

**Citizens
Advice**

Bureau of WA Inc.



**Annual Report
2012 - 2013**

Citizens Advice Bureau

25 Barrack Street, Perth

Phone: 9221 5711

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email: cab@cabwa.com.au

www.cabwa.com.au



Established in Western Australia 1963

Citizens Advice Bureau of WA (Inc.)

MISSION STATEMENT

Our Mission is to provide support and deliver quality services that actively promote awareness of people's rights and responsibilities on a community and individual level.

VISION

To be a leading community organisation that provides a professional and caring service, accessible to all members of the community.

VALUES

Our governing principles are to:

- *Be a caring organisation responsive to client and staff needs*
- *Be a professional organisation consistently striving to achieve best practice*
- *Value the contribution of volunteers and staff*
- *Encourage innovation and be open to change*
- *Offer an affordable service, available to all people in WA*
- *Have effective leadership*
- *Have open and responsive lines of communication*
- *Provide ongoing professional development*
- *Be reliable, accurate and current*
- *Be impartial and maintain confidentiality*
- *Make ethical decisions*

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Citizens Advice Bureau

25 Barrack Street, Perth, 6000

Enquiries: 9221 5711

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email: cab@cabwa.com.au

CITIZENS ADVICE BUREAU OF WA (INC)
as at 30th June 2013

PATRON

The Hon. Len Roberts-Smith RFD QC

BOARD OF MANAGEMENT

PRESIDENT

Margaret Dixon

VICE PRESIDENT

Richard Bartlett

TREASURER

Ron MacFarlane

CHIEF EXECUTIVE OFFICER

Melissa Raynes

MEMBERS

Maryanne Culliver

Richard Graham

Ann Keeping-Hood

Barbara Kwiecien

Edna Lewis

Cezanne Stead

AUDITORS:

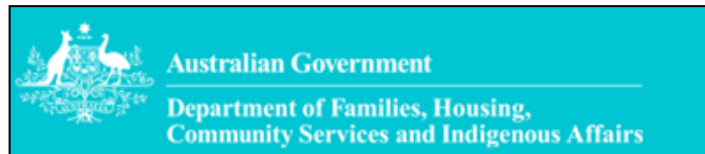
RSM Bird Cameron

Citizens Advice Bureau

Assisted by our funding organisations



Government of Western Australia
**Department of Local Government
and Communities**



City of Albany
City of Armadale
Shire of Busselton
Town of Cambridge
City of Joondalup
Town of Kwinana
City of Mandurah
Shire of Mundaring
City of Subiaco
City of Swan
City of Vincent

Citizens Advice Bureau Honour List

Albany Community Legal Centre	Justices of the Peace (Perth and Branches)
City of Albany	Town of Kwinana
Albany Womens' Rest House Committee	Justine Lawrence (Solicitor Midland)
Anthony Agostino (Auditor Midland)	David Leask (Solicitor Fremantle)
William Allen (Solicitor Rockingham)	Legal Aid Fremantle (CAB Mandurah)
Shire of Armadale	Jon Luks (JP Midland)
Armadale Volunteer Resource Service	Peter Kakulas (Fremantle)
Craig Bloxham (Solicitor Midland)	City of Mandurah
John Bochat (Solicitor Rockingham)	Neville Marsh (Solicitor Fremantle)
Councillor Tom Tuffin Shire of Busselton	Peter Moore (JP Midland)
Calverley Johnston (Fremantle)	Andrew Monisse (Barrister Perth)
Will Cockle (Solicitor Fremantle)	Jeff Munn JP (Armadale)
Vince Calalesina (Solicitor Fremantle)	Tony O'Gorman MLA (Joondalup)
Charles Cook (Solicitor Perth)	Alana Padmanabham (Solicitor Perth)
Michelle Fisher (Solicitor Perth)	Peel Community Legal Service (CAB Mandurah)
City of Fremantle	Peel Volunteer Resource Ctr (Mandurah)
Rex George (Solicitor Perth)	Natale Ricciardi (Solicitor Fremantle)
Anthony Godecke (Solicitor Perth)	Miranda Robertson (Solicitor Perth)
Richard Graham (Solicitor Perth)	Robertson Hayles (Solicitors Perth,)
Gary Gray AO MP (Kwinana)	Shaddicks (Solicitors Busselton)
John Healy (Solicitor Fremantle)	Howard Shepherd (Auditor Fremantle)
Patrick Kearney (Solicitor Rockingham)	Keith Sorensen (Solicitor Perth Armadale)
Anthony Hughes (Solicitor Rockingham)	Ed Wall & Assoc (Solicitor Joondalup)
William Jamieson (Solicitor Perth)	Will Vogt (Solicitor Perth)
Theo Jongeling (Auditor Armadale)	Ante Zorotovic (Solicitor Fremantle)
Royal Association of Justices	

Thank you for your continued assistance

PERTH OFFICE:

25 Barrack Street
PERTH WA 6000
CEO: Ms Melissa Raynes
Office Hours: 9.00 am - 4.00 pm
Enquiries: (08) 9221 5711
Admin: (08) 9325 4217
Fax: (08) 9221 5356
email: cab@cabwa.com.au

Tax help - Jul to Oct

Mediation

Justice of the Peace

Legal Service by appointment

Wills

Family Court Documents

Powers of Attorney

Probate Assistance

ALBANY:

The Rest Centre
Cnr Terrace & York Street
PO Box 777
ALBANY WA 6330
Branch Co-ordinator:
Ms Esme Justins
Office Hours:
10.00 am - 1.00 pm Mon - Fri
Phone: (08) 9841 4711
Fax: (08) 9841 1297
email: albany@cabwa.com.au

Tax help - Jul to Oct

ARMADALE:

2 Hobbs Drive
ARMADALE WA 6112
Branch Co-ordinator:
Ms Avril Sheridan
Office Hours:
9.00 am - 3.00 pm Mon to Fri
Phone: (08) 9497 5311
Fax: (08) 9497 5344
email: armadale@cabwa.com.au

Tax help - Jul to Oct

Legal Service - by appointment

Wills - by appointment

BUNBURY:

7 Oakley Street or
PO Box 703
BUNBURY WA 6230
Branch Co-ordinator:
Ms Anita Turner
Office Hours:
10.00 am - 2.00 pm Mon, Tues & Wed
Phone: (08) 9721 6008
Fax: (08) 9721 8008
email: bunbury@cabwa.com.au

Legal Service by appointment

BUSSELTON:

Unit G4, 19 Cammilleri Street or
PO Box 313
BUSSELTON WA 6280
Branch Co-ordinator:
Mr Glenn Lohr
Office Hours:
10.00 am-2.00pm Mon - Fri
Phone: (08) 9751 1199
Fax: (08) 9752 1764
email: busselton@cabwa.com.au

Legal Service - by appointment

ESPERANCE:

Closed January 2013

FREMANTLE:

15A Queen Street
FREMANTLE WA 6160
Mailing address:
C/- Fremantle Town Hall
Branch Co-ordinator:
Ms Pat Baxter
Office Hours:
9.30 am - 3.30 pm Mon - Thurs
9.30 pm - 12.30 pm Fri
Phone: (08) 9335 4522
Fax: (08) 9433 6061
email:
fremantle@cabwa.com.au

Tax help - Jul to Oct

Legal Service by appointment

Wills - by appointment

JOONDALUP

Lotteries House
Suite 5, 70 Davidson Terrace
JOONDALUP WA 6027
Branch Co-ordinator:
Mrs Rosalind Franklin
Office Hours:
9.00 am - 3.00 pm Mon - Fri
Phone: (08) 9301 2833
Fax: (09) 9301 1414
email: joondalup@cabwa.com.au

Tax help - Jul to Oct

Legal Service by appointment

Wills - by appointment

KWINANA

***Closed for relocation 3/9/11
Reopening October 2013***

PO Box 525
KWINANA WA 6966
Branch Co-ordinator: Mrs Edna
Lewis
Office Hours: To be advised
Phone: (08) 9439 1251
Fax: (08) 9439 4499
email: kwinana@cabwa.com.au

MANDURAH:

PO Box 1326 or
Mewburn Centre, Sholl Street,
MANDURAH WA 6210
Branch Co-ordinator:
Ms Leola Clapin
Office Hours:
9.00 am - 2.00 pm Mon - Fri
Phone: (08) 9535 3101
Fax: (08) 9535 2652
email: mandurah@cabwa.com.au

Justice of the Peace

Tax Help - July to Oct

MIDLAND:

Suite 3, Stafford Court
8-12 Stafford Street
MIDLAND WA 6056
Co-ordinator:
Ms Rosalie Gordon
Office Hours:
9.00 am - 3.00 pm Mon - Thur
Closed Fri
Phone: (08) 9274 3000
Fax: (08) 9274 3110
email: midland@cabwa.com.au

Justice of the Peace - Wed &
Thurs

Tax help - Jul to Oct

Legal Service - by appointment

Wills - by appointment

ROCKINGHAM:

Room 4, 14 Council Avenue
ROCKINGHAM WA 6168
or
PO Box 1140
ROCKINGHAM WA 6968
Branch Co-ordinator:
Mr Christopher Smith OAM JP
Office Hours:
9.30 am - 3.30 pm Mon - Thurs
9.30 am - 1.30 pm Fri
Phone: (08) 9527 6671
Fax: (08) 9527 1445
email:
rockingham@cabwa.com.au

Tax help - July to Oct

Legal Service by appointment

Justice of the Peace - Monday **AM**

**BOARD OF MANAGEMENT
2012 – 2013**

MARGARET DIXON: (President) Member of the Board of Management since 2002 filling various roles including Vice President. Margaret has volunteered her services as Mediator/Family Dispute Practitioner since 1997 and in addition to this she has acted in the roles of Office Manager and Mediation Coordinator.

Margaret represents the Bureau on a number of committees. She is also actively involved in various organisations and committees including SCRAM (Schools Conflict Resolution and Mediation) a program that teaches young people, (year 9 and 10), life skills in alternate ways to resolve disputes. Margaret is Convenor of this Committee of which CAB is a valued sponsor. She is also the Deputy Chair of the Harold Hawthorne Retirement Village. Her experience on the Citizens Advice Bureau and Harold Hawthorn Boards has given her a very good understanding of corporate governance.

Prior to her retirement in 2005, Margaret's career with the Australian Government spanned 27 years, 13 of which she held a variety of positions at Management and Executive Officer level in the Department of Health and Ageing.

Margaret believes that the skills and attributes that she has acquired during her career in the Australian Government, (leadership, management, financial) and in her volunteering roles since her retirement holds her in good stead to be an active Board member as the Bureau moves forward to achieve excellence in all areas.

RICHARD BARTLETT: (Vice President)

Member of the Board since October 2011. Richard is a solicitor with the Commonwealth Bank of Australia. Richard leads a team which provides a full range of the Bank's business including advice on internal legal issues, retail banking, Powers of Attorney, and disputes on accounts to business bank matters including documenting finance loans and security from corporate and businesses. Richard is also involved in advising on Hong Kong and China matters for the Bank when required. Having lived in the Peoples' Republic of China for five years Richard speaks Mandarin which comes in useful for advising Chinese speaking clients. Before joining the Bank's Legal Service Richard was in private practice as a banking and finance lawyer with Allens, Arthur, Robinson. In the past Richard spent some time volunteering on the Samaritans Helpline.

RON MacFARLANE: (Treasurer) Member of the Board and Hon. Treasurer since October 2003 Ron has been a volunteer with the Bureau since 1995. He is also trained to offer Tax Help. His background is in accountancy, including lecturing in accountancy at Curtin University.

Ron's experience and time spent with the Bureau provide him with an excellent understanding of the Bureau's aims and objectives. Ron believes that his accountancy background and knowledge of the Bureau is an asset to the current Board of Management.

