



2019 - 2020 Annual Report



midlas
building resilience

ABOUT US

Midlas is a community organisation that has been embedded in the City of Swan for over 30 years. We deliver community legal, tenancy, financial counselling, disability advocacy, and emergency relief services across Western Australia.

VISION

Building Resilient Communities

MISSION

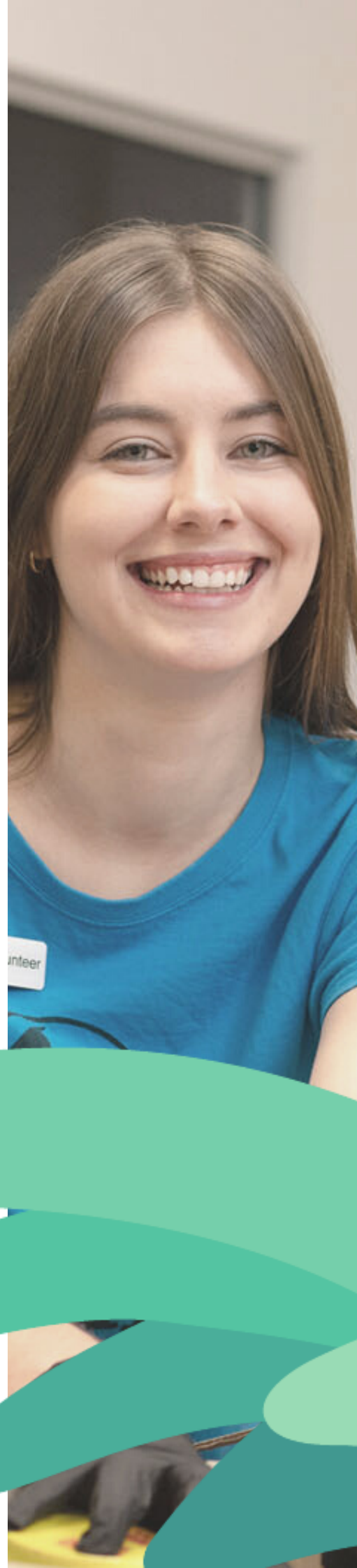
To promote independence, strength and wellbeing in our community through support, advocacy and education

VALUES

Caring for people

Supporting our Community, and

Developing Partnerships



OUR SUPPORTERS

Midlas operates our suite of services thanks to the generous support of our funding bodies and key partners. We would like to thank them for their support, and ongoing commitment to our community.





CEO REPORT

This has again, been a year of considerable growth and change, and I am continually humbled and inspired by the amazing team of staff and volunteers at Midlas who contribute to our ongoing success.

We made our way through the COVID crisis with the community at the front of our minds, and as a result, were able to support over 2000 people with food and essential items in a time of crisis.

Our service delivery team has grown exponentially this year, and as a result we have developed some new service offerings, including NDIS pre-planning and access services, a Financial Literacy program, Property Law program, and grown each of our other services.

We have supported over 3,000 people in our community with emergency relief, legal, financial, tenancy and disability advocacy; and contributed to systemic changes in these fields to better outcomes for the future.

Through COVID we learnt just how fragile our community is, but also how interconnected we all are; so partnerships were front of mind this year. We have developed solid relationships with services in the area of homelessness, and Aboriginal services, which will see some exciting new initiatives be brought to life in 2020-21.

Midlas is adapting and growing with the needs of our community and has been able to tailor our services to the needs of the time.

A handwritten signature in black ink, which appears to read 'S. Patterson'.

Sarah Patterson

CHAIRPERSON REPORT

Midlas has had a challenging year, facing COVID restrictions and funding negotiations whilst keeping the community and the individuals we serve at the centre of all we do. Through strong governance and good management, Midlas has been able to continue to serve the community and provide sector leadership in the face of challenging times.

The Midlas Board experienced some turnover this year and we were able to recruit a diverse, and experienced board of professionals who are actively contributing to the success of the organisation. I am grateful for their support during this year and their guidance on matters of risk, strategy, and policy.

The Midlas team of staff and volunteers were consistently strong and client-focused through the challenges and as a result we have seen great outcomes this year for clients and community. The Board are consistently impressed with the level of passion and professionalism shown by staff, and the way in which this benefits the community.

This year Midlas developed the Plenty Project, an initiative to tackle food insecurity and poverty across WA. This initiative has seen thousands of meals and essential items provided to families doing it tough and created great opportunities for future development for Midlas. This was a labour of love for the Midlas team with many staff contributing above and beyond their core roles to make this happen, and the Board acknowledge this commitment to Midlas and the community.

Overall in 2019-20 Midlas has demonstrated the resilience, capacity and commitment, and we have developed strong processes and initiatives that will see us well into the future.

Simon Kimber



BOARD OF MANAGEMENT

Midlas is governed by an experienced Board of Management with a range of specialities in governance, risk, finance and marketing; who set the strategic direction, and ongoing governance of Midlas.

Our Board are volunteers, and we are grateful for their ongoing support and commitment to our organisation and the people we serve.



Simon Kimber (Chair)

Merissa Ven Der Linden (Vice Chair)

Deepak Sharma (Treasurer) Larissa Bacaoanu (Secretary)

Julian Bleddyn (Director) Joanna Riley (Director)

Andries Pretorius (Director) Mike Jones (Director)

OUR TEAM



At Midlas we have a strong culture of appreciation, celebration, respect and commitment, and it is our people that are our biggest strength.

STUDENTS AND VOLUNTEERS



Midlas has a strong community of volunteers and students who add to the thriving culture of our organisation, and make it possible for us to do the work we do.

