

**Citizens Advice
Bureau**

**Annual Report
2018-2019**

**citizens
advice
bureau**



Established in Western Australia
1963

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Overview

Established in Western Australia 1963

Citizens Advice Bureau of WA (Inc.)

MISSION STATEMENT

To connect people with information and services so they can make independent and informed decisions.

VISION

CAB is accessible across all parts of WA, empowering people to make informed decisions.

VALUES

- **Efficiency**
- **Professionalism**
- **Collaboration**

Leadership & Funding Partners

Citizens Advice Bureau of WA (Inc.)

as at 30th June 2019

Patron – The Hon. Len Roberts-Smith RFD QC

Board of Management

President

Barbara Kwiecien

Vice President

Margaret Dixon

Treasurer

Paul Setchell

Chief Executive Officer

Kathryn Lawrence (ex officio)

Members

Sandra Brown
Noray Jones
Eric Tan
Wendy Stephens
Sue Dixon

Life Members

Mrs Beryl Black
Mrs Hazel Butorac OAM JP
Mr Noel Harding
Mrs Diana Terry
Mrs Judith Tuckey

Auditors

RSM Australia

Funders and supporters of Citizens Advice Bureau of WA



'The Information, Advice and Referral Service is provided by Citizens Advice Bureau and funded by the State Government through the Department of Communities'.



City of Armadale
Town of Cambridge
City of Joondalup
City of Mandurah
Town of Mosman Park
City of Subiaco
City of Vincent

Branches

PERTH:

25 Barrack Street
PERTH WA 6000
CEO: Kathryn Lawrence
Office Hours: 9.00am–4.00pm
Phone Hours: 9.30am–4.00pm
Enquiries: (08) 9221 5711
Admin: (08) 9325 4217
Fax: (08) 9221 5356
Email: cab@cabwa.com.au

Justice of the Peace
Legal Service – by appointment
Tax help – Jul to Oct
WA NILS
Criminal Injuries Compensation

ARMADALE:

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

Justice of the Peace
Tax help – Jul to Oct
Legal Service – by appointment
WA NILS
Legal Aid Virtual Office

BUNBURY:

1 Stirling Street
BUNBURY WA 6230
Branch Co-ordinators:
Greg Blake & Ingrid Franklin
Office Hours:
9.00am–1.00pm Mon to Fri
Phone: (08) 9721 6008
Fax: (08) 9721 8008
Email: bunbury@cabwa.com.au

Tax help – Jul to Oct
Legal Service – by appointment
WA NILS

BUSSELTON:

Unit G4, 19 Cammilleri Street
BUSSELTON WA 6280
Branch Co-ordinator:
Toni Jacobsen
Office Hours:
10.00am–1.00pm Mon to Fri
Phone: (08) 9751 1199
Fax: (08) 9752 1764
Email: busselton@cabwa.com.au

Legal Service – by appointment
WA NILS
Tax help – Jul to Oct

FREMANTLE:

Shop 41, 13 Cantonment Street
FREMANTLE WA 6160
Branch Co-ordinator:
Pat Baxter
Office Hours:
9.30am–3.00pm Mon to Thu
9.30am–2.00pm Fri
Phone: (08) 9335 4522
Email: fremantle@cabwa.com.au

Legal Service – by appointment
WA NILS

JOONDALUP:

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

Tax help – Jul to Oct
Legal Service – by appointment
WA NILS
Justice of the Peace
Legal Aid Virtual Office

KWINANA:

2 Robos Way
KWINANA WA 6966

Branch Co-ordinator:
Kerry Smith

Office Hours:
10.00am–3.00pm Tue to Thu

Phone: (08) 9439 1251
Fax: (08) 9439 4499
Email: kwinana@cabwa.com.au

Tax Help – July to Oct

WA NILS

Legal Service – by appointment

ROCKINGHAM:

Room 4, 14 Council Avenue
ROCKINGHAM WA 6168

Branch Co-ordinator:
Max Stewart

Office Hours:
9.30am–3.30pm Mon to Fri

Phone: (08) 9527 6671
Fax: (08) 9527 1445
Email: rockingham@cabwa.com.au

Tax help – July to Oct

WA NILS

Legal Service – by appointment

MANDURAH:

Mewburn Centre, Sholl Street,
MANDURAH WA 6210

Branch Co-ordinator:
Frances Cain

Office Hours:
9.00am–2.00pm Mon to Fri

Phone: (08) 9535 3101
Fax: (08) 9535 2652
Email: mandurah@cabwa.com.au

Justice of the Peace

Tax Help – July to Oct

WA NILS

Legal Aid Virtual Office

MIDLAND:

23 Great Old Northern Highway
MIDLAND WA 6056

Branch Co-ordinator:
Elena Mauen

Office Hours:
9.00am–3.00pm Mon to Fri

Phone: (08) 9274 3000
Fax: (08) 9274 3110
Email: midland@cabwa.com.au

Justice of the Peace

Legal Service – by appointment

WA NILS

Legal Aid Virtual Office



Board of Management Profiles



BARBARA KWIECIEN (President)

Member of the Board of Management since October 2012 and filled the role of President since 2014. She has volunteered at CAB as a mediation panel member since 2002, and at times as the acting Mediation Coordinator. Barbara also sits on the mediation sub-committee. Her background is primarily in the private corporate sector where she is a member of other panels and boards, in addition to CAB. Barbara's current work takes her into the regional and remote parts of Western Australia where she publicises CAB services within the communities in these regions. Since 2006, she has lectured at Notre Dame University, Fremantle. She is a member of several

national and international professional bodies, including the Australasian Institute of Mining and Metallurgy, the Geological Society of Australia, and the Resolution Institute. She brings a wealth of skills and experience in governance, management, finance and government liaison to the Board.