MARYANNE CULLIVER: Member of the Board since October 2012. As a volunteer at CAB she has had active involvement in a Risk Analysis in 2011 and then preparation of the documentation for the NACLAC Accreditation Scheme. This accreditation is an industry based certification for Community Legal Centres to support and recognise best practice in the delivery of services to the community. This, in turn, provides assurance to the funding bodies at State and Federal level that the CAB as an organisation complies with all legislation relating to its clients, staff and volunteers. Gaining accreditation status will place CAB in a better position to seek more funding so enabling CAB to continue to provide services to the community. During the year I have attempted to visit as many Branches as possible. Acknowledging that all volunteers (including myself) have busy lives outside our commitment to CAB, she has coincided these visits with senior staff visits to branch group meetings thus maximising the use of everyone's time.

From her background in a peak body association, a Statutory Board and a not for profit organisation she has brought to the Board of Management a desire to ensure CAB has strong governance. The challenge of the future is to ensure respect, transparency and communication within the organisation. Maryanne would be delighted to chat with any volunteer who has a CAB matter they wish to discuss to ensure we all work together to promote the objectives of the CAB.

RICHARD GRAHAM: Member of the Board since October 2011. Richard is a legal practitioner and Director of law firm Vogt Graham. He has been a pro bono lawyer at the Bureau since 2008 providing valuable service to CAB clients in criminal, property and general law. He holds a Bachelor of Laws and Bachelor of Commerce from The University of Western Australia and a Company Directors Diploma from the Australian Institute of Company Directors. Richard also held the position of Deputy Mayor of the City of Cockburn from 2000 to 2008. Richard has experience in strategic planning and management.

ANNE KEEPING-HOOD: Member of the Board for the past year (2012) Anne has worked as a volunteer for the Perth office since late 2004. She has a Diploma of Teaching (Distinction) and a B.Ed., and was a school teacher for the last 20 years of her working life. She taught primary school children of all grades, worked in Special Education Programmes and was Mistress in charge of a Centre for the Gifted and Talented Programme in W.A. She also taught in Queensland and NSW. She was on the committees of most of the schools that her children attended and the schools she worked at. Presently she is a volunteer for WASO and a Committee Member of AGWA Guides. Widowed in NSW in 2000 she returned to Perth in 2003 where she has two daughters and three grandchildren. Travel without and within Australia is a major interest. After eight years of volunteer experience with CAB, Anne was keenly interested in becoming a board member in order to understand and participate in the planning and decision making that underpin the everyday running of CAB and to be part of planning for the changing role of CAB in today's world. She brings professional organisational and people skills with enthusiasm to her Board position.

BARBARA KWICIEN: Member of the Board of Management since October 2012. Barbara has primarily worked in the private corporate sector where she is a member of four boards and panels, in addition to CAB. She brings a wealth of experience in respect of governance,

management, finance and government liaison. A volunteer of CAB since 2002, as a mediation panel member and at times Acting Mediation Coordinator, she also sits on the Mediation Subcommittee of CAB. She is an Adjunct Professor at the Notre Dame University, Fremantle and she is a frequent international presenter for the business, legal and non-profit communities. The skills and experience attained in her professional working life will assist the strategic development of Citizens Advice Bureau.

EDNA LEWIS: Member of the Board since March 2003. Voluntary Staff Representative 2003 to 2012. She has been a Citizens Advice Bureau volunteer and the Coordinator of Kwinana Branch since the Branch opened in 1994. Edna has represented the Branch on several local committees including SCALES, Imagine Kwinana and the Special Events Committee of Kwinana Council. Edna retired from salaried work in 1987. Prior to this she had her own business for 20 years and also taught at two TAFE colleges for 10 years. In Edna's early working life she was the "olden day" equivalent of Office Manager. Edna believes that it is important to have both Branch and volunteer representation on the Board of Management. She would also like to be involved in any future plans for the Bureau. Edna feels that her experience with the Bureau qualifies her for a position on the Board.

CEZANNE STEAD: Member of the Board since October 2003. She was Coordinator of the Midland Branch for about three years when Midland was handling Emergency Relief. Cezanne is also a member of Neighbourhood Watch. She was part of the Probate advice team at Head Office until that service provided by volunteers was discontinued. Cezanne's work at the Midland and Perth offices gives her a broad insight into both Head Office and Branch issues. She feels that the CAB is a worthy organisation and would like to be given the opportunity of adding to her contribution.

**PRESIDENT'S REPORT
2012 - 2013**

I am pleased to deliver my second report as President of the Citizens Advice Bureau of WA Inc.

The Bureau directly assists members of our community by providing information and referrals, family and community mediations and legal services. These services are of great value to the members of our community.

Again this year I extend my sincere thanks to all volunteers in head office and our 10 Branches (Metropolitan and Country) for their commitment and dedicated service to the Bureau and for generously giving their time and sharing their skills and expertise to our many appreciative clients. I also thank them for their frank and constructive input to the changes to practice and procedures that have been implemented this year.

This year the Citizens Advice Bureau celebrates 50 years of service to the community. This is a significant achievement and a special event will be held in December 2013 to mark this special occasion.

Hazel Butorac, JP, life member and former Director of the Bureau was awarded a Medal of the Order of Australia (OAM) in the General Division of the Australia Day 2013 Honours List for her services to the community. I take this opportunity on behalf of Board of Management, staff and volunteers to congratulate Hazel on this wonderful achievement.

Last year I reported that the Bureau as a member of the National Association of Community Legal Centres (NACLC) was working towards National Accreditation in the delivery of community legal services, the project is ongoing and progressing well

Three new members were appointed to Board of Management last year, Barbara Kwiecien, Anne Keeping-Hood and Maryanne Culliver.

The Bureau thanks retiring Board Members Edna Lewis, Cezanne Stead and Ron McFarlane (treasurer) for their involvement and commitment to the Citizens Advice Bureau of WA Inc. Each one has been a valued member of the Board of Management and I thank them for their support and input to Board matters over a number of years, and wish them all the best.

I extend my thanks to Board members for their diverse skills, expertise and knowledge that they bring to the board.

Thanks also to Edna for Coordinating the Kwinana Branch for many years and to Marjorie Easton, a life member and OAM and Cezanne Stead for assisting clients with their Probate applications.

It is with sadness that I report the passing of John Dixon, a valued member of the Board of Management and Chairperson of the Management Committee, Kwinana Branch.

The Board extends a special thank you to all staff and welcomes new staff members who have joined us this year.

A new position was created this year to better support the Volunteers in Head office and Branches; we welcomed Shayne Hingle as Volunteer Coordinator. Shayne has been a wonderful support to the volunteers in changing times.

The mediation service continues to set an excellent standard of service to the community, we are fortunate to have a new coordinator Kathryn Lawrence who has extensive experience in the Family Court of WA and Legal Aid and brings this expertise to the mediation panel.

The Legal service continues to be very busy providing a wide range of advice and services to our clients both in Head office and in the Branches through our Outreach program.

In conclusion I would like to extend my thanks and appreciation to our funding bodies both State and Local Government for the financial support that they give to the Bureau, which enables us to provide our clients throughout the state of Western Australia with a quality service in a diverse range of areas.

To our Patron, the Hon Len Roberts-Smith RFD QC our sincere thanks for continuing in this role.

**MARGARET DIXON
PRESIDENT**

**CHIEF EXECUTIVE OFFICER'S REPORT
2012 - 2013**

As I reflect on the past 12 months, I am pleased to note that CAB has delivered information and referral services to 82 000 clients across Western Australia in our 50th birthday year, while still managing to ensure increased operational efficiencies. This has been possible due to our ongoing commitment to innovation, process improvement and service delivery.

At the beginning of 2013 The Board of Management came together to revise the Strategic Plan, reflecting on the last 50 years of service and looking towards the changing needs in service delivery for the next 50 years. This was a very productive day, where the Board set the Bureau a strategic focus on service and management efficiency, professionalism, location, opportunities and establishing a business model.

Addressing the efficiency of the organisation was high on the agenda for the management team. Many fundamental operational aspects have required serious consideration and adjustment in order to comply with State and Federal legislation. Consideration of the legislation and funding requirements has required us to alter, in some cases, our method of service delivery, and although for some, this has been seen as a reduction in services, the Bureau's ultimate goal is to secure long term funding and this can only be achieved by complying with, and striving for, the best possible practice in terms of governance and compliance. Competition for funding is so high that funding is only secured by organisations that demonstrate they have rigorous risk management control in practice. We are at the start of this journey, but I am pleased to report that with this new focus we have secured funding from the Department of Local Government and Communities for a historic five year term and a three year funding grant from the Public Purposes Trust.

Professionalism has also driven us to correct many of our practices. Initially these improvements have meant that a great deal of time has been taken up with establishing new operating systems and retraining staff, and this has had a flow-on effect mostly in our legal service output. It is pleasing to note that even through this time of adjustment Legal Services did not have to suspend taking documents as has been the normal practice in past years. I am confident that now this adjustment period is coming to an end and with our new professional approach, all of the Bureau's services will flourish.

The groundwork for a professional business model for all our services, with special reference to mediation services and legal services has been laid. Since 2011 the Bureau has been committed to the process of accreditation with the National Association of Community Legal Centres (NACLC). We are more

than three quarters through this process and achieving these standards puts us in a prime position for future funding and recognition.

Our Funders

I could not ask for a more collaborative, supportive and transparent relationship with our major funders, the Department of Local Government and Communities. I would especially like to thank Kay Channer, our assigned Funding Officer, for her ongoing support and encouragement, which is greatly appreciated.

I would also like to thank Legal Aid WA, the Public Purposes Trust and the Legal Contributions Trust for grants to our Mediation and Legal Services. The Mediation Service also has a number of Local Government authorities contributing to the funding of the service. I draw your attention to the acknowledgement list in the Annual Report.

Staff

We have welcomed new staff this year, and said goodbye to some others. Michael Cockram, the Principal Solicitor since 2009, retired after 50 years of practice in the legal profession. We were fortunate enough to celebrate this achievement with him. Sarah Cox, Helga van Schoor and Thisari Widyalankara also left us to concentrate on their growing families and we wish them all the best. We were very fortunate to attract to our staff, Jo Wynaden, as Principal Legal Officer, Shayne Hingle as Volunteer Coordinator and Kathryn Lawrence as Mediation Coordinator. I could not ask for a team of managers that are more able, committed and enthusiastic about delivering professional services to our community. Verity Bateman, Lyn Shields, Shannon Mann and Monica Snowball also joined the Bureau as solicitors. There have been many changes to systems and operations this last year, and this has impacted greatly on staff at Head Office. I would like to thank every staff member for their good humour, cooperation and willingness to embrace the unknown. My gratitude for your support of what we are trying to achieve is immeasurable.

Volunteer Staff

I would like to particularly acknowledge and thank all the volunteers that previously delivered the Probate Service to the community. The cessation of that service has been disappointing for those volunteers who had been delivering a very professional service over many years. I know that this decision has been difficult to understand, and I thank you all for your passion to your community and the feedback that you have given me.

All of our Volunteer staff are special. Thank you for your commitment to coming into the Bureau to deliver services to the community. All of our communities are better off for the information and referrals that they receive.

In conclusion I would also like to acknowledge the Citizens Advice Bureau Board of Management for their commitment this year. Next year will bring different challenges as we head into the next 50 years of service. I believe the Bureau is well placed to manage these changes and will strive to achieve its important mission and objectives in these new and rapidly changing times.

MELISSA RAYNES
CHIEF EXECUTIVE OFFICER

VOLUNTEER COORDINATOR'S REPORT 2012 – 2013

The year 2012 to 2013 has been a period of growth with new initiatives and improved services and systems. We are extremely proud of these services which aid those people in the community who may require information, referrals and legal assistance.

Information and Referral

This is our core business and remains a growing area for the community to access. A vast array of brochures is available at Head Office as well as at our 9 branches. Information and referrals are easily accessed by volunteers on the CAB info system which is a great tool as all websites are relevant and current. The Information and Referral telephone lines have seen a huge increase in calls and at Head Office a volunteer may answer an average of 40 calls on a busy day.

Justice of the Peace Service

This service is offered at Head Office and many Branches and is available as a service to the community.

Tax Help

This free service is available in most CAB branches and Head Office to eligible clients. The Tax Office trains volunteers and provides resources to maintain the service while CAB provides the venue.

