

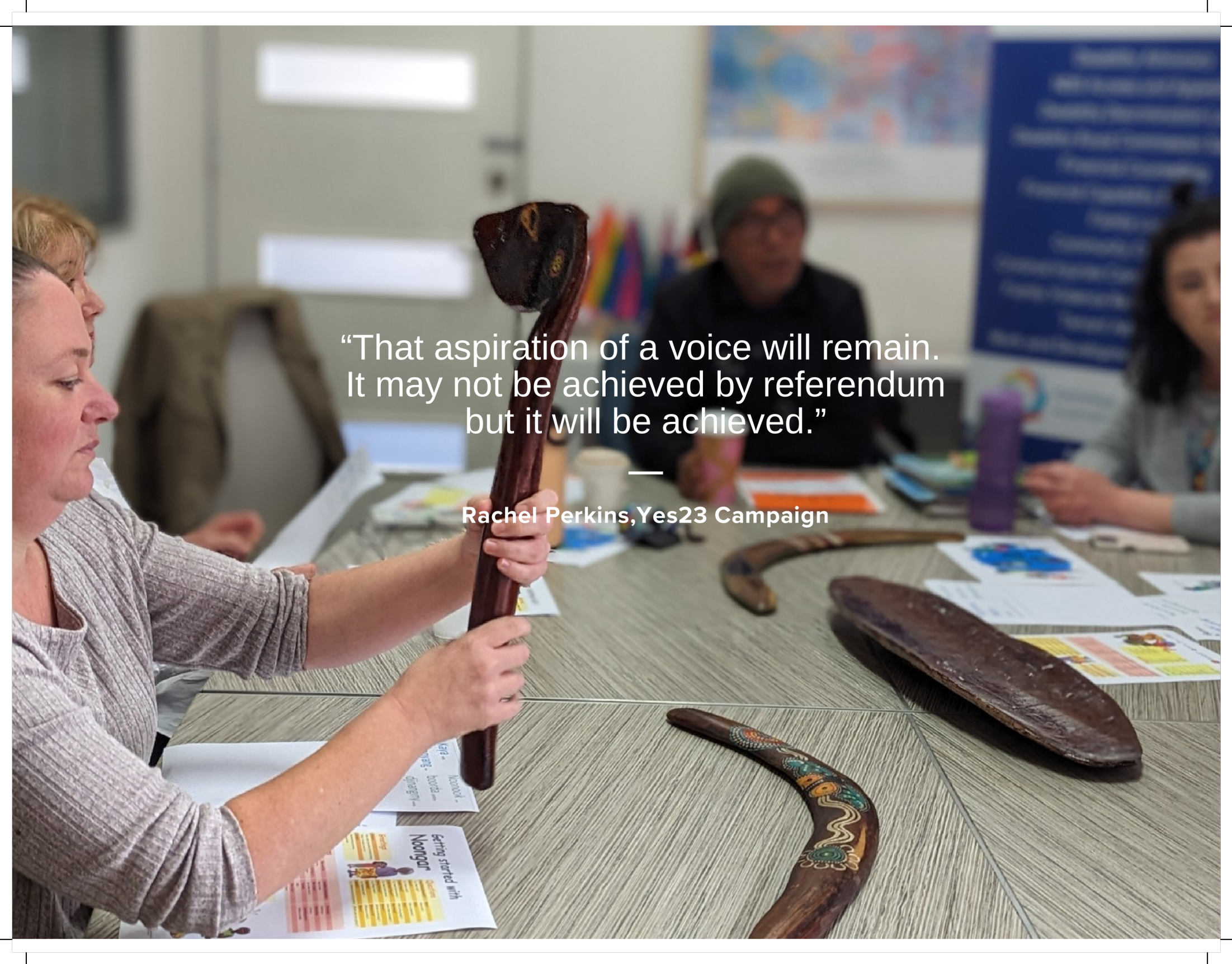


midlas  
building resilience



2023  
Annual Report



A woman in a grey sweater is holding a dark, polished didgeridoo vertically. She is seated at a long wooden table in a community meeting. Other people are visible in the background, and various items like a purple water bottle and informational brochures are on the table. The scene is indoors with bright lighting.

“That aspiration of a voice will remain.  
It may not be achieved by referendum  
but it will be achieved.”