DISABILITY ADVOCACY

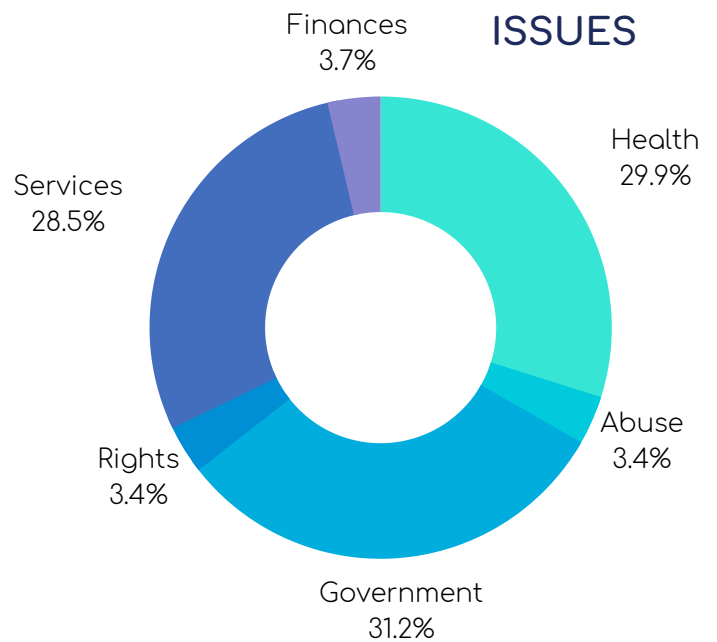
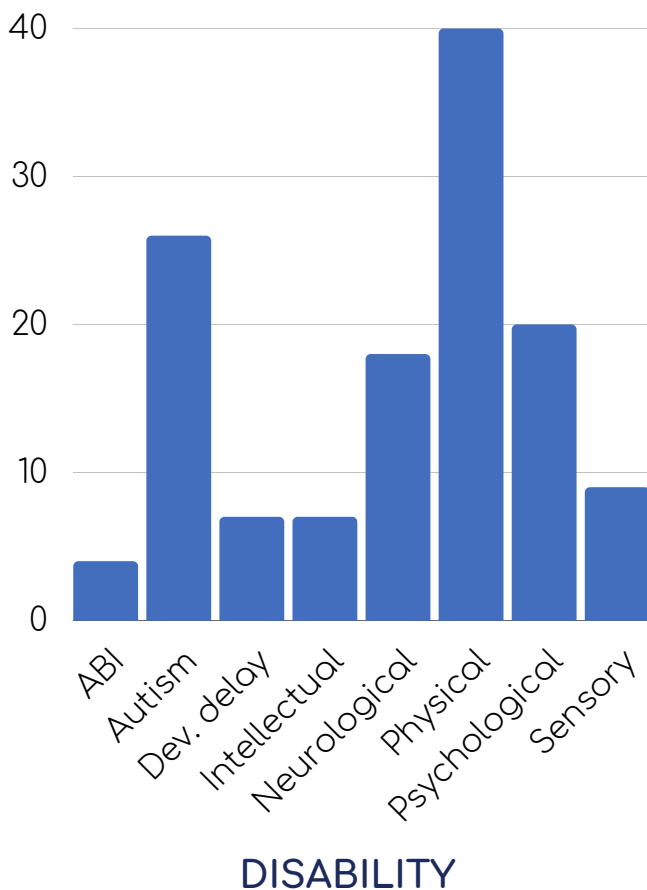
Midlas National Disability Advocacy Program supports people with a disability to address issues with their service provider, issues accessing support, and general concerns that require advocacy and support.

3037 Hours of advocacy provided

328 Individual people supported

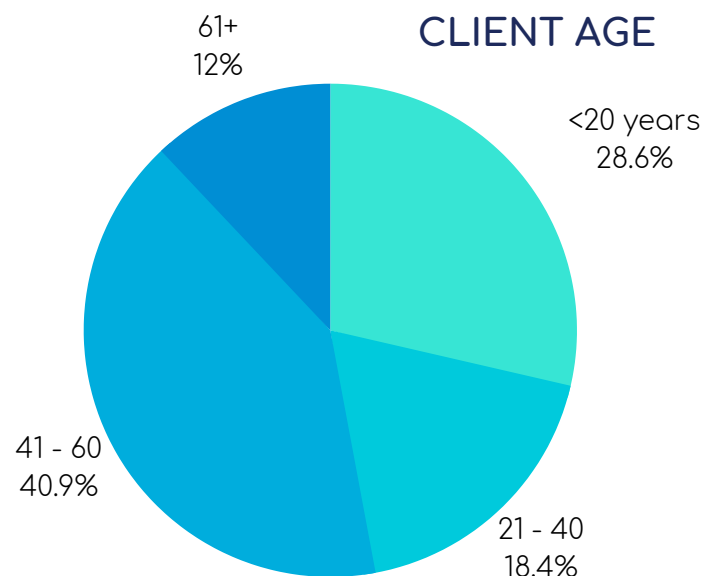
36 Advices provided

6.9% Aboriginal clients



83 Referrals from other agencies

44 Referrals to other agencies



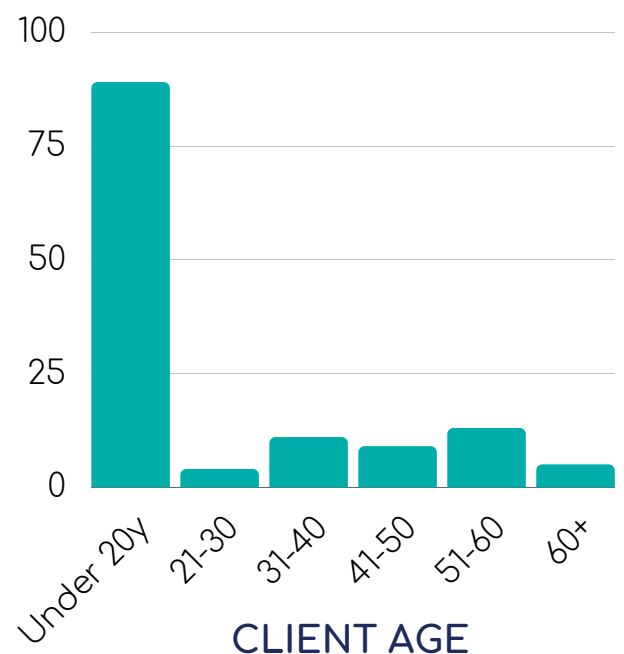
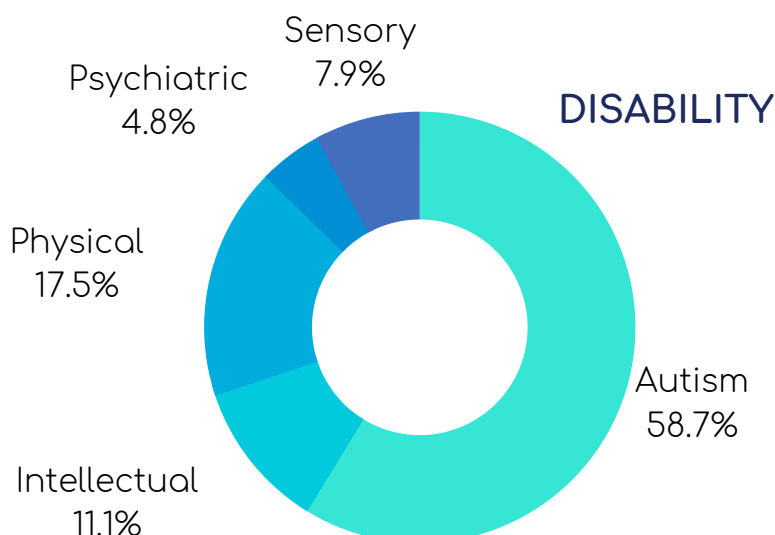
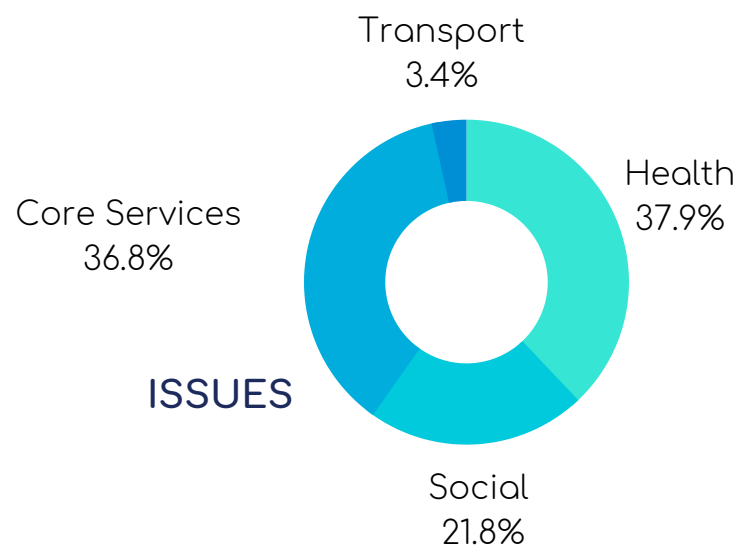
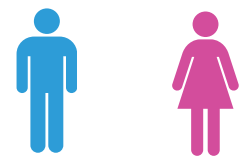
NDIS APPEALS

