorporated for the financial year ended 30th June 2018:

Board of Elders Members

The names of the Committee members throughout the year and to the date of this report are:

- Penelope Leemhuis (President)
- Anne McDuff (Treasurer) to November 2017, (Secretary) from November
- Evie Kollas (Secretary) to November 2017, (Treasurer) from November
- Penelope Rumble Resigned 07.04.2018
- Alex Wainlin Appointed 05.06.2018
- Lauren Collett
- Sheilah Keith
- Deborah Pippen (Ex Officio) (Public Officer)

Principal Activities

The principal activities of the association during the year ended 30th June 2018 was the provision of a tenants' advisory service.

Significant Changes

There has been no significant change in the nature of the activities of the Association that occurred during the financial year.

Subsequent Events

No matters or circumstances have arisen since the end of the financial year which have significantly affected the operations of the Association, the results of those operations, or the state of affairs of the Association in the subsequent financial year.

Operating Result

The Loss for the year ended 30 June 2018 amounted to (\$20,492). (2017 - Profit (\$ 9,729).

Signed in accordance with a resolution of the Committee on behalf of the Committee.


Committee Member


Committee Member

Dated at Canberra this 17th October 2018.

TENANTS UNION (A.C.T.) INCORPORATED

AUDITOR'S INDEPENDENCE DECLARATION
TO THE MEMBERS OF TENANTS UNION (A.C.T.)
INCORPORATED

- UNDER SECTION 60.40 OF THE AUSTRALIAN CHARITIES AND
NOT-FOR-PROFITS COMMISSION ACT 2012

As lead auditor for the audit of Tenants Union (A.C.T.) incorporated for the year ended 30th June 2018, I declare that, to the best of my knowledge and belief, there have been:

- (i) no contraventions of the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Canberra Accountancy & Audit Pty. Limited
Chartered Accountants
Canberra, ACT

Peter Irving - Director
Dated: 17th October 2018

74 Lindum Crescent, HOLT ACT 2015
Telephone : 0409680281
PO Box 168, Kippax, ACT 2015
Email: peter@grapevine.com.au

Liability limited by a scheme approved under Professional Standards Legislation

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TENANTS UNION (A.C.T.) INCORPORATED

We have audited the accompanying special purpose financial report of Tenants Union (A.C.T.) Incorporated (the association), which comprise the statement of financial position as at 30th June 2018, the comprehensive income statement, statement of change in equity, the cash flow statement and detailed statement income for the year ended on that date, a summary of significant accounting policies, and other explanatory information and the responsible person's declaration.

Audit Opinion

In our opinion, the financial report of Tenants Union (A.C.T.) Incorporated presents fairly, in all material respects, the financial position of the association as at 30th June 2018 and its financial performance for the year ended in accordance with the accounting policies described in Note 1 to the financial statements; and in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) Giving a true and fair view of the registered entity's financial position as at 30th June 2018 and of its financial performance for the year ended; and
- (b) Complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 2013.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described under *Auditor's Responsibility for the Audit of the Financial Report* section in our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have fulfilled our other responsibilities in accordance with the Code.

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

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of ACNC Act. 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 for the Audit of the Financial Report

Our 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 our opinion. 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 or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

74 Lindrum Crescent, HOLT ACT 2615
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Email: pete@canberraaccountancy.com.au

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Auditor's Responsibility for the Audit of the Financial Report (Cont'd)

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards board website at <http://www.aasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

CANBERRA ACCOUNTANCY & AUDIT PTY. LIMITED
Chartered Accountants

Address: 74 Lindrum Crescent, Holt, ACT.
Dated: 17th October 2018

Peter Irving CA : Director

74 Lindrum Crescent, HOLT ACT 2615
Telephone : 0409060281

PO Box 158, Kippax, ACT 2615
Email: pete@canberraaccountancy.com.au

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TENANTS UNION (A.C.T.) INCORPORATED
A.B.N. 99 664 903 582

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30TH JUNE 2018

	2018	2017
	\$	\$
Revenue and other income	455,092	455,128
Depreciation	-	(56)
Employee Expenses	(407,756)	(356,805)
Other Expenses	(67,828)	(88,538)
Profit/(Loss) before income tax	(20,492)	9,729
Income tax expense	-	-
Profit/(Loss) for the year	(20,492)	9,729
Other comprehensive income for the year, net of income tax	-	-
Total comprehensive income for the year	(20,492)	9,729