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Rachel Perkins, Yes23 Campaign



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IN APPRECIATION

The audited financial statements have not been included in this version of the annual report.

A copy can be obtained by contacting us or it can be viewed on The Australian Charities and Not-for-profits Commission website.

## Vision

Building Resilient Communities

## Mission

We partner with individuals and organisations to promote independence, strength and wellbeing in our community through support, advocacy and education

## Values

### Caring for People

This is at the heart of all we do, central to our drive and motivation

### Developing Partnerships

We form partnerships with both individuals and with other organisations to maximise our reach and impact

### Supporting our Community

We go out into the community to inform, educate and raise awareness to enable people to address social issues before they reach crisis





## Message From Merissa Van Der Linden Chairperson

**T**he 2022-23 financial year was an important year for Midlas. This was a year where Midlas' leadership team and Board took strides to strengthen the organisation's corporate governance and refine the organisation's focus and structure to support the delivery of high-quality services and our overarching purpose.

While we strive to continuously improve, it is important to celebrate the work we have done to strengthen our management and governance of risk, this includes ensuring staff – our most important asset – are safe, healthy, and well supported in the workplace.

I recognise the significant efforts of Midlas CEO, Gaelle Gouillou, and Chief Financial Officer, Serge Sasic in restoring the financial stability of the organisation through the establishment of robust and reliable financial management practices.

This work has brought rigor to Midlas' processes and puts the organisation on great footing for the future.

As we round the corner on our 35th year in operation, we have also invested energy and time to take stock of the organisation's many achievements and our opportunities to build a strong and vibrant future.

This process of reflection has resulted in our consulting with stakeholders, clients, and staff to understand our impact, points of difference and what we could do differently. It also led to our workshopping new Strategic Direction. At the time of writing, we are in the process of finalising our work in refreshing Midlas' vision, purpose, and values, and setting our vision for the organisation's future.

I am deeply grateful to the many different people, our clients, stakeholders, staff, and Board Directors who have contributed their experiences and insights to this important process. I look forward to its launch in late 2023.

On behalf of the Board of Directors I congratulate Midlas CEO, Gaelle Gouillou, on her first full year in the role. Her approach to the role, supporting staff and progressing the organisation has been exemplary.

I also congratulate and thank the Midlas leadership team, staff, and volunteers for their incredible achievements this year. It is an honour to work alongside a group of people that show such deep commitment to their work and to the people they support.

It is an exciting time to be engaged with Midlas.

Merissa Van Der Linden





## Message From Gaelle Gouillou Chief Executive Officer

**A**s Midlas celebrates its thirty-fifth anniversary we do so with renewed energy, focus and strategic direction.

This year has seen Midlas strengthen its commitment to organisational transformation with service re-alignment, financial stability, improved infrastructure and embedded systems and processes to support the long-term sustainability and growth of the organisation.

We have continued to improve the quality of our services successfully meeting the requirements of the National Standards for Disability Services and internally, we have focused on developing the organisational structure to increase our capability to support growth into the future.

In the coming year, we will launch Midlas' new Strategic Plan 2024-2027 which sets a strong strategic direction informed by extensive consultation with stakeholders and will guide and shape an exciting future direction.

An important focus over the year was positioning Midlas for increased investment in early intervention and prevention strategies as the cost of living pressures and the family and domestic violence crisis impacts our communities and increase demands on our services.

Initiatives anchored by strong relationships and strategic partnerships remain a focus and we are proud to have the support of St John of God Midland Public and Private Hospital towards delivering a Midland Health Justice Partnership.

We are also grateful to all of our donors and supporters who continue to advocate for the work of our organisation and assist us in furthering the support we can provide.

We acknowledge and are grateful that the services we provide are supported by a talented and dedicated group of professionals and are fortunate to have such committed teams that inspire each and every day with their engagement, passion and determination.

Our Executive and Leadership Team have worked tirelessly to lead the organisation and embraced the many changes during this time - thank you to each and every one of you.

Throughout the past year, staff have remained committed to service and excellence. I thank all the staff for their adaptability and commitment during these changes and for the support they have brought to our efforts as we continue to meet the increasing needs and demands on services for support.