Midlas' NDIS Appeals service supports people with a disability who need to appeal an NDIS decision, and get a plan that better suits their needs.

123 Clients supported through appeals

2114 Hours of support provided

84 **45**



FAMILY LAW SERVICE

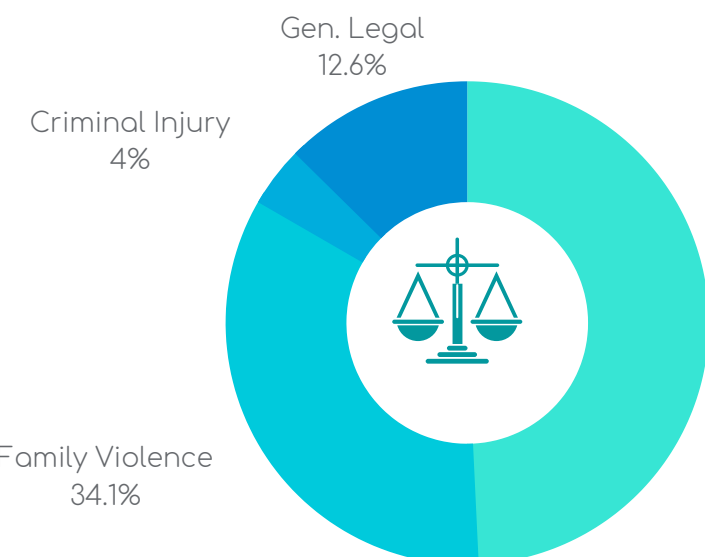
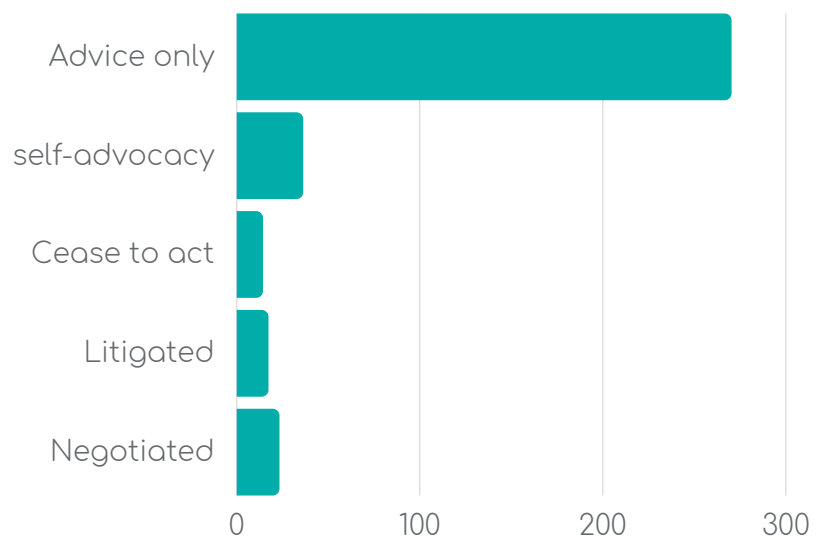
Midlas Family Law service supports people who are experiencing Family Violence, or who are separating to understand their rights and responsibilities, and to get a positive outcome for their family.



1716 Hours of legal support provided

228 Individual people supported

304 Advices provided



19% CALD clients

5.3% Aboriginal clients

FINANCIAL COUNSELLING

Midlas has Financial Counselling services in both Midland and Ellenbrook and supported 377 clients in the 2019-20 financial year. COVID had a significant impact on demand, but also increased the complexity of issues addressed for the clients to our service.