Volunteers

There are over 300 volunteers working at CAB in various roles. During the year more than 30 new volunteers were recruited at Head Office and many more were recruited at our branches.

Salaried Staff

There were some changes to the salaried staff during 2012/2013. Jo Wynaden was appointed as the Principal Legal Officer in August 2012, Shayne Hingle was appointed as the Volunteer Coordinator in January 2013, and Kathryn Lawrence was appointed as the Mediation Coordinator in March 2013. Caroline Kibui, Shannon Mann, Lyn Shields, Monica Snowball and Verity Bateman formed the legal team. CAB now has 11 salaried staff members.

Training

- Induction Training was conducted at Head Office.
- Information and training sessions were held at the metropolitan and regional branches at various times during the year.
- Suicide intervention training was conducted for the legal team as well as for the mediators.
- Daily training and updating was conducted every morning with the volunteers at Head Office.

Branch Coordinator's Meeting

The Coordinators' Mid-Year Meeting was conducted during August. Unfortunately not all coordinators were able to attend however the meeting was positive and constructive.

Branch Visits

During the year I visited all the branches other than the Albany branch.

Pro Bono Lawyers

The Pro Bono lawyer service continues to be a valuable asset to the community. We have lawyers with expertise in many areas of law and as a result can assist an ever growing need for legal services.

Conclusion

I am proud of our achievements but also acknowledge that there is still much to do. With the wonderful dedication of the volunteers and salaried staff, we will continue to focus on service development and growth so that we are better able to respond to new opportunities and challenges and be responsive to the needs of the community.

I wish to express my thanks to the staff and volunteers for their continued support and commitment.

SHAYNE HINGLE
VOLUNTEER COORDINATOR

**PRINCIPAL LEGAL OFFICER'S REPORT
2012 - 2013**

Overview

The Legal Department provides service to Head Office, Armadale, Midland, Joondalup and Fremantle. All instructions taken are processed by the solicitors at Head Office.

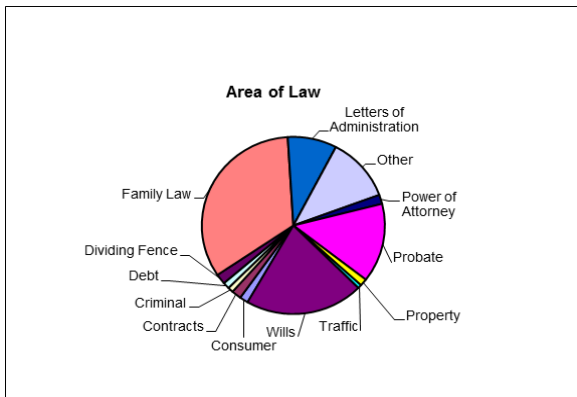
The work of the Legal Department is commendably supported by our Administrative Assistant, Marilyn Martion and our Part-time Administrative Assistant, Judy Fetherston. Our two Paralegal staff, Thisari Widyalankara and Helga van Schoor resigned due to the imminent arrival of their offspring. Assistance is also provided on a voluntary basis by Margaret Hooker who compiles our Wills, EPAs and EPGs and a number of law students from various universities who are pleased to gain some experience in their spare time.

Work In Progress

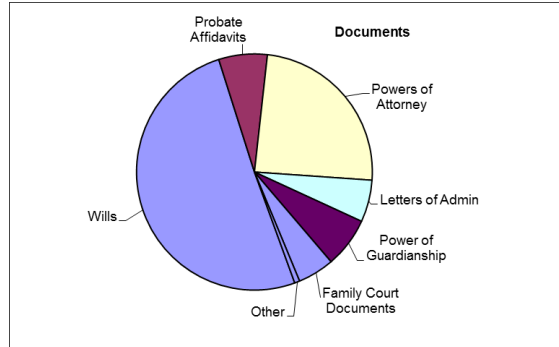
CAB had previously taken money in advance of production of documents, which meant that money characterised as trust money was intermingled in the general account. We no longer accept this practice and have switched to charging at the end of proceedings. This means this year will reflect a loss and this income will be received in the new financial year.

Legal Advice

Advice by area of law	2012/13	2011/12
Consumer	59	86
Contracts	67	113
Criminal	38	57
Debt	46	141
Dividing Fence	72	124
Family Law	1302	2179
Letters of Administration	337	304
Other	456	882
Power of Attorney	65	74
Probate	561	926
Property	51	96
Traffic	26	50
Wills	813	889
	3893	5921



Documents Produced	2012/13	2011/12
Wills	1163	1394
Probate Affidavits	153	250
Powers of Attorney	559	768
Letters of Admin	132	141
Power of Guardianship	158	111
Family Court Documents	115	242
Other	16	3
	2296	2909



There has been a reduction in the number of advice appointments. This is due to training and work on legal precedents. It also reflects that solicitors conducting appointments are then working on their own client files.

Summary of Activities

This year has seen our organisation reframed to sit within the confines of legislation governing the organization. This has had the most impact on our Probate Service, which is no longer conducted by volunteers. It has also been necessary to place some restrictions on the way legal advice is provided to our clients.

During the year the legal staff has undergone significant training and this has contributed in some slowing down of production. Processes are now in place and I am confident document production times will improve in the near future.

Acknowledgement

In reviewing the practices of the organization, I have been lucky to work with organizations such as our AON, CGU, the CLCWA Professional Indemnity Insurance Committee and various CLCs throughout WA. The support of these organizations, has enabled me to rectify situations or organizational problems. I would also like to thank Garry Bleakley for his help and support.

Finally, I appreciate the wonderful service provided by paid staff and volunteers. The work the Legal Department carries out could not be done without their support.

**JO WYNADEN
PRINCIPAL LEGAL OFFICER**

MEDIATION COORDINATOR'S REPORT 2012 - 2013

The Citizen's Advice Bureau's Mediation Services is located in the CAB head office building at 25 Barrack Street, Perth. The service is run by one full time staff member (Mediation Coordinator) with the assistance, one day per week, of a law student volunteer who undertakes administrative tasks. Our mediation panel consists of seventeen accredited volunteer mediators, 13 who are also registered Family Dispute Resolution Practitioners (FDRP). All mediations are conducted in the Perth office.

Types of Mediations Undertaken at CAB

Family: Approximately 90 percent of all mediation enquiries are in regard to Family Law disputes.

Disputes include:

- Matters regarding children, including contact and residence, schooling, travel, grandparent contact
- Division of property after a separation - married or de-facto relationships
- Most often we mediate both parenting and property together

Community: Around nine percent of all mediation enquiries are community disputes. Disputes include:

- Issues with dividing fences, retaining walls or boundaries or overhanging trees
- Issues with a neighbour's pet or noise issues
- Alterations one party might have made to their property that are having an impact on their neighbour's property
- Mediation between Department of Housing tenants
- Misconduct Restraining Order matters referred by the Magistrate's Court

Commercial: CAB also deals with commercial disputes and although not regularly resulting in mediation information is given on pre-action procedures and the process of how to manage disputes without litigation.

Disputes include:

- Contractual agreements and the breakdown of those agreements
- Non-payment for work completed due to unsatisfactory work standards
- Disagreements over how to dissolve a business
- Workplace facilitation

Trends

Fly In Fly Out Workers (FIFO)

- There has been an increase in the number of FIFO families that contact Mediation Services. The difficulties in communicating with a party who is out of phone range for weeks at a time, or booking appointments in a timely manner, have proved challenging at times. Processes have been adapted to ensure these families are not disadvantaged further.

- Issues with establishing parenting plans to ensure the party that works away can spend time with children is also challenging and may take extra sessions to negotiate. Parties are always advised to seek legal advice prior to mediation.

Parties Separated but Living Under the Same Roof

- Mediation Services has been dealing with more parties who are separated but still living under the same roof. High rental costs and the difficulty of obtaining rental properties are the main reasons given by parties. Anecdotally there appears to be a greater amount of conflict evident in these parties and in pre-mediation assessments they often report children as having high levels of stress. Training in regard to the legal aspects (indicators that the Family Court requires) of separating under the same roof has been provided to mediators.

Statistics for Mediation 2012/13 Financial Year

Telephone enquiries: The Mediation Coordinator receives around 40 new enquiries per week in regard to commencing mediation or the process involved. In the 2012/13 financial year over 1500 calls were taken.

Email enquiries: There is a link on the CAB website for prospective clients to email requests for information. The Mediation Coordinator receives an average of ten emails per week and this amount is increasing. A standard template email has been developed to respond to email enquiries.

Pre-mediations: There were 310 pre-mediation held in 2012/13. Each party attending mediation sessions is required to attend an initial assessment with a mediator. This is to ensure the matter is suitable for mediation and that the parties are able to mediate. An initial assessment appointment takes approximately two hours and is conducted (in the case of Family Law matters) by an FDRP.

Mediations: There were 190 mediation sessions held during the year, each mediation session ran for an average of three hours. CAB uses a co-mediation model which requires two mediators to conduct each session.

In the 2012/13 financial year CAB mediators conducted over 1500 hours of mediations and pre-mediations. The growth of the Mediation Service has been thanks to the extraordinary contribution of the panel of volunteer mediators.

Citizens Advice Bureau Mediators

CAB has a panel of highly qualified and experienced mediators. As a Recognised Mediation Accreditation Body (RMAB), CAB is able to accredit mediators who have fulfilled the necessary requirements, under the National Mediator Accreditation Standards, for

accreditation. All CAB mediators are accredited either through the Institute of Arbitrators and Mediators (IAMA), LEADR or CAB. Additionally, 13 mediators are registered Family Dispute Resolution Practitioners.

CAB receives numerous requests each week from mediators wishing to be on our panel. We are currently training two additional mediators to become panel members, both mediators are accredited but require supervision and training prior to conducting mediations for CAB. All new panel members are interviewed and approved by the mediation sub-committee and must then conduct at least 10 hours of supervised mediations.

As part of their accreditation, mediators must complete a minimum of 20 hours Continual Professional Development (CDP) every two years. CAB provides in-house training to mediators once per month on areas that are relevant to their work as mediators. As an RMAB, this training counts toward their CDP. In addition, all mediators are advised of training opportunities available externally.

Networking

The Citizens Advice Bureau's Mediation Service is represented on a number of committees, including The Western Australian Dispute Resolution Association (WADRA), Family Pathways Network (PFN) and Schools Conflict Resolution and Mediation (SCRAM). Mediators attended the Family Pathways Network Conference in May and are actively involved in planning next year's conference.

The Mediation Coordinator has been a guest speaker at a number of local government agencies, speaking in regard to CAB's community mediation program. In addition, there have been a number of reciprocal attendances at other mediation providers (such as the Native Title Tribunal) to speak to other mediators about their roles.

In addition to mediation services provided, the Mediation Coordinator provides complementary referrals to other agencies if it is noted that the caller/client requires assistance in other areas. Often parties in family law disputes require assistance with dealing with the emotional aspects of the breakdown of a relationship or the financial hardship often associated. Mediation Services has built up a good network of referral agencies who reciprocate as required. All parties attending mediation are advised to seek legal advice prior to mediation and are referred to Legal Aid, Community Legal Services or the Law Society for a private practitioner. Mediation clients are unable to access CAB's legal services due to conflict of interest.

Conclusion

2013 is the 25th Anniversary of CAB's Mediation Services and it continues to grow in the types of mediations provided and the number of people requiring our services. Wait times have been kept at a minimum, as far as possible, and referrals to complementary or alternative agencies are provided as required. Service provision is adaptable to suit the changing needs of the community.

Grateful thanks to our panel of mediators and to those mediators that give their time generously each week. Without their assistance in the running of Mediation Services the service would not exist. Special thanks to Margaret Dixon, Barbara Kwiecien, Margaret Mendelawitz and Noray Jones.

KATHRYN LAWRENCE
MEDIATION COORDINATOR

BRANCH COORDINATOR'S REPORT - ALBANY BRANCH
2012 - 2013 Established 1974



STATISTICS

Telephone	501
Interview	<u>719</u>
TOTAL=	1,220

Volunteer Week:

Volunteer Week was celebrated by a number of volunteers joining me for morning tea at the Vancouver Café. Approximately 300 volunteers attended the Friday evening celebration at the Albany Boatshed along with the local politicians and the Mayor, Dennis Wellington.