The accompanying notes form part of these financial statements

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N.99 664 903 582

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2018

	Notes	2018	2017
		\$	\$
CURRENT ASSETS			
Cash at Bank	3	221,312	238,511
TOTAL CURRENT ASSETS		221,312	238,511
NON-CURRENT ASSETS			
Office Plant & Equipment - at written down value	4	-	-
TOTAL NON-CURRENT ASSETS		-	-
TOTAL ASSETS		221,312	238,511
CURRENT LIABILITIES			
Sundry Creditors		26,073	22,578
Employee Liability Provisions	5	60,183	60,385
TOTAL CURRENT LIABILITIES		86,256	82,963
NON-CURRENT LIABILITIES			
Employee Liability Provisions	5	15,400	15,400
TOTAL NON-CURRENT LIABILITIES		15,400	15,400
TOTAL LIABILITIES		101,656	98,363
NET ASSETS		119,656	140,148
MEMBERS' FUNDS			
Retained Earnings		109,634	130,126
Reserve for Redundancies		10,022	10,022
TOTAL MEMBERS' FUNDS		119,656	140,148

The accompanying notes form part of this financial report

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N.99 664 903 582

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30TH JUNE 2018

	2018	2017
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Inflows of funds from operations		
Receipts from members and Grants	499,093	453,365
Interest Received	1,660	1,763
Payments to Suppliers and Employees	(517,952)	(444,803)
Net cash provided by operating activities	(17,199)	10,325
Refer Note (6)		
CASH FLOWS FROM INVESTING ACTIVITIES		
Non - current assets acquired		
Payments for Plant and Equipment	-	-
Net Increase / (Decrease) in Cash Held	(17,199)	10,325
Add Opening Cash Brought Forward	238,511	228,186
CASH AT THE END OF THE FINANCIAL YEAR	221,312	238,511

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N.99 664 903 582

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30TH JUNE 2018

	Retained Earnings	Reserve for Redundancies	Members' Funds
	\$	\$	\$
Balance at 1 July 2016	120,387	10,022	130,419
Profit/(loss) for the year	9,729	-	9,729
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	9,729	-	9,729
Balance at 30th June 2017	130,126	10,022	140,148
Profit/(loss) for the year	(20,492)	-	(20,492)
Other comprehensive income for the year	-	-	-
Balance at 30th June 2018	109,634	10,022	119,656

The accompanying notes form part of these financial statements

The accompanying notes form part of these financial statements

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N. 99 664 903 582

DETAILED INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
INCOME		
Grant Funding - Operational	443,155	434,466
IT Day Funding	8,960	9,618
Other Income	1,297	9,282
Interest Received	1,660	1,763
TOTAL INCOME	455,092	455,129
LESS EXPENDITURE		
Audit Fees	1,800	1,700
Bookkeeping	9,847	9,619
Depreciation	-	56
Insurance - General	2,556	3,198
Legal Practice Expenses	1,303	378
Library/Memberships	3,177	3,869
Office Equipment & Furnishings	-	571
Postage	210	590
Printing & Stationery	2,066	2,159
Rent	7,812	16,012
Employee Expenses:		
Salaries & Wages	363,181	320,888
Annual Leave Provision	9,116	(3,658)
Long Service Leave & Provision	(4,009)	5,392
Superannuation	34,040	29,633
Workers Compensation Insurance	5,428	4,550
Project Expenses	-	12,043
Staff Training, Conferences & Meetings	3,664	5,699
Sundry Expenses	862	1,907
International Tenancy Day Costs	7,729	8,670
Telephone	10,961	10,574
Website/Internet/IT Support	4,472	6,184
CLC Hub - Shared Expenses	11,369	5,396
TOTAL EXPENSES	475,584	445,400
SURPLUS/(DEFICIT) FOR THE YEAR	(20,492)	9,729

The accompanying notes form part of this financial report

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TENANTS UNION (A.C.T.) INCORPORATED
A.B.N. 99 664 903 582

NOTES TO AND FORMING PART OF THE ACCOUNTS 30TH JUNE 2018

Note 1: Statement of significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and relevant regulations. The committee has determined that the Association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Australian Charities and Not-for-profits Commission Act 2012, and regulations, and the following relevant Australian Accounting Standards:

AASB 101	Presentation of financial Statements
AASB 107	Statement of Cash Flows
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 110	Events Occurring After Reporting Date
AASB 1031	Materiality
AASB 1054	Australian Additional Disclosures

The financial report is for Tenants Union (A.C.T.) incorporated as an individual entity, an incorporated association, incorporated and domiciled in the Australian Capital Territory. The Association is a not-for-profit entity for the purposes of preparing the financial statements and all amounts are presented in Australian dollars rounded to the nearest dollar.