I would also like to thank the Board of Directors for their contributions and support over the year. We acknowledge Simon Kimber as the outgoing Chair and thank him for his many contributions and dedication over the last decade serving on the Board and supporting Midlas.

I also congratulate and thank Merissa Van Der Linden, incoming Chair for Midlas who brings a strong background and experience in governance, risk management and strategic planning for all her support and effective oversight.

We look forward to continuing to work with all our partners, collaborators and like-minded causes building resilient communities and effecting positive change through evidenced-based strategies and strong strategic partnerships.

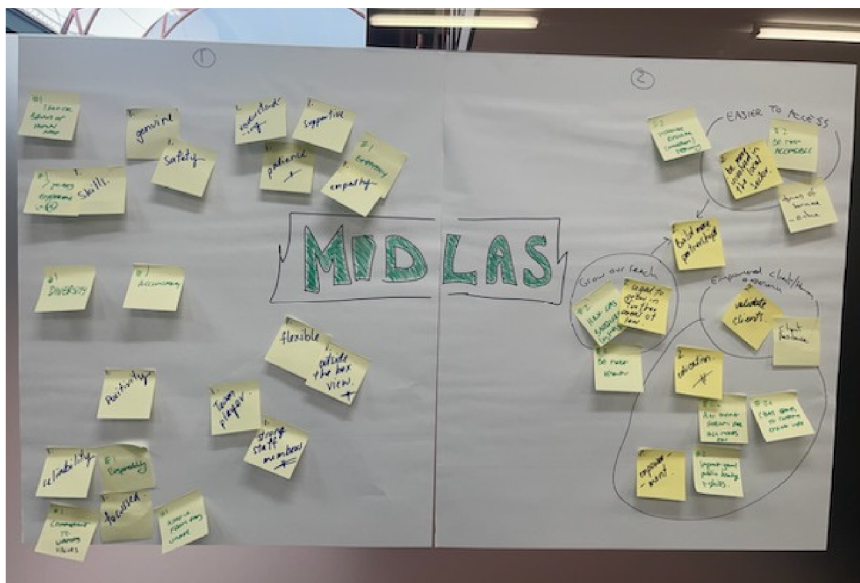
I am extremely proud of what we have collectively achieved over the last year and look forward to another year supporting communities together.

Gaelle Gouillou









## Strategy Planning

Midlas held a strategic planning day with the staff to discuss and explore its future direction as it embarks on a review of its strategic direction.

Our thanks to Aha! Consulting Pty Ltd for facilitating the strategic planning workshops with the teams capturing our aspirations, challenges and ideas.

Over several workshops, the staff and Board of Directors contemplated the future direction of Midlas with a strong focus on its vision and priorities.

This included responding to the growing need for support from communities, building resilience, improving access to safety and justice, advocacy for individual rights and financial capacity and well-being.



## Team Building Day

The entire Midlas team participated in the Helping Hands project which resulted in the creation of ten hands to support people in under developed countries requiring prosthetic hands.

The teams were motivated and energised knowing they would be supporting vulnerable communities and making a significant impact in their lives.

The team also participated in the Bullshift workshop which provided insights on how to create a positive work culture through open, honest and conscious communication.





## National Reconciliation Week

Midlas came together to celebrate National Reconciliation Week with a yarning session facilitated by John Mogridge, a Bibbulmun man and City of Swan Aboriginal Partnership and Development Officer.

The yarning session was a wonderful learning experience about the richness of Noongar culture and language and the opportunity to use our voices, words and actions to strengthen respectful relationships between the wider Australian community and Aboriginal and Torres Strait Islander peoples.



## RUOK? Day

To raise awareness for RUOK? day, Midlas staff were out in the community this year extending heartfelt thanks to our remarkable community service First Responders.

The Midlas team expressed their gratitude, recognising the unwavering dedication of community workers while fostering connections and strengthening bonds; a wonderful reminder of our collective resilience.





## IDAHOBIT

Midlas supported the International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT) which celebrates LGBTQIA+ people globally and raises awareness for the work still required to combat discrimination.

Midlas celebrated IDAHOBIT day recognising, respecting and welcoming diversity in all its forms in the belief that diversity is a source of strength and opportunity.



## Harmony Week

Midlas celebrated Harmony Week by holding a Taste of Harmony lunch celebrating the cultural diversities of the team represented by their favourite dish to share.