Probate:

Fourteen probate appointments were carried out prior to the notification from Head Office that volunteers were not to assist with Probate applications on the 6th March 2013. The Branch is still selling the applications and eighteen have been purchased since March.

Other:

There has not been any progress with the repairs to the building since 2011 when the drainage and roof were repaired. The interior of the building continues to deteriorate.

Volunteers:

A new volunteer, Julie Bright has recently resigned to concentrate on other interests. This leaves us with twelve volunteers and two emergency volunteers which is not enough to cover the volunteers on holidays. A prospective volunteer will be interviewed next week.

Conclusion:

As I conclude this report I would like to thank the staff at Head Office for their assistance throughout the years.

The volunteers at the Albany Branch look forward to a visit from some of the staff before the end of the year.

Promotion:

A weekly advertisement in the Weekender, an entry in the Albany Chamber of Commerce and Industry Directory and also the Seniors Directory published by the City of Albany are the main means of publicity.

ESMÉ L. JUSTINS
COORDINATOR

Tax Help:

Two Tax Help volunteers will be offering service on Tuesday and Friday mornings commencing in mid-July. Bookings are coming in steadily.

**BRANCH COORDINATOR'S REPORT – ARMADALE BRANCH
2012 - 2013 Established 2004**



STATISTICS

Telephone	2,974
Interview	<u>1472</u>
TOTAL	4,446

Introduction

Our address in Armadale is 2 Hobbs Drive; it really is hard to believe that we have been here almost nine years. The services that we provide for the local area and beyond are greatly appreciated. Armadale Kelmscott Health Campus uses our services on a regular basis. Pamphlets are also placed in the local libraries, Police Station and Shire offices.

Legal

There have been a few changes to our legal service regarding bookings and the payment system. This has required some adjustment by the staff and the public. My thanks to Keith Sorensen our Pro Bono Lawyer and Shannon Mann our staff Lawyer. Both of them are an asset to our branch, extremely well liked and respected by the staff and the clients.

JP

Our thanks and appreciation goes to Jeff Munn for his assistance and help whenever required.

Volunteers

My thanks go to all the Volunteers for their dedication and loyalty to each other and the Bureau. They are quick to assist in any way they can. I am very fortunate to have such wonderful volunteers.

Training

The Training at Head Office is always relevant and the staff always enjoy the talks and find them interesting. Thanks to Melissa for organizing the many guest speakers, being kept up to date with new changes and giving the clients correct information is essential for the Bureau.

**AVRIL SHERIDAN
COORDINATOR**

BRANCH COORDINATOR'S REPORT - BUNBURY BRANCH
2012 - 2013 Established 14 June 2011



STATISTICS

Telephone	=	173
Interview	=	<u>277</u>
TOTAL	=	450

Statistics

Our location in Bunbury is in Walker Hall, the property owned by St Boniface Cathedral Parish. The situation is not ideal as we have very limited pedestrian traffic at this location. However we have the use of the hall three days a week rent free. The Bunbury office is open Monday, Tuesday and Wednesday from 10.00am to 2.00pm. The plan this past year was to extend our opening hours to four days a week, adding Thursday to accommodate being available to process WANILS client loan applications. I believe that CAB Head Office have now added WANILS to the services that the branches can offer, but despite having had two sessions with the people from WANILS in Bunbury we have not been advised that we can start receiving WANILS clients. Hopefully we will receive some information soon about where we are with regard to processing WANILS clients in Bunbury.

Volunteers

In 2013 we have joined with South West Volunteers to increase the number of volunteers working in the Bunbury Branch. We have been fortunate to attract a number of competent volunteers. It is therefore rather disappointing that we have not been able to set up a relationship in Bunbury with WANILS.

Tax Help

Assistance has been given to the residents of Bunbury this year.

Meetings

The committee has held regular quarterly meetings; our Annual General Meeting was held on the 2nd August.

Training

There has been no formal training for volunteers this year, but on-the-job training has been ongoing. This means that I have been present at most of our opening days for the past six months. As mentioned above, we have been very fortunate to recruit volunteers with varied life skills and the capacity to communicate well.

Visits

- Annette and Rev Marion, two of our volunteers, who have probate training, were invited to speak to the staff at William Barrett & Sons Funeral Directors on probate. We have since had quite a few referrals from Barrett & Sons.
- I and another volunteer attended an open day at the Bunbury RSL, speaking about CAB and distributing pamphlets.
- I spoke at the Hudson Road Women's Group in April.
- Errol attended the WANILS seminar in Perth in April.
- Rev Marion and I attended a meeting of Not for Profit organizations in Bunbury in May.
- In June Geraldine, a committee member and a volunteer and I were invited to speak to the residents at Bethanie Fields Village in Eaton on the subject of the necessity of having a Will. It was very successful and we left CAB pamphlets on the writing of a will with the residents.

Promotions and Marketing

In addition to the visits to various organisations to promote CAB, as detailed above, we periodically advertise in the community pages of the two local papers and also on local radio. We did notice a big jump in enquires from elderly people when the Perth office placed an advertisement in the WA Senior's paper last year. I don't think there has been any state wide advertising this year.

ANITA TURNER
COORDINATOR

BRANCH COORDINATOR'S REPORT - BUSSELTON BRANCH
2012 - 2013 Established 1975



STATISTICS

Telephone	=	505
Interview	=	<u>452</u>
TOTAL	=	957

General

The Citizens Advice Bureau has been providing service to the community of Busselton for over 20 years. The office was relocated to the new Busselton Community Resource Centre on the corner of Cammilleri Street and Harris Road in December, 2012. This location is in the heart of the downtown area of Busselton next to the library, post office and major shopping facilities. The office is open week days between the hours of 10 am to 2 pm.

Statistics

In addition to handling general enquiries, during the period covered by this report, the Busselton Branch was able to offer more specialised services including assistance with probate, ATO Tax Help, and pro bono legal advice. With regard to the latter, the Branch would like to acknowledge the continued support of Shaddicks Lawyers.

Total Enquiries for year	957
Wills & Probate	198
Power of Attorney	58
Pro Bono Solicitor Advice	38
Tax Help	55

Volunteers

The range of services made available by the Branch is a tribute to the dedication and diverse talents of the volunteers. There are currently 14 volunteers working at the Busselton Branch, including two new members Maryke Livingstone and Bevil Reynolds. Sadly the passing of our long serving chairman Joe Moylan is a loss that has been felt by all the members of the Branch. He was a friend to all of us and his enthusiasm and knowledge of the community will be missed.

Meetings

The operation of the Branch is facilitated by regular meetings of all volunteers held on the second Monday of each month. These meetings are used to coordinate operational procedures and to share information that may be of use in assisting clients. The AGM is held in

September each year. Office Bearers for the 2012-2013 are: Joe Moylan (Chairperson; deceased), Jill Cross (Secretary), and John Morgan (Treasurer). The branch thanks them for taking on these extra duties.

Training

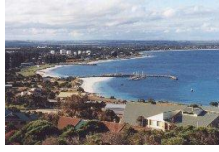
In June six volunteers participated in WA No Interest Loans Network (NILS) training. The intention is to hold an additional training session later in the year for volunteers who were not available to attend the initial sessions. We are currently waiting to establish individual email addresses so we can offer this service.

Conclusion

With the excellent facilities available and the support of a dedicated group of volunteers, Busselton CAB should be in the position to continue to provide a valuable service to the community. Unfortunately, recent developments regarding insurance have forced us to cease offering many of our most requested services. The view broadly held by the members of the Branch is that our services are now so restricted as to likely lose relevance to the needs of the community. Unless this issue is resolved quickly I believe we are likely to lose the services of many of our current volunteers and will find it very difficult to replace them.

GLENN LOHR
COORDINATOR

BRANCH COORDINATOR'S REPORT - ESPERANCE BRANCH
2012 - 2013 Established 1976



STATISTICS

Telephone	=	31
Interview	=	<u>none</u>
TOTAL	=	31

The Esperance Branch closed in January 2013 after helping the community for many years.

Joy Tidow has been in poor health this year. Yvonne Steer and Bev Spencer have filled in admirably whilst the coordinator has been unavailable.

Our thanks and best wishes to all the Volunteers at Esperance Branch for your service over many years.

MELISSA RAYNES
CHIEF EXECUTIVE OFFICER

**BRANCH COORDINATOR'S REPORT - FREMANTLE BRANCH
2012 - 2013 Established 1966**



STATISTICS

Telephone	=	2,831
Interview	=	<u>1,549</u>
TOTAL	=	4,380

The Fremantle Branch of the Citizens Advice Bureau has existed for 47 years this year, supporting and dealing with the problems and queries of Fremantle citizens and people in the surrounding suburbs, with great success.

The year started out very promising, but alas, did not end up so.

We have had to cancel many of our services. Nevertheless we helped 4380 people with various problems.

Statistics

Telephone queries	2,831
Interview	1,549
Probate	52
Tax	34
Legal	109

Volunteers

Numbers 20
No new volunteers or resignations

Acknowledgements

We said goodbye to Will Cockle, our pro bono lawyer this year. He will be sadly missed by clients and staff. His wills service was very successful and he managed to get documents out to clients within the hour. His wills were very comprehensive and accurate and his record keeping was beyond reproach.

Tax Help

Many thanks to Ann Pratt and Val Delany for assisting with Tax Help this year.

Conclusion

I would like to thank all my volunteers for their unstinting efforts during a very difficult period. Always the welfare of our clients remains paramount.

**PATRICIA BAXTER
COORDINATOR**

BRANCH COORDINATOR'S REPORT - JOONDALUP BRANCH
2012 - 2013 Established 1999



STATISTICS

Telephone	=	3,389
Interview	=	<u>385</u>
TOTAL	=	3,774

In writing this report, I would like first to sincerely acknowledge the contribution of the Coordinator Rosalind Franklin, for her coordination of Joondalup Branch for the majority of the year. Rosalind resigned in April, and the gap that was left by her leaving was felt by all. I filled this gap as much as possible, with frequent visits to the Branch and constant communication by phone and email.

The Volunteers at Joondalup have rallied behind me and welcomed my "remote coordination" of the Joondalup Branch, and even though we all know that this presented difficulties, the open and direct, but respectful communication between the Joondalup volunteers and Head Office has been greatly appreciated. You have all done a marvellous job in the last few months of this financial year without having a "hands on" coordinator. Thank you all very much!

Di Cook has decided to "test the waters" and will Coordinate Joondalup Branch until December 2013, with our sincere hope that she will enjoy the role and carry forward through 2014. Thank you Di for stepping up!

Information and Referral

Joondalup volunteers have assisted over 3000 people in their community with information in various matters and referrals to government departments. Legal referrals, both in house and externally to other Community Legal Centres or private lawyers has remained one of the growing areas of contact for the branch.

LCT Legal Services

There remains a great demand for legal services in the Joondalup area. We are fortunate to have the LCT funding which provides an outreach lawyer one day a week to service the Joondalup area. We are acutely aware that one day is not enough, for this busy and increasingly populated area, and the pressure this puts on the volunteers is enormous. Thank you to Shannon, our lawyer and all the volunteers for coping with the demands of your community-we know it is not easy sometimes.

Conclusion

Thanks again to Joondalup branch for their help, insight and adaptability to the modifications in operations throughout the Bureau. We have greatly appreciated your input and look forward to assisting more people in your community in 2014.

SHAYNE HINGLE
ACTING COORDINATOR

**BRANCH COORDINATOR'S REPORT - KWINANA BRANCH
2012 - 2013 Established 1994**



STATISTICS

Telephone	=	0
Interview	=	<u>0</u>
TOTAL	=	0

Kwinana Branch is currently closed for relocation into the new Community Offices and we look forward to Kwinana Branch reopening in October 2013.