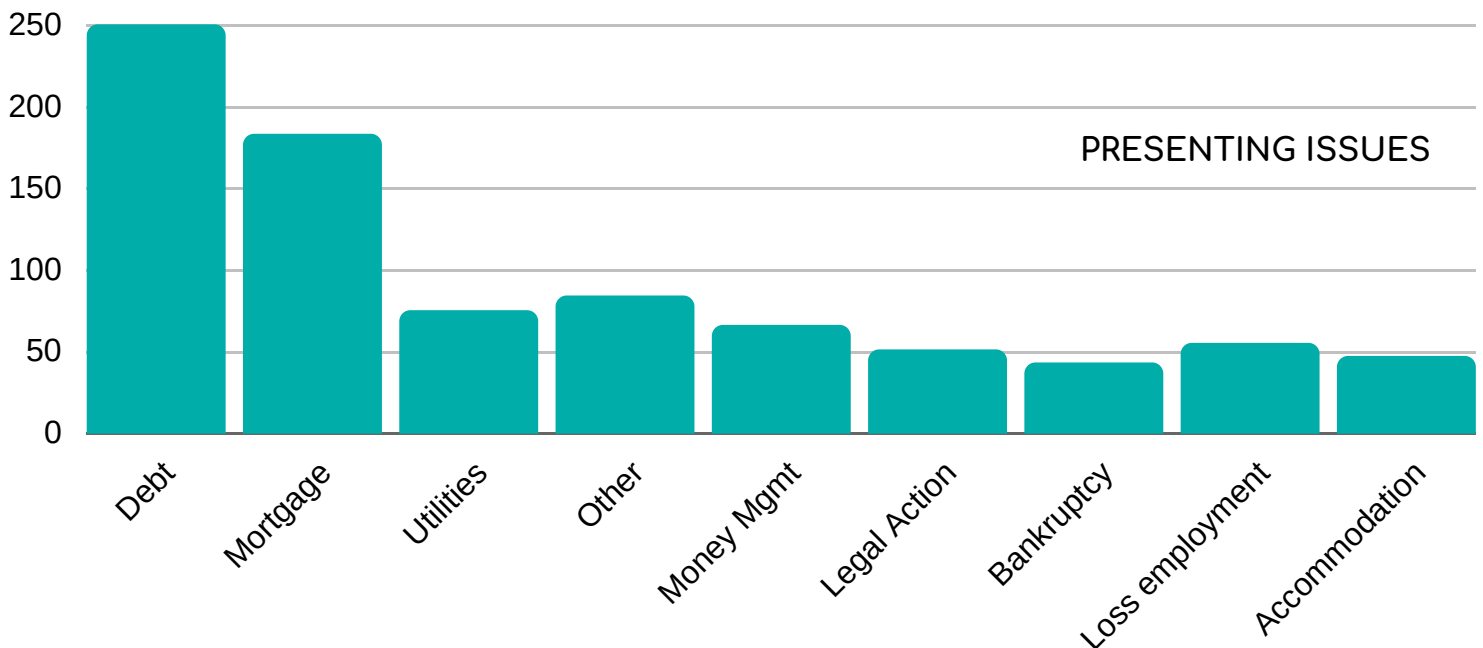
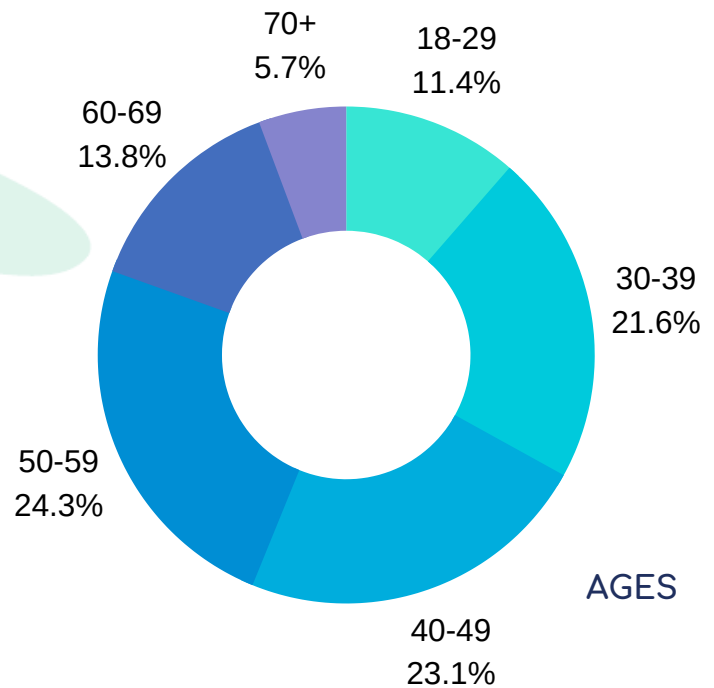
\$83.5m of total debt assessed