The Midlas team is culturally diverse representing many ethnic and cultural groups. The event was an inclusive way to celebrate diversity, share culture and favourite foods while celebrating inclusion and a sense of belonging for everyone.



# Community Engagement

## BUILDING RESILIENT COMMUNITIES



## Engaging Local Communities COMMUNITY EVENTS

- NAIDOC Midland
- NAIDOC Meerilinga
- Department of Justice Roadshow
- headspace Open Day
- Child and Parent Centre Swan Baby Expo
- Swan Communities for Children Disability Access and Inclusion Day
- City of Swan Wellbeing Faction Carnival
- City of Swan Who's Who in the Zoo
- City of Swan Weeip Park Harmony Day Event
- City of Swan Closing the Gap
- The Midland March That Matters
- PrideFest Pride Parade

## COMMUNITY EDUCATION



27

SESSIONS



237

PARTICIPANTS

## COMMUNITY OUTREACH

- Dreambuilders Care - Mobile Midlas
- 55 Central - Disability Clinic
- Swan City Youth Service - Money Matters
- Swan Districts Football Club - Disability Clinic and Financial Counselling





## Gilbert + Tobin Wills Clinic

Midlas had the pleasure of hosting Anne Cregan, partner in Gilbert + Tobin's Pro Bono group and her team delivering a free Wills clinic for community at our Midlas office.

The clinic provided an information session for clients followed by instruction taking and signing as part of a collaboration between Midlas and Gilbert + Tobin.

We had a fantastic turn-out from community and were proud to be part of this initiative for the second year running.



## Midland March That Matters

Midlas was proud to support and participate in the Midland March That Matters this year.

Midlas' Principal Solicitor spoke at the event on family and domestic violence legislation dispelling common myths and raising awareness on where to get support.

The figures were disheartening. Midlas provided 112 duty lawyer services at the Midland Magistrates Court this year and in one day alone, supported community with 17 restraining order matters.

Midlas is proud to be part of the cause and stands in support with our community in ending family and domestic violence.

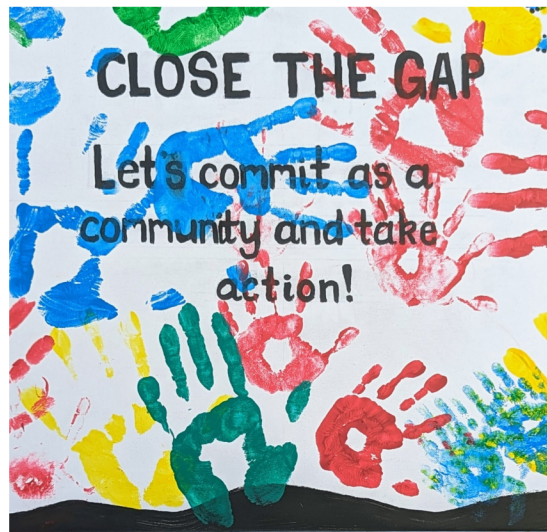




## NAIDOC Midland

Midlas attended the 2022 Midland NAIDOC event with this year's theme "GET UP! STAND UP! & SHOW UP!".

Midlas is committed to celebrating and raising awareness of First Nations culture and engaging community with activities and events that celebrate this rich culture.



## Closing The Gap

Midlas attended the City of Swan's annual Closing The Gap Day to recognise our local community, which proudly has the largest proportion of First Nations People outside of the Kimberley.

Midlas is committed to the principles of self-determination and acknowledges the ongoing strength and resilience of Aboriginal and Torres Strait Islander people in sustaining the world's oldest living cultures.



## Disability in the Workplace

The Midlas legal team attended and participated in a panel discussion and interactive theatre experience hosted by The College of Law Australia - Connor's Story: Disability in the Workplace.

Vital discussions were centred around supporting workplace disability, employers' responsibilities and what diversity and inclusion looks like in practice.









## NAIDOC Meerilinga

Midlas attended NAIDOC celebrations at Meerilinga Beechboro where the community experienced a Welcome to Country Smoking Ceremony and bush tucker tasting and created a community canvas.

Midlas' team attended in support of the event and to celebrate the history, culture, achievements and contributions of our First Nations People.