MARGARET DIXON (Vice 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 CAB on a number of committees. She is also actively involved in various organisations and committees including Schools Conflict Resolution and Mediation (SCRAM), a program that teaches young people (year nine and ten) 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 CAB and Harold Hawthorne 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 twenty-seven years, thirteen 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 CAB moves forward to achieve excellence in all areas.



PAUL SETCHELL (Treasurer)

Paul, a retired member of Institute of Chartered Accountants, has many years' experience of financial management both in the commercial organisation and in the not-for-profit sector. His particular interests include the presentation of financial results in a more readable format for fellow Board members and other interested parties.

He joined the Board of Management at CAB in 2017.



KATHRYN LAWRENCE (Secretary)

Chief Executive Officer at CAB and an ex-officio member of the board. She is secretary to the board of management.

Kathryn has been with CAB since early 2013 and came to us with a background of working for Legal Aid WA in their Family Court duty lawyer service and in their client services division.

Prior to this, Kathryn worked with women and children escaping family violence and in child protection.

Kathryn has overseen the implementation of CAB's strategic plan and has worked to strengthen and to maintain relevance and accessibility of CAB's core services to the community.



SANDRA BROWN (Member)

Member of the Board since June 2014. Sandra was a previous CEO of CAB until 2011. Sandra has been associated with the organisation since 1994. In 2003, she became the CEO of CAB and remained so until her retirement in 2011. During her time as CEO, CAB established itself as a leader in the provision of information services to the community of Western Australia and cultivating ten branches in regional Western Australia. Sandra is currently Director of Family support WA, Inaugural Councillor of Town of Victoria Park, Member of the Consumer Advisory Committee, Member of the Retail

Shops Advisory Committee, State Vice President of the Liberal Party, Secretary of the Harold Hawthorne Retirement Village and Adult Centre and Secretary of the Carlisle Ratepayers Association.

Sandra has extensive expertise in governance and establishment of policies and procedures. She has a degree in Marketing and Promotion and has several postgraduate qualifications in governance and protocol. She was involved in the review of the *Associations Incorporation Acts* through the Department of Commerce and Department of Communities, and brings this expertise and knowledge onto the Board of Management.



NORAY JONES (Member)

A CAB volunteer for forty years, Noray is an accredited mediator and Board member. She has a Bachelor of Arts in Social Science and a Postgraduate Diploma in Family Mediation. She serves as a CAB Board member alongside various other committees.

Noray's professional experience includes working for Shell as well as serving as a secretary to a Member of Parliament.

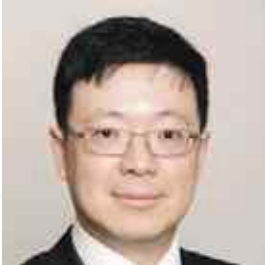


WENDY STEPHENS (Member)

A CAB volunteer for seven years, Wendy fulfils the role of receptionist on Mondays and has been on the Board of Management since 2017. She has a double degree in Media and Journalism and in her professional life worked with the Commonwealth Office of Information in London, as a Public Relations Officer for an International Company in the UK and the Far East and lectured for a number of years in Radio and Television here in Perth.

Wendy has a strong sense of community and was an elected Councillor for the Town of Claremont for 8 years, She also enjoys volunteering and was co-ordinator of The Friends of His Majesty's Theatre and is currently involved with CAB and the Museum of Performing Arts.

Board of Management Profiles continued ...



ERIC TAN (Member)

A member of the Board since March 2014 after serving previous stints on the Board before 2014, Eric is a legal practitioner with over 20 years experience providing estate planning, estate litigation, estate administration, property and commercial law advice and representation. He also advises community organisations on governance issues and assists with disputes resolution. Eric has been involved with CAB for approximately 15 years as a pro bono lawyer but more recently his various colleagues have taken his place as pro bono lawyers with CAB. He takes a keen interest in the

issues affecting our community and believes in helping build strong communities who assist and care for each other. He believes CAB is a good example of a community organisation where members volunteer their time and skills to help meet the needs of their community and in the process, help build a stronger community. As a member of CAB Board, he will continue to advocate for good governance and for the organisation to continue valuing the contributions of its volunteer members. Eric is honorary legal advisor to a number of community organisations and a former member of the Prisoners Review Board.



SUE DIXON (Member)

Started to volunteer with CAB in 2016, joining the Board later in 2018.