189 Referrals to Midlas

113 Referrals out

78 CaLD clients

29 ATSI clients



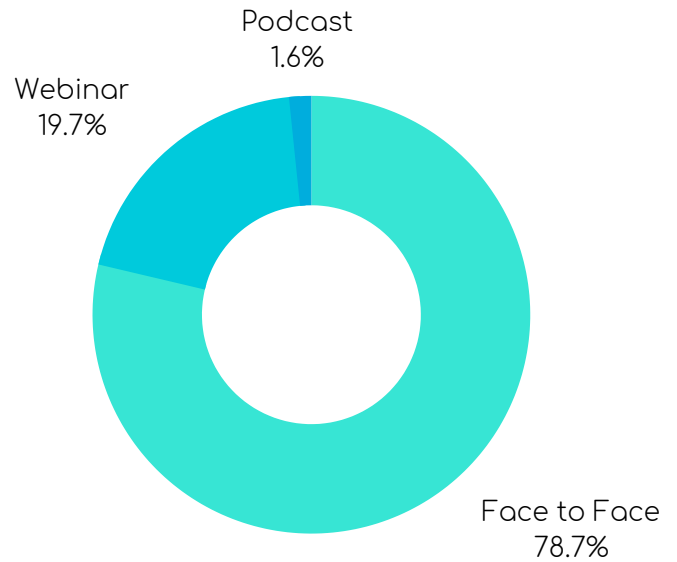
FINANCIAL CAPABILITY

61 sessions

312 attendees

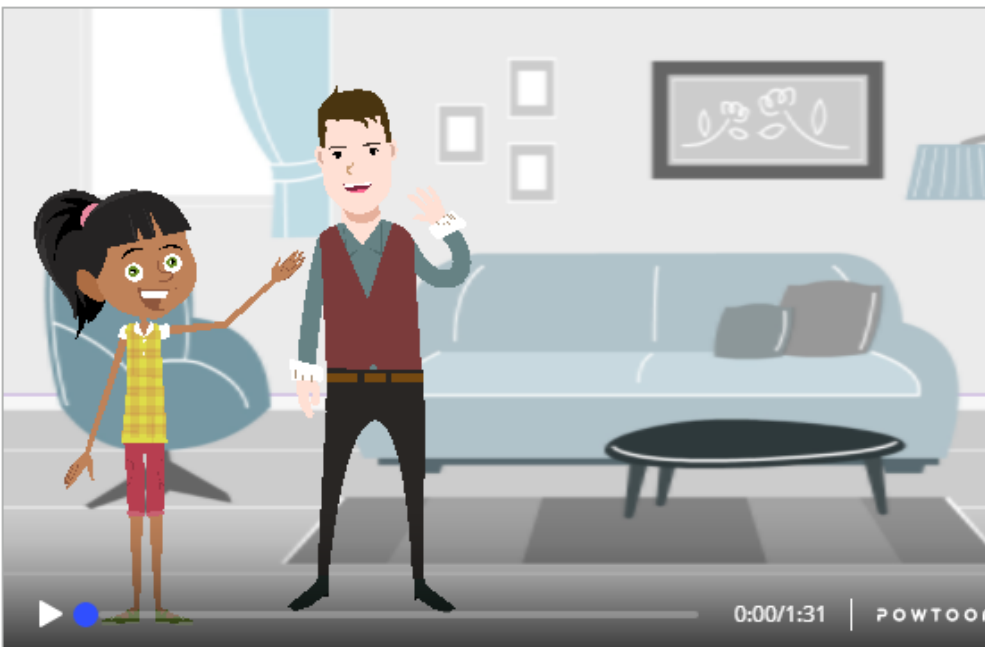
4 videos created

15 new partner organisations



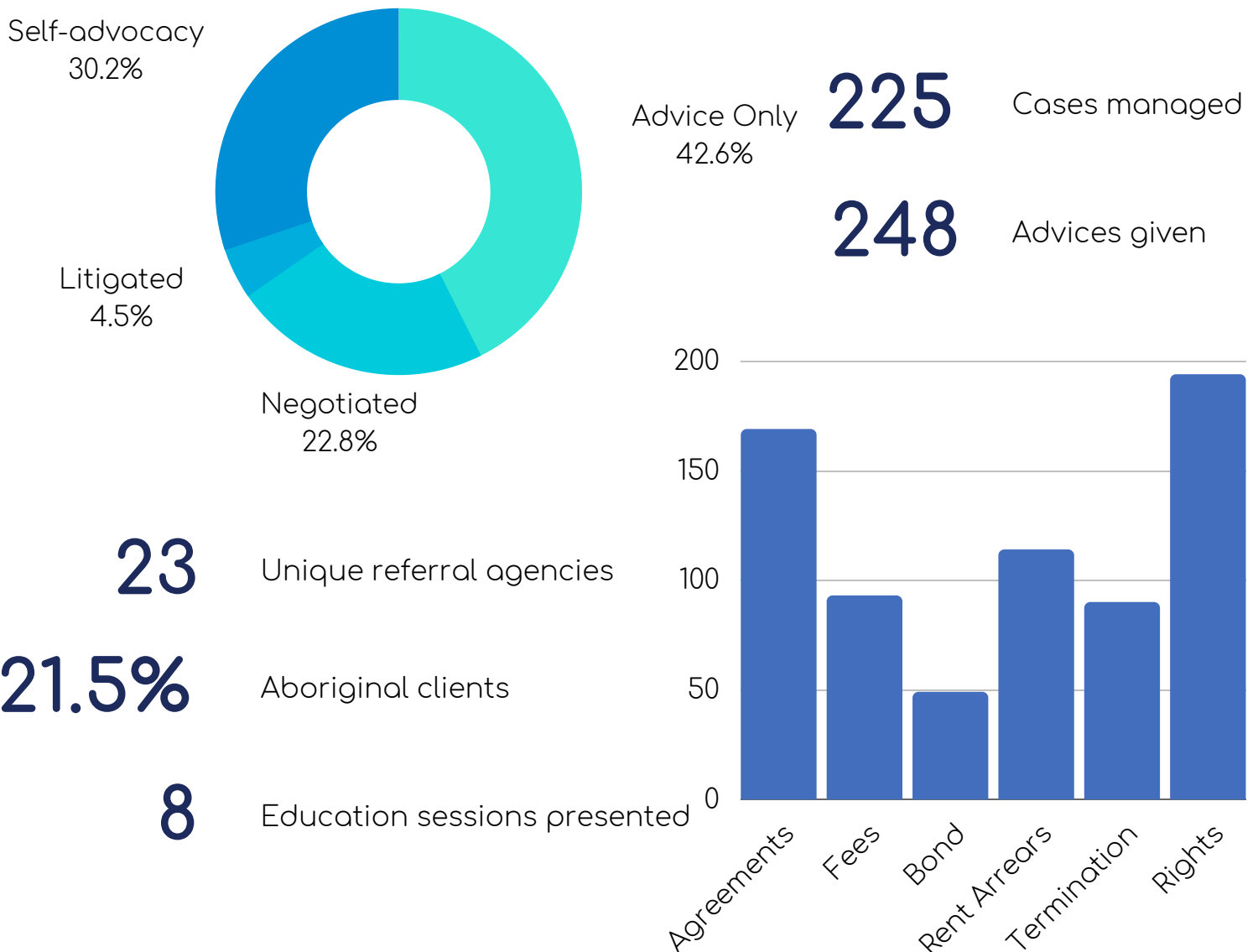
SESSIONS

- Budgeting 101
- Your spending plan
- My first job
- Budgeting a child's party
- Payslips and superannuation
- Entitlements in COVID19
- Wills and estates
- Switched On!
- Pocket money for kids
- Budgeting in a pandemic



TENANCY ADVOCACY

Tenant advocates work with people in private and government rental properties to address issues with their tenancy. Our tenancy team work closely with individuals and their landlords with the focus of keeping people secure in their homes.



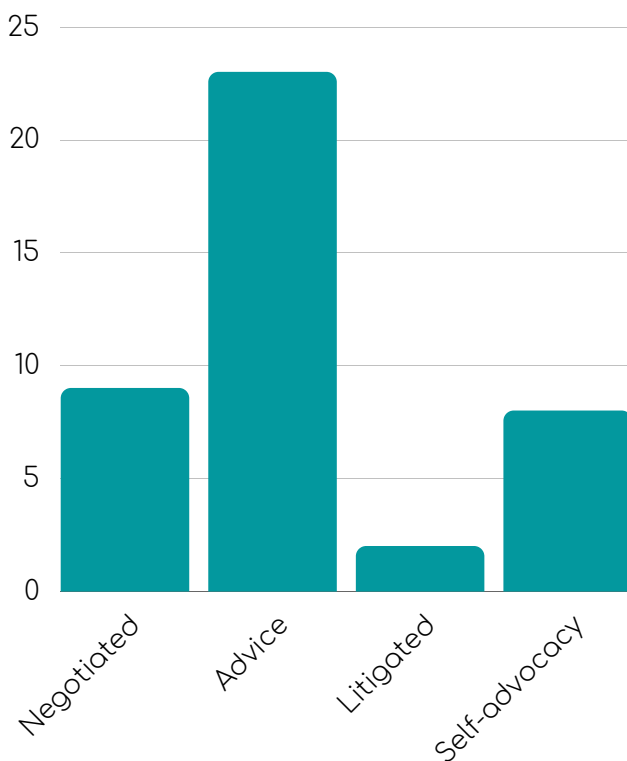
Everybody
deserves to feel
secure at home