## Aboriginal Justice Open Day

The Midlas team joined the Aboriginal Justice team for an Open Day at the Swan Districts Football Club.

The community were provided with the opportunity to receive information, advice and assistance in relation to the Registry of Births, Deaths and Marriages, Services Australia, licensing services and other community services.



## Swan Community Care

Midlas attended Swan Community Care to engage with their residents and present on Midlas' services.

The Community Engagement team presented on how residents and their families can access support including Midlas' Resilient Futures program which provides free Wills and Estate Planning through the legal services team.





**IMPACT**



# Disability Advocacy Services

INDIVIDUAL, SYSTEMIC AND ROYAL COMMISSION

## Systemic Advocacy Project

The project aims to strengthen disability advocacy in the State by identifying any existing gaps, ensuring evidence-based decision-making and fostering collaboration and knowledge sharing within the advocacy community. The project involves consultation with the WA Network of Disability Advocacy providers to identify issues and service gaps and further explore innovative approaches, ideas and program suggestions.

### Disability Advocacy Services



**311**  
CLIENTS



**4,502**  
SESSIONS

### Individual Advocacy

The service recognises and supports opportunities to support communities across all levels of advocacy to promote, protect, uphold and defend the human rights and well-being of people living with disabilities.

### Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability



**235**  
CLIENTS



**86**  
SUBMISSIONS

With the program coming to an end in June 2023, Midlas provided subsequent advice to 54 clients who previously made submissions in relation to:

- updates in relation to submissions received;
- how these submissions have contributed to the Disability Royal Commissioner's final report;
- when the final report was to be completed; and
- how to remain up-to-date on further developments.



# Community Legal Services

LEGAL, TENANCY AND NDIS APPEALS

## 12,912

TOTAL LEGAL SESSIONS PROVIDED

### LEGAL SERVICES



## 947

ADVICES

## 269

CASES

## 112

DUTY LAWYER SERVICES

### TENANCY SERVICES



## 289

ADVICES

## 233

CASES

### MAIN ISSUES

- General rights and responsibilities
- Tenancy services
- Tenancy fees and other charges
- Termination by lessor

### NDIS APPEALS



## 137

CLIENTS

## 77%

SUCCESS RATE FOR APPEALS

# Community Legal Services

## FAMILY DOMESTIC VIOLENCE SUPPORT

### Family Domestic Violence Support

Midlas' legal services are comprehensive by design - we recognize that providing only limited legal advice to our clients does not properly address their needs. Additionally, some of our programs are wholly unique and have been implemented in response to community need, particularly in relation to family and domestic violence. These services include a Restraining Order Duty Lawyer service at the Midland Magistrates Court several times a week and ongoing assistance with family law property matters.

This program was implemented after identifying and acknowledging that victims of family and domestic violence often remain in abusive relationships because they simply cannot afford to leave without the appropriate assistance to negotiate property division and other family law issues.

Midlas remains committed to responding to the family and domestic violence crisis currently facing our community by developing innovative legal responses to meet community needs.

112

DUTY LAWYER  
SERVICES PROVIDED



213

FAMILY VIOLENCE  
RESTRAINING ORDERS



# FINANCIAL SUPPORT SERVICES

## FINANCIAL COUNSELLING, COACHING, CAPABILITY & WELLBEING

Through the Financial Wellbeing Collective, Midlas delivered Financial support services, including the pilot Community Financial Coaching program. The preventative pilot model addressed complex behavioural factors with the aim to reduce risk of financial crisis and improve long-term financial wellbeing and resilience.

### FINANCIAL COUNSELLING



**421**

CLIENTS

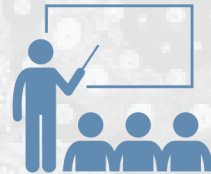
**551**

CASES

**\$1,052,629**

TOTAL DEBT WAIVED

### FINANCIAL CAPABILITY & WELLBEING



**3,592**

CLIENTS

**165**

WORKSHOPS

**\$56,452**

TOTAL FINES CLEARED

### FINANCIAL COACHING



**49**

CLIENTS

**49**

CASES

**196**

SESSIONS

# *Thank you!*

## CLIENT FEEDBACK

"I do appreciate all your support and guidance on this matter... To have someone listen and understand what we went through was priceless, and I hope every person you help each day is as thankful as I am."