**MELISSA RAYNES
CHIEF EXECUTIVE OFFICER**

**BRANCH COORDINATOR'S REPORT - MANDURAH BRANCH
2012 - 2013 Established 1977**



STATISTICS

Telephone	=	1,646
Interview	=	<u>6,032</u>
TOTAL	=	7,678

Our figures are up from last year which is pleasing considering the temporary cessation of our probate service and setting up of Pro Bono lawyers and as I write this the temporary cessation of Tax Help. All our volunteers are most concerned and frustrated about these issues and we hope there is some resolution to these matters very soon.

Services

JPs - We have 10 JPs on a roster system, coming in Thursday and Fridays – 10.00am to 12.00pm and they are kept very busy.

Probate - Our two ladies who provided assistance with probate were most disappointed at the cessation of this service. They had assisted with 37 appointments up until cessation. We look forward to, and hope we can provide this service again.

Tax Help - Our figures for Tax Help were up – 283 compared to 186 the previous year, One of our volunteers has retired from helping with Tax, however, we have three ladies who are still helping with Tax three days a week (which has been put on hold).

Pro Bono - This is a service we were looking at setting up – one or two days a week, 10.00am -12pm. We had three weeks' appointments booked but we had to cancel these appointments, due to protocol outlined to us by Head Office, however, we look forward to providing this service in the future.

Courts - We have one of our most senior volunteers (Rene Demasson), who attends to duties at the Magistrate's Court three days a week and a volunteer who attends the Children's Court one day a month.

Volunteers

We have 18 volunteers on roster, two ladies on sick leave and one resignation due to her husband's ill health. As a result of many interviews and commencement of training, one lady has become a volunteer and is on roster and one commenced training in July. Our Treasurer, Brian Smart retired this year after 12 years of service and our new treasurer is Jean Bamford (one of our existing volunteers).

Meetings and Training

We have had three meetings so far this year – January, April and June. At our meeting in April we had a representative from Foodbank give a talk and in June we had three representatives from Peel Community Legal Service give a talk, and answered many questions. Both talks were informative and enjoyable.

Conclusion

Many thanks must go to Mandurah City Council for their ongoing support and assistance and to all the JPs for their regular attendance and hard work.

I would like to thank Garry at Head office for his help with the computers.

My sincere thanks must go to all the volunteers at Mandurah for their help and support and the professional way in which they carry out their duties.

**LEOLA CLAPIN
COORDINATOR**

**BRANCH COORDINATOR'S REPORT - MIDLAND BRANCH
2012 - 2013 Established 1993**



STATISTICS

Telephone	=	6,598
Interview	=	<u>4,349</u>
TOTAL	=	10,947

Introduction

Citizens Advice Bureau, Midland Branch is situated at 8 – 12 Stafford Street, Midland. Our hours of business are 9.00am to 3.00pm, Monday to Thursday.

Midland volunteers have assisted over 6500 people in their community with information in various matters and referrals to government departments. Legal referrals, both in house and externally to other Community Legal Centres or Private lawyers has remained one of the growing areas of contact for the Branch.

Staff

The Midland volunteers continue to provide a valuable information and referral service to the community of Midland. Thank you to all the volunteers for their commitment shown to the Bureau in helping their community. Over the last few months I have been in closer contact than usual, acting as the Coordinator in the absence of Rosalie Gordon. The generosity shown by the volunteers in doing extra shifts throughout the year, and helping out when sickness or holidays called volunteers away from their usual shifts has been remarkable.

Legal Service

LCT Legal Services

There remains a great demand for legal services in the Midland area. We are fortunate to have the LCT funding which provides an outreach lawyer one day a week to service the Midland area. We are deeply aware that one day is not enough, for this busy and increasingly populated area, and the pressure this puts on the volunteers is huge. Thank you to Shannon, our

lawyer and all the volunteers for coping with the demands of your community-we know it is not easy sometimes.

Pro Bono Services

Thank you to Craig Bloxham for providing pro-bono legal services to Midland. Your ongoing support is most valued.

JPs.

We are very fortunate to have the services of John Luk and Peter Moore. Many thanks to them both for providing a much needed JP Service to Midland.

Probate Service

The probate service was ceased early in the year and we would like to thank all the volunteers at Midland who had provided this service.

Tax Help

Wally Winfield provided the Tax Help this year and we are very grateful for his ongoing support to the Midland Branch and the community. Thanks also to Noel Holland for his work with Tax Help this year.

With the support of the generous volunteers at Midland, I know that their community will continue to be informed. Thanks again to Midland Branch for a productive year.

**SHAYNE HINGLE
ACTING COORDINATOR**

**BRANCH COORDINATOR'S REPORT - ROCKINGHAM BRANCH
2012 - 2013 Established 1979**



STATISTICS

Telephone	=	2,034
Interview	=	<u>2,092</u>
TOTAL	=	4,126

A few members have completed 8 years service. A total of 16 volunteers.

Branch AGM 2013

We held our AGM for 2013 after the excellent training session and a nice light lunch, on Friday July 12th 2013. The nominated and elected committee are Secretary Gwen, Treasurer Gordon and three committee members Joan, Beryl and Barbara. Gordon presented the Treasurer,s report for the year which was moved and accepted.

General Enquiries

Our figures to the end of June are up, slightly, over last year.

Probate

Joan and Beryl were our Probate Officers until the service was terminated by Head Office in February. Both Joan and Beryl had completed a total of 13 Probates until then and had helped 2 clients with various problems. A total of 15 clients helped!

Staff

Everyone appears to be reasonably happy. No complaints.

Tax Help

Gordon and Max have put their hands up again for doing our Tax Help. This will be Gordon's sixth year. Thank you Gordon and Max. Members were requested by me to ensure that they advised clients to be 5 or 10 minutes early, NOT late, as this puts everyone following late. If they are late they may have to rebook. Also all clients to have their bank details and gross money earned under \$50,000.

Visits

Last November, our Branch again had a stall in the Garry Holland Centre, Rockingham as part of Seniors Week. John and Joan attended again. It was again a huge success. On Wednesday May 29th last I attended the Reconciliation Day held at Rockingham City Council on behalf of the CAB Rockingham.

Justice Of The Peace

We have had a total of 416 enquiries for the JP for the year. I have signed 42 Affidavits, 24 Statutory Declarations, and 339 Certified Copies and have witnessed 23 other documents, from Probate, back of Wills and Mortgage documents. All on a Monday morning, and when I happen to be in the office during the week. Nearly double the number last years.

Acknowledgements

Again I would like to thank John Montgomery for the time consuming work he has done in looking after our figures and breaking them down as he has. Gordon, for the work he has done as Treasurer. Beryl and Joan for the work they did as our Probate persons, and Gwen for continuing to be a good backstop for me, and for continuing to prepare our lite lunches whenever we have meetings or trainings, which has been one this last year. Finally thank you to the remainder of our members for making this Branch a great success.

Legal Service

We have four Pro Bono solicitors. John Bochat, Anthony Hughes, William Allen and Mr Patrick Kearney.

Conclusion

I have said it before but I will repeat it. The team here in Rockingham are an excellent team. They all pull together to make this Branch as great as it is. Should a member fall sick, on holidays or whatever, there is always someone to take their place. Nothing is a chore.

Volunteers

Our senior members (years of service to the CAB) consist of Gwen Wiggins (24 years service), myself Christopher Smith OAM JP (23 years service), one of our former Probate ladies, Joan (18 years) and our Tax help person Gordon (13 years). We also have Terry who has completed 12 years.

A great team to lead. Sometimes I feel redundant.