1.1 Basis of Preparation

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

1.2 Significant accounting policies

Income tax

The association is exempt from income tax under section 50 of the Income Tax Assessment Act 1997. The Association holds deductible gift recipient status.

Property, Plant and Equipment

All assets costing less than \$1,000 are expensed in the year of purchase so as to provide ease of understanding and a more accurate picture of the financial situation of the Association. The depreciable amount of all fixed assets, is depreciated on a straight line basis over their estimated useful life commencing from the time the asset is held ready for use. The useful life of furniture, fixtures and equipment has been determined to be 10 years.

Cash and Cash Equivalents

Cash comprises cash on hand and demand deposits. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

NOTES TO AND FORMING PART OF THE ACCOUNTS 30TH JUNE 2018 (Cont'd)

Investments

Investments are measured at fair value with gains or losses recognised in profit or loss. The fair values are determined by reference to active market transactions or using a valuation technique where no active market exists.

Investments are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and all substantial risks and rewards are transferred. All income and expenses relating to investments that are recognised in profit or loss are presented within finance costs or revenue.

Revenue

Grants and Donations: Revenues are recognised when received.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

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

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

NOTES TO AND FORMING PART OF THE ACCOUNTS 30TH JUNE 2018 (Cont'd)

	2018	2017
	\$	\$
Note 2 Revenue		
(a) Operating Revenue:		
Grant Income - Operational	443,155	434,466
IT Day Funding	8,980	9,617
All Other Income	1,297	9,282
Interest Received	1,660	1,763
	<u>455,092</u>	<u>455,128</u>
Note 3 Cash and Cash Equivalents		
General & Donations - Accounts	19,617	15,738
Cash Reserve Account	201,408	222,520
Petty Cash Bank - Account	168	253
Paypal - Account	119	-
	<u>221,312</u>	<u>238,511</u>
Note 4 Fixed Assets		
Plant & Equipment	14,175	14,175
Less Accumulated Depreciation	(14,175)	(14,119)
	<u>-</u>	<u>56</u>
Note 5 Provisions		
Current		
Provision for Annual Leave	40,437	31,321
Provision for Relief/Locum	4,000	4,000
Provision for Long Service Leave	15,746	25,064
	<u>60,183</u>	<u>60,385</u>
Non - Current		
Provision for Training Leave	4,000	4,000
Provision for Maternity Leave	11,400	11,400
	<u>15,400</u>	<u>15,400</u>

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N. 99 664 903 582

NOTES TO AND FORMING PART OF THE ACCOUNTS 30TH JUNE 2018 (Cont'd)

	2018 \$	2017 \$
Note 6 Reconciliation of cash flows from operating activities		
Reconciliation of Net cash provided by / (used in)		
Operating Activities to surplus/(deficit) from Ordinary Activities	(20,492)	9,729
Operating surplus / (deficit)		56
Non-cash flows in surplus / (deficit) from ordinary Activities		
Depreciation expense	-	-
Changes in assets and liabilities	-	-
Increase in current assets and receivables	3,495	3,876
Increase in creditors and accruals	(202)	(3,336)
Decrease in provisions		
Net cash (used) / provided by operating activities	(17,199)	10,325

Note 7 Auditors' Remuneration

Audit of the financial report	1,800	1,700
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Note 8 Contingent liabilities

There are no other contingent liabilities known at the date of this report.

Note 9 Events After the Reporting Date

No other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

Note 10 Committee

The names of the Committee at the date of this report and throughout the financial year are:

- Penelope Leenthuis (President)
- Anne McDuff (Treasurer)
- Ernie Kollas (Secretary)
- Penelope Rumble
- Alex Wahlin
- Lauren Farrell
- Shelagh Keith
- Deborah Phippen (Ex Officio) (Public Officer)

Note 10 Association Details

The principal place of business is Ground Floor, 21 Barry Drive, Turner, ACT, 2612.

TENANTS UNION (A.C.T.) INCORPORATED
A.B.N. 99 664 903 582

RESPONSIBLE PERSONS' DECLARATION

- PER SECTION 60.15 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION REGULATIONS 2013

The responsible persons declare that in the responsible persons' opinion:

- (a) there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- (b) the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulations 2013*.


Committee Member

Dated at Canberra this 17th October 2018


Committee Member