---

"We are so thankful that there are services like Midlas available and people like you working there who totally understand what it is like to have an invisible disability. For us to be able to access you and your services has been absolutely invaluable."

---

Thank you for your assistance. I couldn't make it by myself, thank you so much for what you have done for my situation and I thank you also for your time that you spend for me,







# MEMORABLE MOMENTS





## Law Week 2022

Law Week is an important week that highlights the crucial role the profession provides in accessing justice, inclusion and community service.

Senior members of Midlas' legal team attended the Long Table Lunch hosted by The Law Society and Women Lawyers of Western Australia.

This was a special event that celebrated 100 years since women won their right to be admitted and practise law in Western Australia.



## Community Awareness

Radio 6PR Perth hosted Midlas' Financial Capability Coordinator as a guest presenter on their Money News segment.

Midlas' financial capability and wellbeing services provide support and guidance for communities facing rising cost of living pressures.

Reaching a wider audience enabled Midlas to provide invaluable support as cost of living pressures impact communities.



## Local Supporters

Midlas values the support of the Hon. Lorna Harper MLC who visited Midlas' offices to discuss our efforts towards causes including women's equity, safety and access to justice.

Discussions around the ongoing work needed to respond to increasing community need for Midlas' services were also highlighted in Parliament.

It was a pleasure sharing Midlas' vital work and we thank the Hon. Lorna Harper MLC for her support.

"Empowered me to move forward, by professional assistance, ensured knowledge and a better understanding during various stages of my case...I thank you for your support and extensive knowledge that helped me move forward."





## WA Labor Ballajura and West Perth General Meeting

It was an honour to be invited as guest speakers to the WA Labor Ballajura and West Perth General Meeting.

Midlas was provided with the opportunity to discuss some of the challenges communities are experiencing including cost of living pressures, the rental crisis and family domestic violence.



## Soroptimist International of Helena

Midlas attended Soroptimist International of Helena's morning tea themed "Create Conversations" to raise awareness of family and domestic violence during Domestic Violence Prevention Month.

Midlas' Principal Solicitor spoke on the myths of family domestic violence, how communities can access support and the importance of reporting and raising awareness.

These are crucial and timely conversations and a cause that Midlas supports and actively contributes towards in the collective efforts to end family and domestic violence.



## Financial Counselling Association of WA Awards

Congratulations to Midlas' Financial Counselling and Capability team who were nominated for several categories in the Annual Financial Counselling Association of WA Awards 2022.

Midlas won the following categories:

**Not Just Capable, Outstanding Award**  
Amanda Ghouse, Financial Capability Coordinator

**Financial Counsellor of the Year - Sponsored and nominated by Synergy**  
Sarah Holman, Trainee Financial Counsellor



A man and a woman are standing side-by-side in front of a large, vibrant Aboriginal artwork. The man, on the left, is wearing a dark suit jacket over a light blue shirt and a lanyard with a rainbow-colored band and a black ID badge. The woman, on the right, is wearing a light grey blazer over a patterned top and a similar lanyard. Both are smiling at the camera. The background artwork is a complex, colorful piece with intricate patterns and symbols, typical of Aboriginal art. The word "FINANCIALS" is overlaid in large, white, bold capital letters across the bottom half of the image.

# FINANCIALS





### Message from Deepak Sharma Treasurer

**T**he Financial year 2023 has been a challenging but eventful year for Midlas.

Over the year, Midlas finances have moved from strength to strength. The thorough reconciliation of accounts and write-offs of redundant assets, undertaken in the previous year, have set the organisation on a good path to achieving this result. Despite challenging operating environment, workforce shortages impacting the sector and generally high levels of economic uncertainty as we adapted to a new normal post the COVID-19 pandemic, I am very happy to report that Midlas has been able to restore financial stability and thus reported a net surplus of \$11,106 for the year.

Furthermore, Midlas recorded revenue of \$3.1 million for the financial year, to make it a Tier 3 (large) Association for the very first time. This is a 12% increase up from \$2.8 million in 2021-22 predominantly achieved through increase in grant contributions and vigilant management of the same.