**CHRIS SMITH OAM JP
COORDINATOR**

MEMBERSHIP 2012 – 2013

LIFE MEMBERS

Canon Ken Barrett OAM

Mrs Beryl Black

Mrs Hazel Butorac JP

Mrs Marjorie Easton OAM

Mr Noel Harding

Mrs Diana Terry

Mrs Judith Tuckey

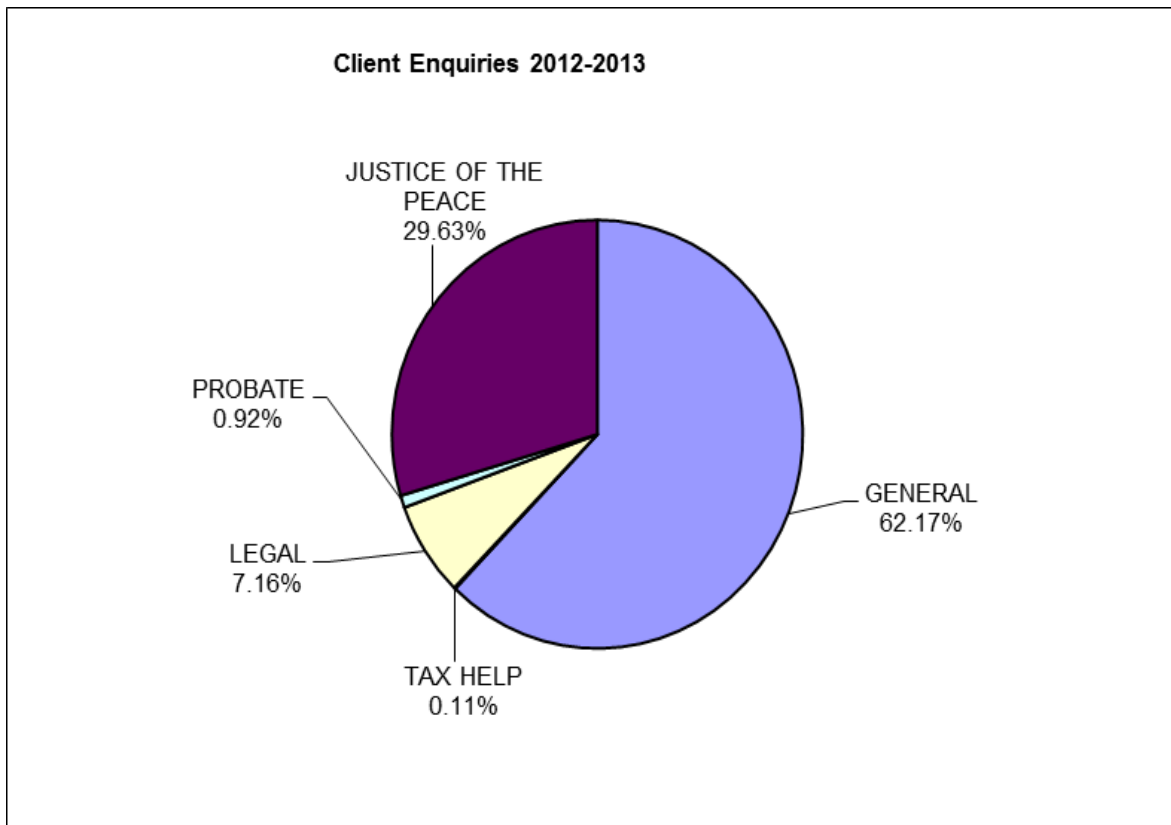
FINANCIAL MEMBERS
2012 – 2013

Kathleen Armstrong (BUSSELTON)	Shirley Holl (ALBANY)	James Portwood (PERTH)
Jean Bamford (MANDURAH)	David Malcolm Greig (BUSSELTON)	Janet Mary Portwood (PERTH)
Ken Barrett OAM (MANDURAH)	Terry Patrick Groeneschey (PERTH)	Robert Pullella (PERTH)
Richard Bartlett (PERTH)	Delis Hague (FREMANTLE)	Suresh Rajan (PERTH)
Matthew Bassett-Scarfe (MANDURAH)	Noel Harding (PERTH)	Melissa Raynes (PERTH)
John Bateman (PERTH)	Janet Harding (PERTH)	Jeanette Potts (MIDLAND)
Nicola Bateman (PERTH)	Jessica Hollinshead (PERTH)	Mary Power (PERTH)
Bronwyn Bateman (PERTH)	Maureen Holmes (MANDURAH)	Ann Pratt (FREMANTLE)
Verity Bateman (PERTH)	Libby Hunt (BUSSELTON)	Marion Prowse (BUNBURY)
Claire Bateman (PERTH)	Beryl Hunter (ROCKINGHAM)	Eleanor Pullella (PERTH)
Patricia Baxter (FREMANTLE)	Richard John (PERTH)	Peta Pyke (ALBANY)
Marie Baxter (PERTH)	Robin John (PERTH)	John Raynes (PERTH)
Frederick Baxter (PERTH)	Noray Jones (PERTH)	Helen Raynes (PERTH)
Margaret Bedford (PERTH)	Esme Justins (ALBANY)	Robin Richardson (PERTH)
Percy Benjamin (PERTH)	Anne Keeping-Hood (PERTH)	Matthew Roberts (PERTH)
Rosalind Bennett (MANDURAH)	Ian Kennedy (PERTH)	Len Roberts-Smith (PERTH)
Robert Black (PERTH)	Caroline Kibui (PERTH)	Joy Robinson (FREMANTLE)
Beryl Black (PERTH)	Michael Knowles (PERTH)	Michelle Rogers (PERTH)
Fiona Blake (BUSSELTON)	Pye Phyko Ko (PERTH)	Annette Ryder (BUNBURY)
Garry Bleakley (PERTH)	Shirley Kohlen (ALBANY)	Luciano Sales (PERTH)
Ian Brent-White (PERTH)	Samantha Korman (PERTH)	Doreen Sanders (MIDLAND)
Peter Miguel Broun (PERTH)	Pramod Kumar (PERTH)	Roderick Burce Savage (PERTH)
Sandra Brown (PERTH)	Barbara Kwiecien (PERTH)	Fulvia Scaramella (PERTH)
James Browne (PERTH)	Kathryn Lawrence (PERTH)	Lorna Scrimgeour (PERTH)
Pamela Bullin (FREMANTLE)	Linda Kim Le (PERTH)	Howard Shepherd (FREMANTLE)
Hazel Butorac (PERTH)	Susan Leeming (PERTH)	Lynette Elizabeth Shields (PERTH)
Peter Byrne (PERTH)	Edna Lewis (KWINANA)	Michael Shields (PERTH)
Linda Cao (PERTH)	Michael Bozhen Lo (PERTH)	Joy Sinclair (PERTH)
Michael John Cassanet (BUSSELTON)	Augustine Ireland Loh (PERTH)	Heather Skinner (MIDLAND)
Philippa Jane Cebis (PERTH)	Glenn Lohr (BUSSELTON)	Hilary Smith (BUSSELTON)
Verna Chapman (BUSSELTON)	Kenny Lye (PERTH)	Chris Smith OAM JP (ROCKINGHAM)
Brian Dean Chapman (PERTH)	Ron MacFarlane (PERTH)	Monica Snowball (PERTH)
Robyn Clancy (ALBANY)	Ian MacLean (FREMANTLE)	Richard Snowball (PERTH)
Lee Collis (PERTH)	Shannon Mann (PERTH)	Susana Snowball (PERTH)
Diane Cook (JOONDALUP)	Gillian Marfleet (PERTH)	Keith Sorensen (PERTH)
Miriam Corbould (PERTH)	Christina Marruffo (BUSSELTON)	Cezanne Stead (PERTH)
Gordon Crane (ROCKINGHAM)	Donald Martin (FREMANTLE)	Terry Stevens (ROCKINGHAM)
Jillian Mary Cross (BUSSELTON)	Trent Maynard (PERTH)	Rasa Subramaniam (PERTH)
Rhonda Crothers (PERTH)	Nola McDermott (FREMANTLE)	Eric Tan (PERTH)
Maryanne Culliver (PERTH)	Betty Georgina McGorrery (PERTH)	Andrew Taveira (PERTH)
Valerie Delaney (FREMANTLE)	Melany McLennan (PERTH)	Diana Terry (PERTH)
Margaret Dixon (PERTH)	Peter McMahan (PERTH)	Nardi Thilakasiri (PERTH)
Katalin Dobos (PERTH)	Talya McRae (PERTH)	Robert Thomas (PERTH)
Kim Doherty (PERTH)	Margaret Mendelawitz (PERTH)	Joy Tidow (ESPERANCE)
Gerard Doughty (PERTH)	Barry Mendelawitz (PERTH)	Barry Tonkin (PERTH)
Kendrick Duffy (MIDLAND)	Patricia Mary Menhennett (MANDURAH)	Judith Tuckey (MANDURAH)
Sonia Duke (BUSSELTON)	Adrian Miller (PERTH)	David Ward (PERTH)
David Earnshaw (MIDLAND)	John Montgomery (ROCKINGHAM)	Terence Ward (PERTH)
Marjorie Easton OAM (PERTH)	Peter Moore (MIDLAND)	Robyn May Watson (PERTH)
Michelle Eldridge (PERTH)	John Morgan (BUSSELTON)	Geraldine Webster (BUNBURY)
Toni Emmanuel (PERTH)	Maureen Helena Mortimer (PERTH)	Margaret Welshman (FREMANTLE)
Ros Fairhead (FREMANTLE)	Leola Murphy (FREMANTLE)	Ann White (PERTH)
Judy Fetherston (PERTH)	Gim Wai Ng (PERTH)	Margaret White (PERTH)
Melissa Forbes (PERTH)	Doreen (Terri) Norton (ALBANY)	Gwen Wiggins (ROCKINGHAM)
Enid Freeman (MIDLAND)	Alana Padmanabham (PERTH)	Mark Wiley (FREMANTLE)
Ardianshar Freeman (PERTH)	Julienne Patience (PERTH)	Silvana Wiley (FREMANTLE)
Joan Fulford (ROCKINGHAM)	Donald John Perry (PERTH)	Jim Williams (FREMANTLE)
Davina Gasper (PERTH)	Ray Petridis (FREMANTLE)	Margaret Williams (ALBANY)
Michael Geelhoed (PERTH)	Josephine Pinto (PERTH)	Barbara Winter (ROCKINGHAM)
Nick Goiran (PERTH)	Neville Pinto (PERTH)	Carol Wolf (ARMADALE)
Agnelo Gomes (PERTH)	Melvin Pip (PERTH)	Kevin Anthony Wolfe (PERTH)
Richard Graham (PERTH)	Charlie Picicelli (PERTH)	Rhonda June Wolfe (PERTH)
Joan Graul (FREMANTLE)	Christine Pittman (PERTH)	Gillian Wood (MIDLAND)
Alice Graziotti (PERTH)	Kathleen Platts (FREMANTLE)	Joharna Wynaden (PERTH)
Jean Marian Hayhurst (MIDLAND)	Matthew Polkinghorne (PERTH)	Dianne Wynaden (PERTH)
Claire Hielkema (FREMANTLE)	Julia Polkinghorne (PERTH)	Harry Wynaden (PERTH)
Shayne Hingle (PERTH)		Thomas Zanetic (PERTH)

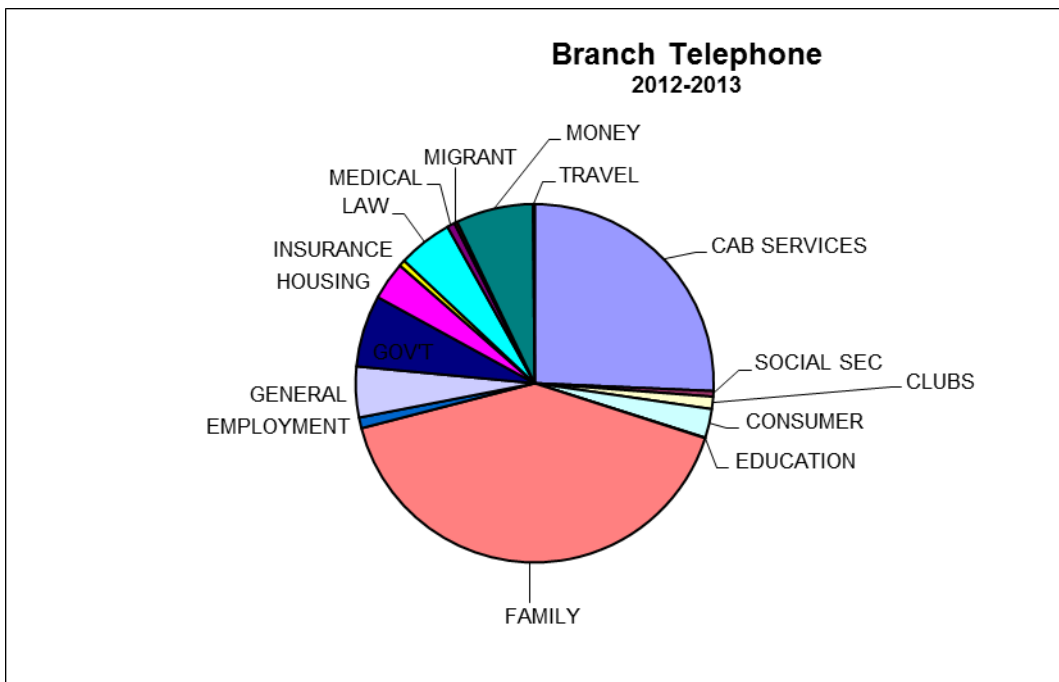
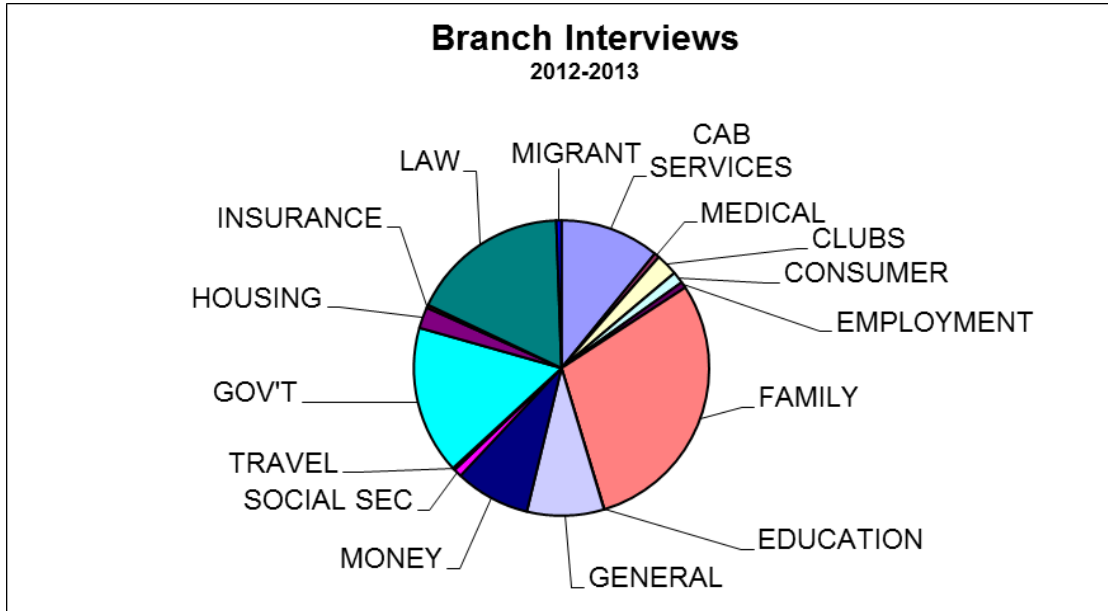
**STATISTICS 2012 - 2013
SUMMARY**

			TOTAL	<i>Last Year</i>
PUBLIC SPEAKING ENGAGEMENTS			20	54
MEDIATIONS			135	<u>110</u>
SUB TOTAL			155	155
HEAD OFFICE				
CLIENT ENQUIRIES				
		INTERVIEWS	TELEPHONE	TOTAL
GENERAL		360	29,563	29,923
LEGAL		3,448		3,448
TAX HELP		54		54
PROBATE		445		445
JUSTICE OF THE PEACE		<u>14,260</u>		<u>14,260</u>
SUB TOTAL		18,567	29,563	48,130
				55,968
BRANCHES				
ALBANY		719	501	1220
ARMADALE		1472	2974	4446
BUNBURY		277	273	550
BUSSELTON		452	505	957
ESPERANCE		0	31	31
FREMANTLE		1549	2831	4380
JOONDALUP		385	3389	3774
KWINANA		0	0	0
MANDURAH		6032	1646	7678
MIDLAND		2617	3839	6456
ROCKINGHAM		<u>2092</u>	<u>2034</u>	<u>4126</u>
SUB TOTAL		15595	18023	33618
TOTALS	741	34,162	47,586	81,748
GRAND TOTAL			81,903	89,335