DISABILITY DISCRIMINATION LAW

65 clients supported

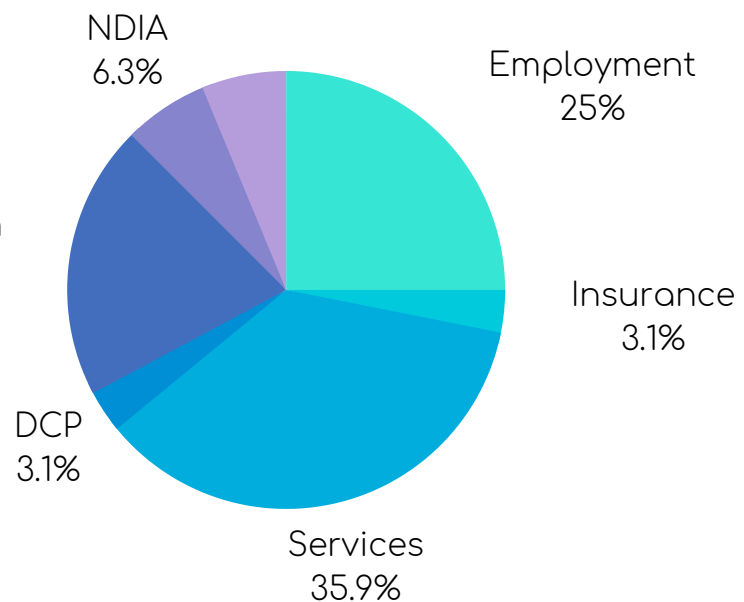
664 hours of support

OUTCOMES



ISSUES

Education
20.3%





The Plenty Project is a new way for Midlas to get food and essential items to people in need, when they need it, with dignity. We have tailored a vending machine to offer free essential items to people where they need it, when they need it, with dignity.

2,000

Items given out through the machine

300

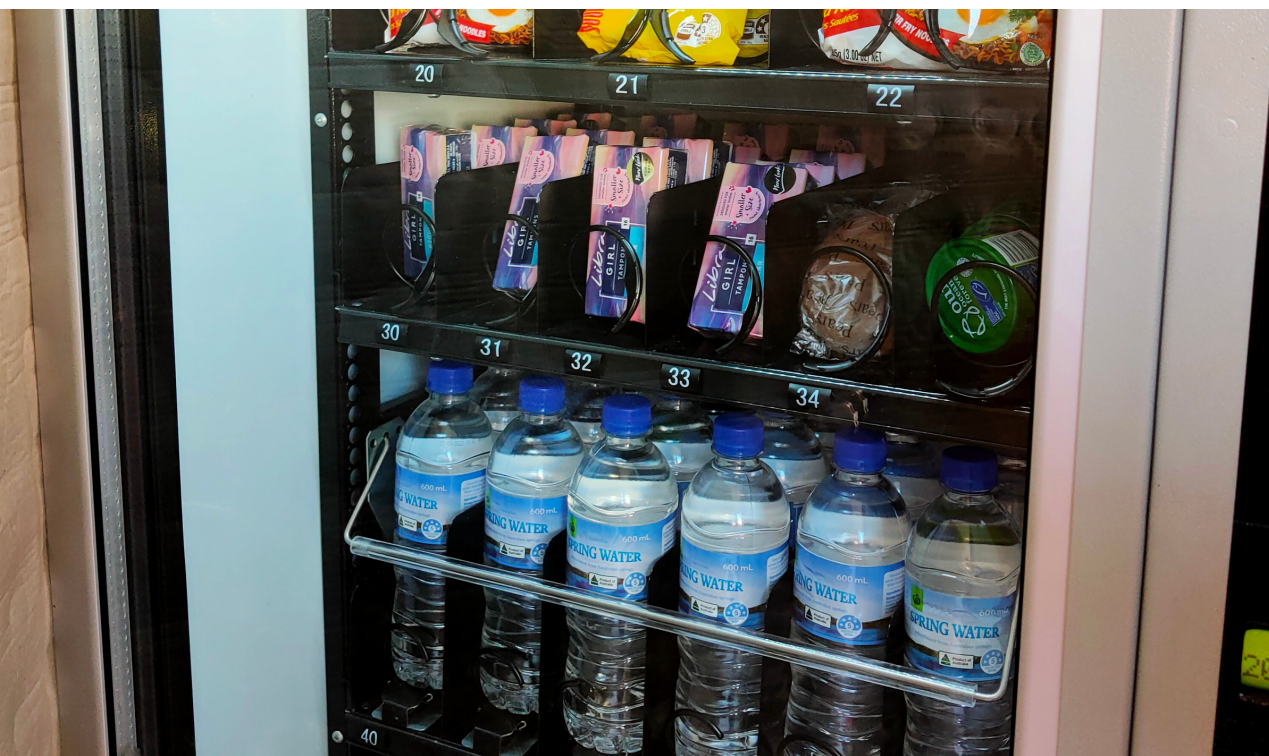
Food hampers given to people in crisis

530

People supported with general Emergency Relief

8

Partnerships formed to support people on the street



COVID 19 RESPONSE

COVID19 hit many families hard and saw our most vulnerable community members stuck at home with limited access to the essential items they needed. It was during this period that emergency food relief became the primary need, and therefore our primary focus.

Midlas, under our Plenty Project banner, partnered with Foodbank and the City of Swan to address this need, and coordinated the delivery of food hampers, nappies, formula, shampoo and conditioner and sanitary items to ensure no one was left without during the isolation period.

The City of Swan repurposed some of their Community Volunteers whose roles were been affected by COVID to deliver the items to the doors of people who could not leave their homes helping our most vulnerable community members stay safe during the crisis.

Through the crisis we responded to over 450 calls for help and supported our most vulnerable community members to stay safe and get what they needed, when they needed, with dignity.



The background features large, stylized teal leaves of various shades. A single yellow leaf icon is positioned to the right of the title.

2019-20 Financial Statements



midlas
building resilience

INDEPENDENT AUDITOR'S REPORT TO MEMBERS OF MIDLAND INFORMATION DEBT AND LEGAL ADVOCACY SERVICE INC.

Opinion

We have audited the attached special purpose financial report of Midland Information Debt and Legal Advocacy Service Inc ("the Entity") which comprises the statement of financial position as at 30 June 2020, statement of profit or loss and other comprehensive income, statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by the members of the board.

In our opinion, the accompanying financial report of Midland Information Debt and Legal Advocacy Service Inc is 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 Entity's financial position as at 30 June 2020 and of its financial performance and cash flows for the year then ended; and
- b) Complying with Australian Accounting Standards to the extent disclosed in Note 1 to the financial report.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We confirm that the independence declaration required by Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the board, would be in the same terms if given as at the time of this auditor's report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter on Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*, as a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management for the Financial Report

Management of the Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. Management's responsibility also includes such internal control as management determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error. In preparing the financial report, the board is responsible for assessing the ability of the Entity to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so. Management of the Entity are also responsible for overseeing the financial reporting process.

Auditor's Responsibilities 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 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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report. 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.auasb.gov.au/auditors_responsibilities/ar1.pdf.

This description forms part of auditor's report.