The additional funds received during the current period were well utilised on enhancing Midlas services and operational capability. We have seen Midlas strengthen its investment in people, infrastructure and organisational sustainability and generally securing resources to aid in the achievement of the objectives of its funding bodies.

Traditionally and as is common in the sector, wages together with the associated oncosts remain the biggest cost area at over 80% of total expenditure. The asset write-offs from the previous year reduced the depreciation expenses during the year meaningfully.

Looking at our Balance Sheet, our overall working capital position improved marginally, realised primarily through the significant reduction of deferred income/unspent grant liability. Midlas has sufficient funds to meet its liabilities as and when they fall due, with a total cash balance as at 30 June 2023 in excess of \$1.5 million. Reserves at 30 June 2023 were \$835,768.

The 2023 financial statements have been audited by Crunch Auditing and an unmodified audit opinion was issued. The financial statements have been made available on the Australian Charities and Not-for-profits Commission (ACNC) website.

I would like to take this opportunity to recognise and commend the efforts of the entire Midlas Management for their continued efforts in maintaining a financial discipline and further strengthening the organisation's finances.

A handwritten signature in dark ink, appearing to read 'Deepak Sharma', with a horizontal line underneath.

Deepak Sharma

# FINANCIAL REPORT 2022–2023

Midlas is committed to using our financial resources in an efficient and sustainable manner towards the ongoing benefit and support of the individuals and communities we support.

## Income

**\$3,110,461**

**TOTAL SUPPORT INCOME**

## Expenses

**\$3,099,355**

**TOTAL EXPENSES**

**\$11,106**

**Net Surplus**

## Midlas maintains a strong Balance Sheet:

- Current assets: \$1,626,625
- Non-current assets: \$138,250

**TOTAL ASSETS \$1,764,875**

- Current assets: \$910,024
- Non-current assets: \$19,083

**TOTAL LIABILITIES \$929,107**

**\$835,768**

**NET ASSETS**

All contracts were met and funds acquitted in accordance with the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (Cth), the *Associations Incorporation Act 2015* (WA) and Midlas' Constitution. Crunch Auditing Pty Ltd conducted an independent audit and returned an unmodified audit opinion.



# BOARD OF DIRECTORS



**MERISSA VAN DER LINDEN**  
Chairperson



**SIMON KIMBER**  
Director



**JANE DAVIES**  
Deputy Chairperson



**JOSEPH HOE**  
Director



**REG YARRAN**  
Secretary



**ANGIE PERKINS**  
Director



**DEEPAK SHARMA**  
Treasurer

## BOARD COMMITTEES

### RISK AND GOVERNANCE COMMITTEE

Merissa Van Der Linden  
Angie Perkins  
Jane Davies

### FINANCE AND AUDIT COMMITTEE

Merissa Van Der Linden  
Deepak Sharma  
Simon Kimber





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# IN APPRECIATION



Department of  
**Local Government  
and Communities**



**Australian Government**

Department of Social Services



Department of  
**the Premier and Cabinet**



Government of **Western Australia**  
Department of Justice



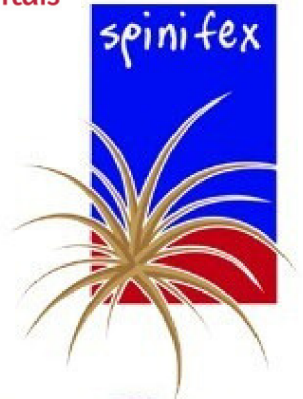
Government of **Western Australia**  
Department of Communities



**ST JOHN OF GOD**  
Midland Public & Private  
Hospitals



JOHNSON  
WINTER  
SLATTERY



Public Purposes  Trust



Government of **Western Australia**  
Department of Mines, Industry Regulation  
and Safety







# midlas

building resilience

**MIDLAND HEAD OFFICE**

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MIDLAND WA 6056

**MIDLAND OFFICE**

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MIDLAND WA 6056

**ELLENBROOK OFFICE**

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ELLENBROOK WA 6069

**08 9250 2123**

**midlas.org.au**



[facebook.com/midascommlegal](https://facebook.com/midascommlegal)



[au.linkedin.com/company/midas](https://au.linkedin.com/company/midas)

Artwork created by Aboriginal Artist Wiló depicting Midlas' community services