Perth Client Enquiries



Branches Interviews & Telephone

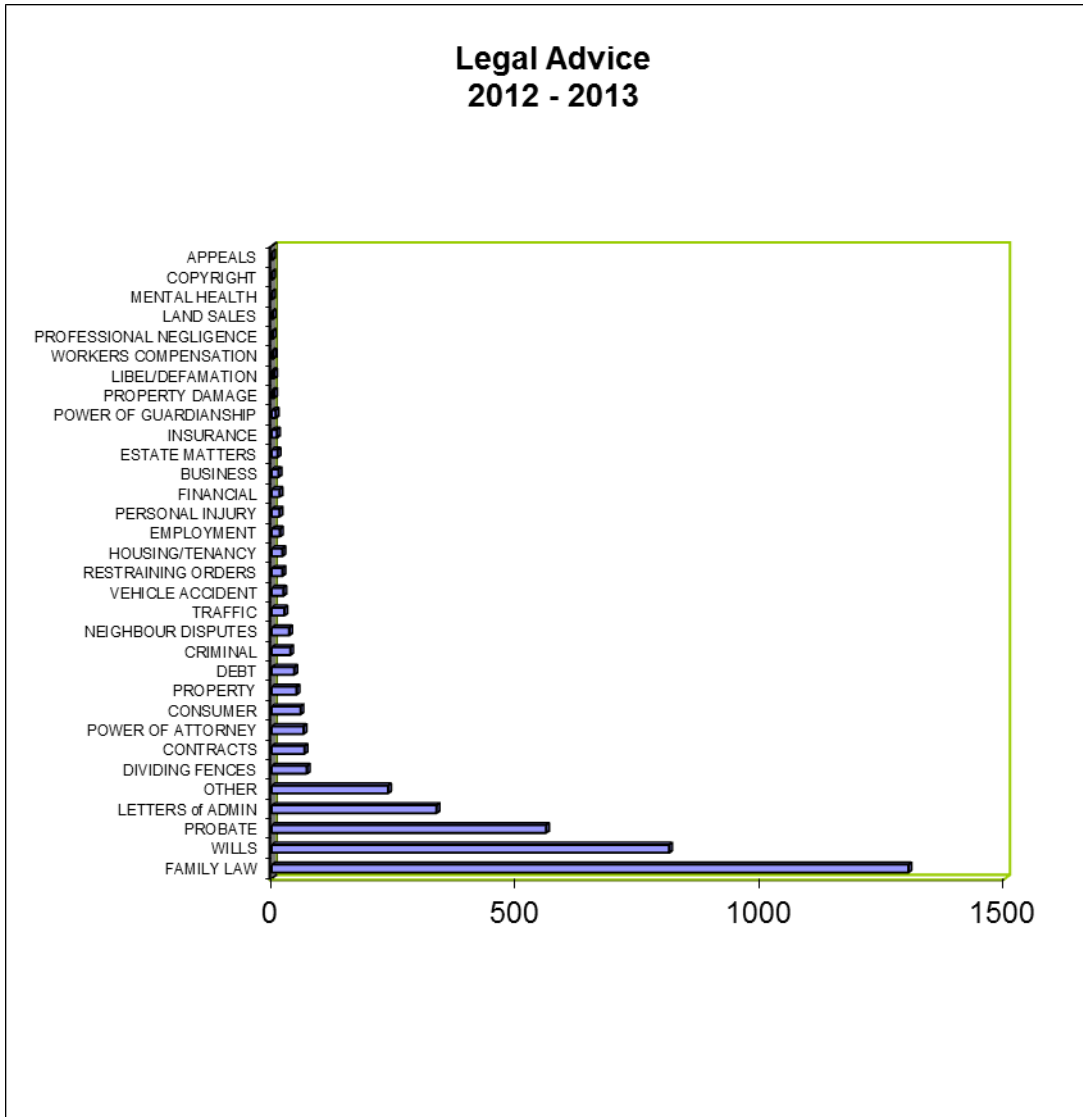


LEGAL ADVICE STATISTICS

2012 - 2013

<u>Perth</u>		<i>Last Year</i>
APPEALS	1	2
BUSINESS	14	10
CHILD WELFARE	0	0
CONSUMER	59	86
CONTRACTS	67	113
COPYRIGHT	1	0
CRIMINAL	38	57
DEBT	46	141
DIVIDING FENCES	72	124
EMPLOYMENT	17	21
ESTATE MATTERS	12	0
FAMILY LAW	1,302	2,179
FINANCIAL	16	53
FRAUD	0	6
HOUSING/TENANCY	22	39
IMMIGRATION	0	12
INCORPORATION	0	3
INSURANCE	11	17
LAND SALES	2	1
LETTERS of ADMINISTRATION	337	304
LIBEL/DEFAMATION	5	12
MENTAL HEALTH	1	1
NEIGHBOUR DISPUTES	36	37
PERSONAL INJURY	16	36
POWER OF ATTORNEY	65	74
POWER OF GUARDIANSHIP	8	9
PRIVACY	0	1
PROBATE	561	926
PROFESSIONAL NEGLIGENCE	2	2
PROPERTY	51	96
PROPERTY DAMAGE	5	7
RESTRAINING ORDERS	22	31
TAX	0	1
TRAFFIC	26	50
VEHICLE ACCIDENT	24	38
WELFARE BENEFITS	0	0
WILLS	813	889
WORKERS COMPENSATION	3	10
OTHER	238	533
Perth Total	3,893	5,921
Branch total	2,263	1,677
GRAND TOTAL	6,156	7,598

Perth Legal Advice

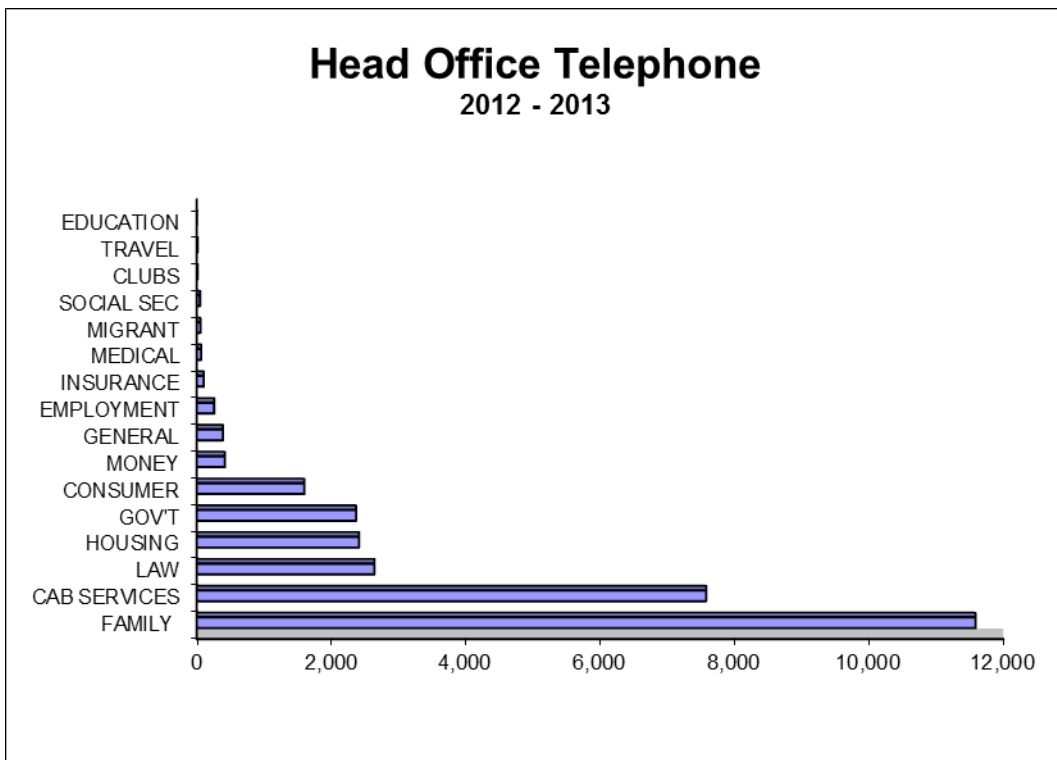
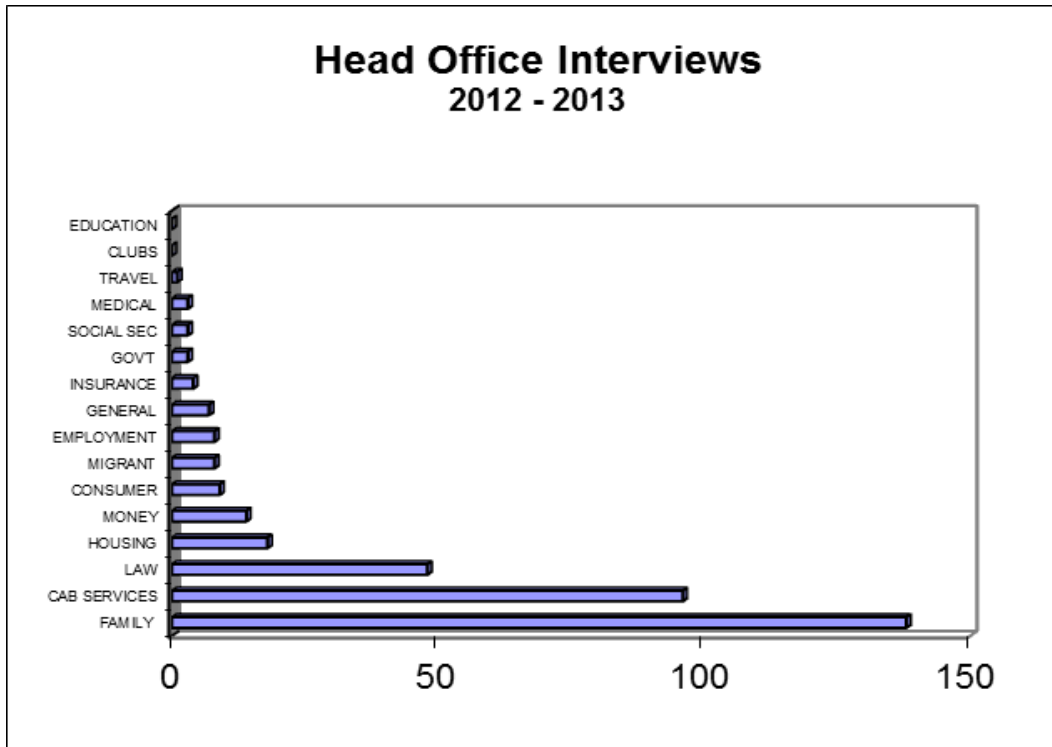


**STATISTICAL RETURNS
2012 - 2013**

SUMMARY

HEAD OFFICE

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	138	11,585	11,723	<i>13,051</i>
2. MONEY MATTERS	14	418	432	<i>642</i>
3. HOUSING, LAND, ACCOMMODATION	18	2,415	2,433	<i>2,664</i>
4. CONSUMER, TRADE, BUSINESS	9	1,598	1,607	<i>1,995</i>
5. LAW	48	2,644	2,692	<i>3,202</i>
6. SOCIAL SECURITY BENEFITS, VETERANS AFFAIRS, OTHER BENEFITS	3	49	52	<i>79</i>
7. INSURANCE	4	103	107	<i>152</i>
8. LOCAL, STATE, FEDERAL GOVERNMENT and STATUTORY BODIES	3	2,370	2,373	<i>2,565</i>
9. MEDICAL	3	65	68	<i>118</i>
10. EMPLOYMENT	8	259	267	<i>285</i>
11. EDUCATION, TRAINING, BURSARIES	0	3	3	<i>13</i>
12. SPECIFIC MIGRANT REQUESTS	8	55	63	<i>75</i>
13. TRAVEL	1	15	16	<i>22</i>
14. REQUESTS FOR CAB SERVICES	96	7,578	7,674	<i>9,345</i>
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	0	15	15	<i>37</i>
16. LOCAL and GENERAL INFORMATION	7	391	398	<i>524</i>
TOTAL	360	29,563	29,923	<i>34,769</i>
Males	183	12,391	12,574	<i>14,917</i>
Females	177	17,162	17,339	<i>19,903</i>