*Armada Audit
& Assurance*

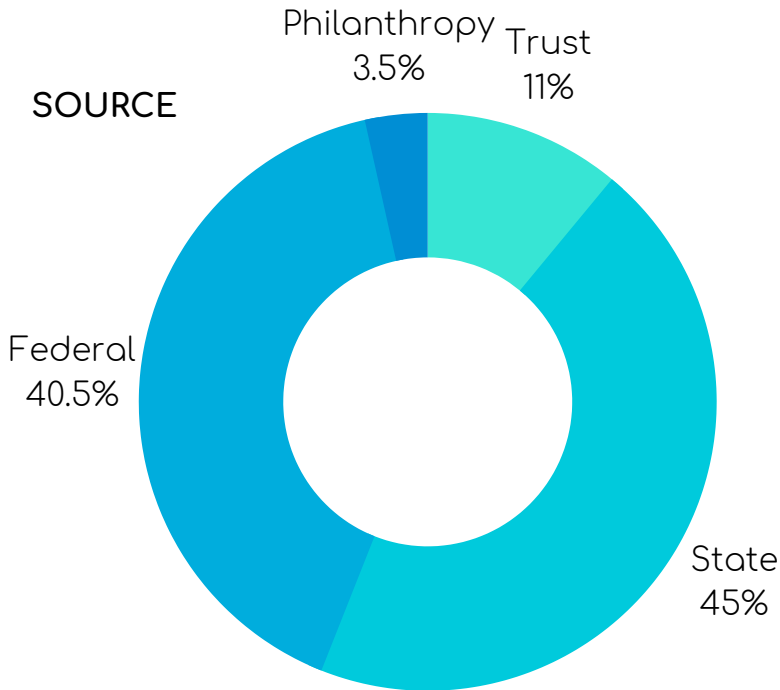
Armada Audit & Assurance Pty Ltd



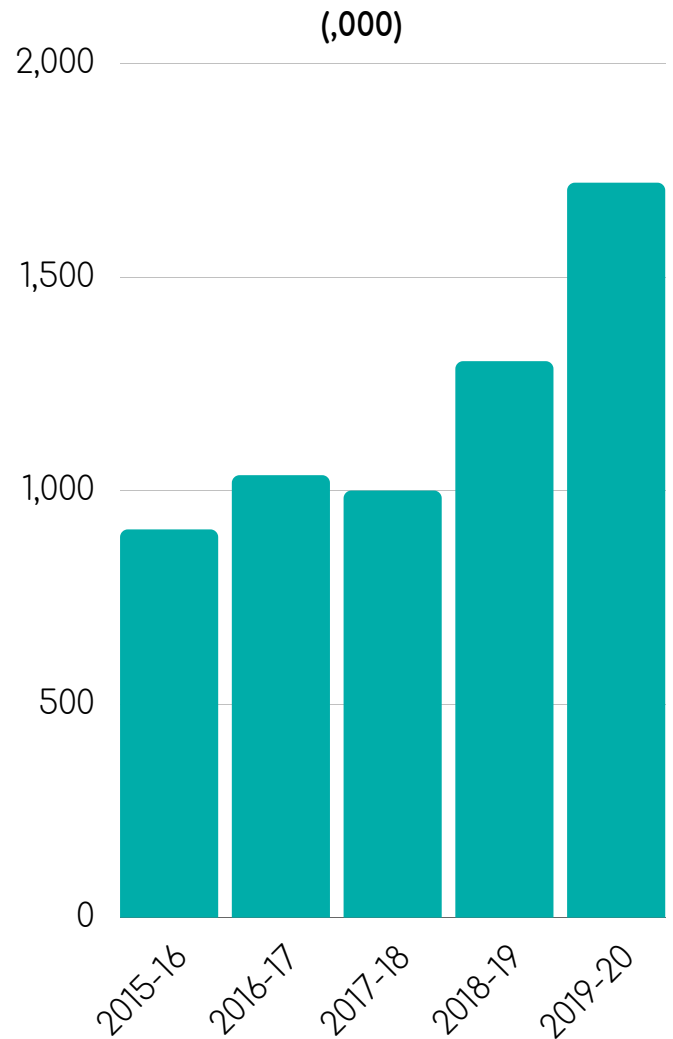
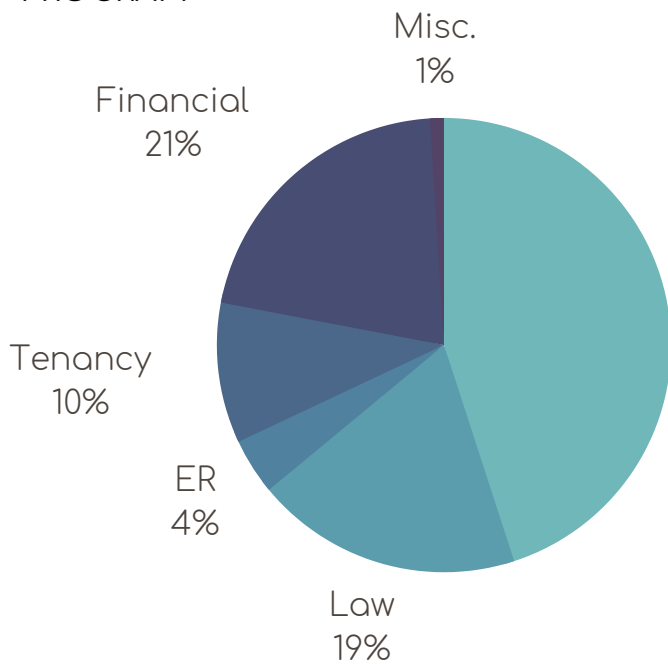
Nigel Dias
Director
Perth, Dated 14 September 2020

INCOME

SOURCE



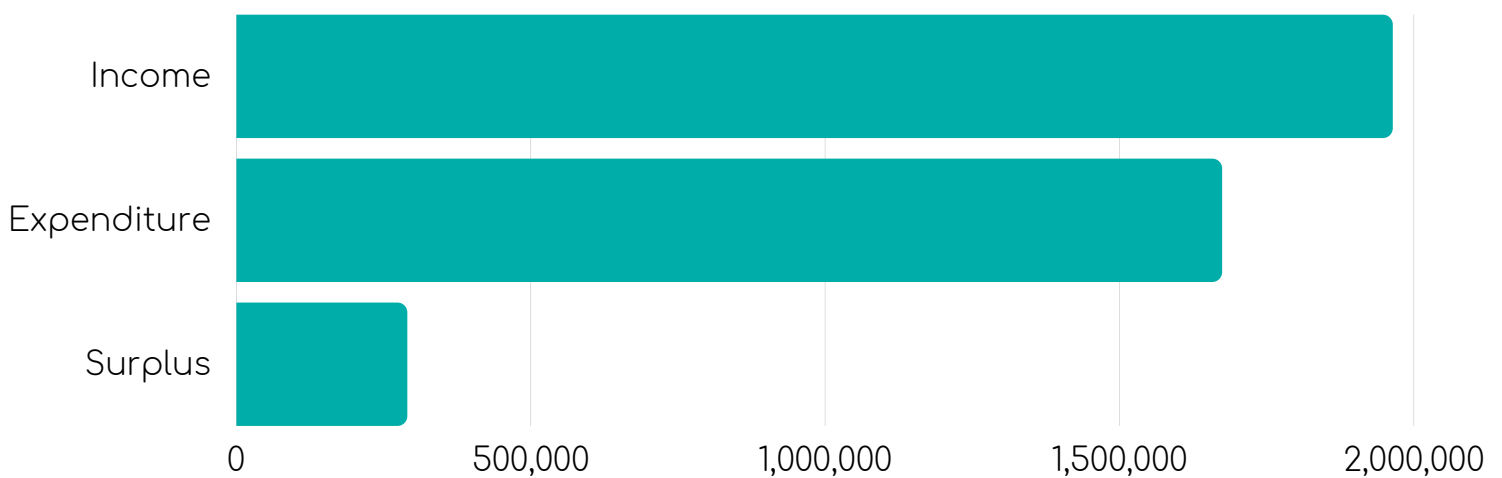
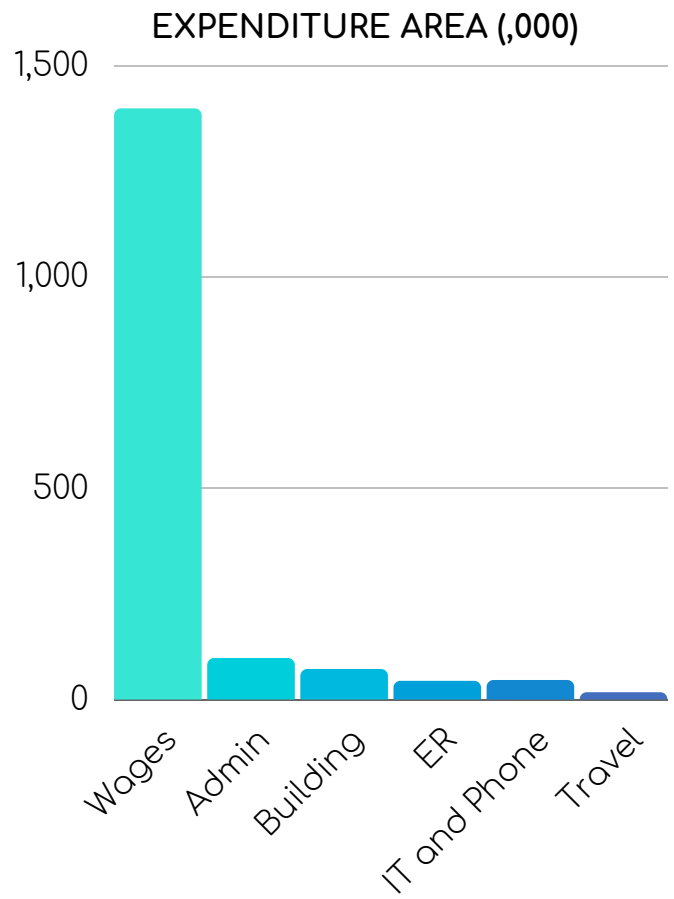
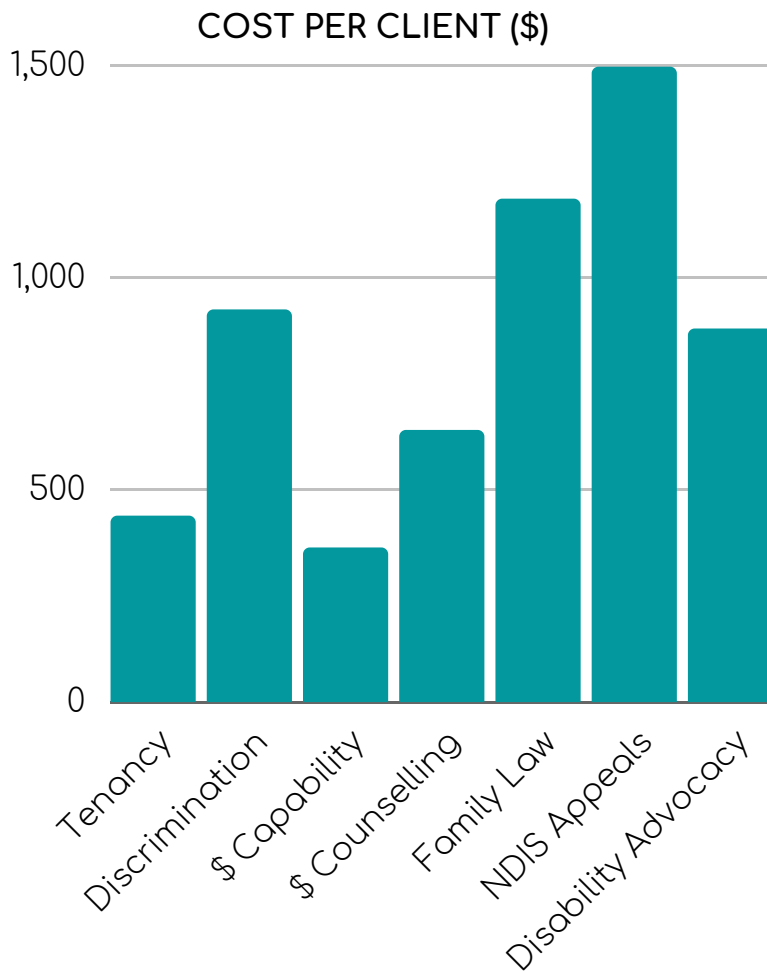
PROGRAM



34%

increase in
revenue since
2018-19

EXPENDITURE



MIDLAND INFORMATION DEBT & LEGAL ADVOCACY SERVICE INC

DECLARATION

In accordance with a resolution of the Board of Midland Information Debt & Legal Advocacy Service Inc (Midlas), I state that:

In the opinion of the Board Members:

- (a) the financial statements and notes of Midlas are in accordance with the Associations Incorporation Act 2015 (WA) and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:
 - (i) presenting fairly Midlas's financial position as at 30 June 2020 and its performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards as specified in Note 2 to the financial statements; and
- (b) there are reasonable grounds to believe that Midlas will be able to pay its debts as and when they become due and payable.

On behalf of the Board



Simon Kimber
Board Chair

Dated





Building resilient communities



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