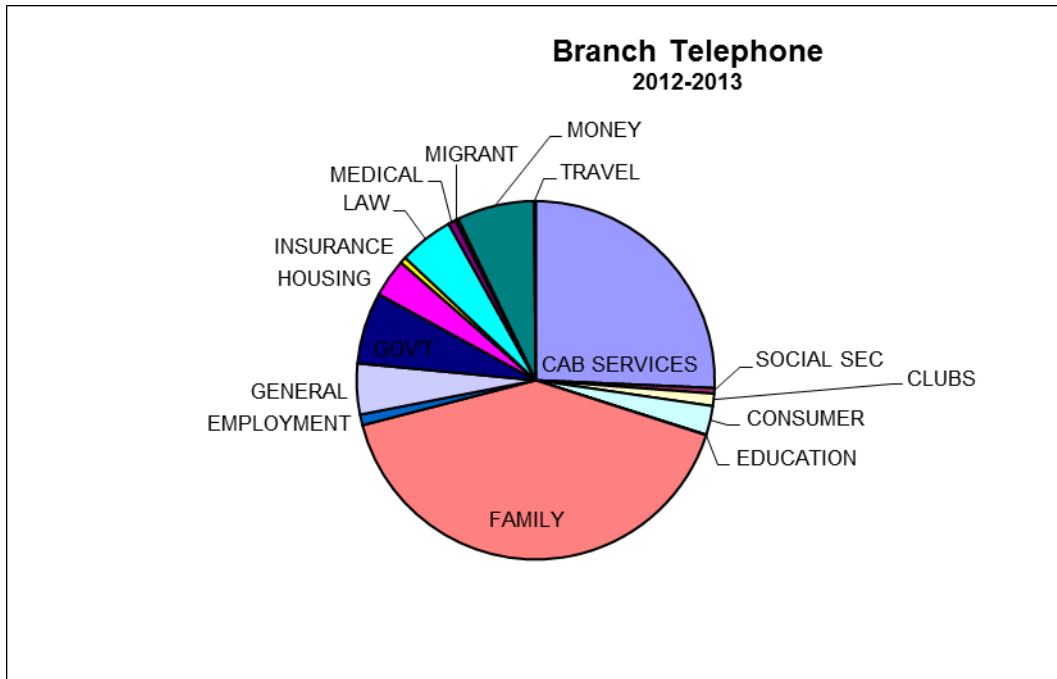
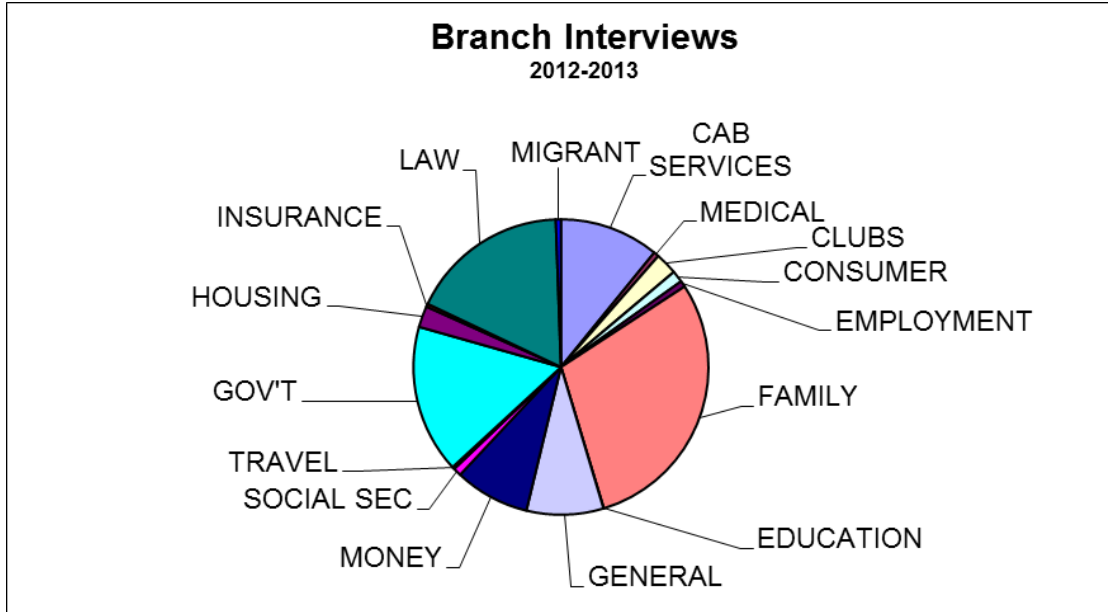
STATISTICAL RETURNS

2012 - 2013 SUMMARY

BRANCHES

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	4,599	7,391	11,990	11,970
2. MONEY MATTERS	1,282	1,261	2,543	2,581
3. HOUSING, LAND, ACCOMMODATION	361	620	981	1059
4. CONSUMER, TRADE, BUSINESS	200	472	672	734
5. LAW	2,714	884	3,598	3,591
6. SOCIAL SECURITY BENEFITS,	139	92	231	260
7. INSURANCE	52	103	155	148
8. LOCAL, STATE, FEDERAL GOV	2,532	1,166	3,698	3,165
9. MEDICAL	89	125	214	230
10. EMPLOYMENT	105	175	280	247
11. EDUCATION, TRAINING,	5	7	12	20
12. SPECIFIC MIGRANT REQUESTS	87	50	137	118
13. TRAVEL	42	24	66	60
14. REQUESTS FOR CAB SERVICES	1,700	4,630	6,330	6,067
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	374	198	572	724
16. LOCAL and GENERAL INFORMATION	1,314	825	2,139	2,229
TOTAL	15,595	18,023	33,618	33,203
Males	7,433	5,907	13,340	13,291
Females	8,162	12,116	20,278	19,919

Branches Interview & Telephone



**STATISTICAL RETURNS
2012 - 2013**

EXPLANATORY DETAIL

PERTH AND BRANCHES COMBINED

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. <u>FAMILY AND PERSONAL</u>				
(a) Marital: Separation, Divorce, Custody	1,255	8,536	9,791	10,627
(b) Regulations: Family, Name Change	37	90	127	145
(c) Miscellaneous Problems: Young People	22	76	98	121
(d) Miscellaneous Problems: Adult Persons	282	1,115	1,397	1,258
(e) Food and Material Needs	96	57	153	107
(f) Deaths, Funerals, Wills, Probate, etc.	2,328	8,387	10,715	11,445
(g) Power of Attorney	717	715	1,432	1318
TOTAL	4,737	18,976	23,713	25,021
2. <u>MONEY MATTERS</u>				
(a) Mortgages /Loans	44	149	193	253
(b) Debts /Hire Purchase /Credit Accounts	80	303	383	510
(c) Financial Counselling	106	164	270	312
(d) Investment /Superannuation	41	67	108	125
(e) Taxation (Personal, Land, Stamp Duty)	996	909	1,905	1,841
(f) Banking Complaints	13	42	55	64
(g) Bankruptcy	16	45	61	118
TOTAL	1,296	1,679	2,975	3,223
3. <u>HOUSING & LAND</u>				
(a) Home or Land Purchase or Sale	60	888	948	1012
(b) Home Building Advice /Disputes	43	284	327	281
(c) Landlord /Tenant	175	1,709	1,884	2,092
(d) Accommodation	41	51	92	114
(e) Strata Titles, Corporate Bodies	60	103	163	224
TOTAL	379	3,035	3,414	3,723
4. <u>CONSUMER, TRADE, BUSINESS</u>				
(a) Unsatisfactory Goods & Services	116	1,664	1,780	2,116
(b) Small Business Information	27	105	132	186
(c) Professional Fees, & Complaints	19	67	86	52
(d) Consumer Information	47	234	281	375
TOTAL	209	2,070	2,279	2,729
5 <u>LAW</u>				
(a) Enquiries (e.g. Summons, Referrals)	2,588	2,918	5,506	5,641
(b) Motor Vehicle Accidents	47	168	215	337
(c) Traffic Offences	44	149	193	333
(d) Restraining Orders	36	137	173	212
(e) Legislation (What the Law says)	36	114	150	200
(f) Complaints (e.g. Fees, Lawyers)	11	42	53	70
TOTAL	2,762	3,528	6,290	6,793

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
6. <u>SOCIAL SECURITY BENEFITS</u>				
(a) Social Security Benefits	61	101	162	179
(b) Veterans' Affairs Benefits	1	4	5	14
(c) Overseas Pensions	8	7	15	24
(d) Seniors Cards	72	29	101	122
TOTAL	142	141	283	339
7. <u>INSURANCE</u>				
(a) Property	20	85	105	106
(b) Personal Insurances	20	55	75	92
(c) Public Risk	7	29	36	59
(d) Workers Compensation	9	37	46	43
TOTAL	56	206	262	300
8. <u>GOVERNMENT</u>				
(a) By-Laws: Fencing, Dogs, Trees, Noise	157	1,120	1,277	1,382
(b) Members of Parliament	6	7	13	9
(c) Local Government Information	16	62	78	73
(d) Justice of Peace	2,333	2,330	4,663	4,246
(e) Electoral Matters	19	17	36	20
(f) Copyright and Patents	4	0	4	0
TOTAL	2,535	3,536	6,071	5,730
9. <u>MEDICAL</u>				
(a) Health: Mental and Physical	41	74	115	140
(b) Information and Support Groups	27	50	77	86
(c) Alcohol and Drugs	4	7	11	17
(d) Hospital and Medical Benefits	2	7	9	16
(e) Hospital and Nursing Homes	8	15	23	31
(f) Medical Complaints	10	37	47	58
TOTAL	92	190	282	348
10. <u>EMPLOYMENT</u>				
(a) Employment /Unemployment	39	146	185	171
(b) Self-Employment	4	16	20	27
(c) Employer-Employee Disputes	38	157	195	193
(d) Union Matters	0	2	2	5
(e) Wages and Awards	15	67	82	86
(f) Discrimination, Harassment	13	36	49	40
(g) Occupational Health & Safety	4	10	14	10
TOTAL	113	434	547	532
11. <u>EDUCATION & TRAINING</u>				
(a) Financial Assistance	2	2	4	10
(b) Pre-School, Primary, Second, Tertiary	3	8	11	20
(c) HECS (Higher Educ Cont Scheme)	0	0	0	3
TOTAL	5	10	15	33
12. <u>MIGRANTS</u>				
(a) Specific Problems	37	47	84	84
(b) General Queries (e.g. Citizenship)	58	58	116	109
TOTAL	95	105	200	193

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
13. TRAVEL				
(a) Passports, Visas, Consulates	35	29	64	63
(b) Travel Agencies	5	5	10	9
(c) Accommodation	1	2	3	0
(d) Tourism	2	3	5	10
TOTAL	43	39	82	82
14 CAB - REQUESTS TO CAB				
(a) Public Relations	1,193	4,840	6,033	5,714
(b) Pamphlets, Information about Bureau	159	184	343	440
(c) CAB Legal appointments made	364	2,645	3,009	3,376
(d) CAB Legal appointments cancelled	49	1,315	1,364	1,699
(e) Query on status of documents	18	192	210	215
(f) Missing Persons	1	113	114	6
(g) Mediation: The Process	8	1,174	1,182	1,857
(h) Mediation: Relationships: Matrimonial	3	419	422	1,442
(i) Mediation: Intra Family	0	1,179	1,179	453
(j) Mediation: Community	1	139	140	166
(k) Mediation: Commercial	0	8	8	44
TOTAL	1,796	12,208	14,004	15,412
15. CLUBS & ORGANISATIONS	374	213	587	761
TOTAL	374	213	587	761
16 LOCAL & GENERAL INFO	1,321	1,216	2,537	2,753
TOTAL	1,321	1,216	2,537	2,753
GRAND TOTAL	15,955	47,586	63,541	67,972