Sue volunteers two days a week at CAB and started on the Infoline and helped people to fill in their Criminal Injury Compensation forms. She currently organises the scanning of legal contact sheets ensuring documents can be accessed by the lawyers and also performs reception duties.

Sue's career has evolved through senior marketing and management roles across a number of different industries, commencing work overseas in an international advertising agency (Ogilvy & Mather) and in Australia in media and publishing (Fairfax and The West Australia), energy organisation (Alinta) and not for profit.

Sue joined United Way as CEO, a not for profit in 2006 to 2016. United Way Australia is proud to be one of nearly 1800 United Ways in 41 countries and territories around the world. Globally, United Way has been improving lives and strengthening communities for more than 125 years.

From 2006 - 2009 Sue joined the Board of Leeuwin Ocean Adventures. The Board's priority was to provide governance and youth development programs through life changing experiences.

At the heart of her journey, Sue has a strong connection with community causes, which commenced in particular with JDRF and Diabetes WA, after her young son was diagnosed with type one diabetes at age 7. She subsequently served as Committee Member, Vice President and President of the JDRF Perth Chapter.

She is a past Vice President of the Australian Marketing Institute (WA) and was presented with the Inaugural Presidents Award for her services to the industry.

Sue likes to achieve positive outcomes for people who are facing challenges, either collectively or individually.



CAB's staff members clockwise:

Daniel Pritchard (Solicitor), Donna Quinn (Mediation Coordinator), Ryan Same (Solicitor), Garry Bleakley (It & Accounts), Judy Fetherston (Administrative assistant), Selva Stenross (Principal Solicitor), Marilyn Martion (Administrative assistant), Elena Mauen (Volunteer & Client Services Coordinator) and Kathryn Lawrence (Chief Executive Officer).

President's Report

Service to our community, diversity and inclusion have been CAB's guiding principles over the years. We have succeeded on all accounts during the past year. This last year has been extraordinarily busy and the new year before us appears to be continuing the trend.

Our major accomplishment this year has been the updating of CAB's Constitution, now referred to as the CAB's Association Rules. The Association Rules are now in line with the new Association Incorporation Act 2015. We have recently been informed by the Department of Communities that they have accepted our Association Rules and they are now in force. Needless to say, it was a concerted effort by many people. Thank you to the Board working party that took on this huge task. Thank you to Mr Laurie James and Mr Noel Hardy who meticulously checked the drafts ensuring that all necessary model rules were included. Thank you to the Board of Management who reviewed and commented on the final draft, recommending it to the Members. Finally thank you to the Members that took the time to review the document with their suggestions and corrections.

The Board of Management has also spearheaded an update of the Organisation's policies. This will be undertaken in conjunction with CAB's Strategic Plan and Organisational review. I am pleased to report that we have received a Lotteries West grant to fund this work. This work has already commenced. All stakeholders and branches will be contacted in due course to gather their opinions and suggestions on the direction that CAB should take over the next three years. The Board of Management has formed a subcommittee that is reviewing all the policies and ensuring that they are compliant with existing legislation and in line with CAB's values.

Kathryn and her senior management team have also been busy expanding the services that we provide. CAB and Legal Aid have formed an alliance in providing a "virtual" legal service in some of our Branches. Legal Aid have installed computers into a number of our branches where clients can meet with a Legal Aid lawyer for legal advice in a comfortable environment. This programme is extending the services that we can provide for people in need and raising CAB's profile in the community.

On a more sombre note and regretfully, I would like to report that we have posted a loss for this financial year. The major reason for this is that our funding has not kept pace with the prescribed twice-yearly salary increases, including the Equal Remuneration Order that came into effect in 2012 and continues until 2020. However, Board of Management have initiated an organisational review to ensure that the organisation is being run as efficiently and together with CAB's management team have put into place austerity measures that have reduced our outgoings operationally. We have increased some fees for service and have had discussions with our various suppliers and have further reduced out costs.

On behalf of the Board of Management I would like to thank all our Members, dedicated staff and superb volunteers and our supportive funding organisations for your commitment, energy and the dedication that you have shown to CAB over the past year. Special mention goes to Kathryn Lawrence, CEO, who has continued to manage the organisation with passion and dedication. Her team of staff members have kept the organisation running smoothly, enabling our services to address the needs of our clients despite a difficult and challenging year. We have been able to assist over 75,000 clients in some way over the year through our internet presence, our telephone contacts and clients that walk into the various branches. I am immensely proud of what we have all achieved.

President's Report continued ...

Board of Management

I would again like to express my appreciation to the current Board of Management's members who have given their time so generously despite their own business or personal commitments, meeting regularly, allowing for telephone consultations and working cooperatively putting CAB's best interest at the forefront of decisions made. I would like to thank Margaret Dixon, Vice President and Volunteer Representative, Paul Setchell, Treasurer, Eric Tan, Sandra Brown, Noray Jones, Volunteer Representative, Wendy Stephens and Sue Dixon for their continued commitment to the Board of Management and to CAB. These Board Members have brought diverse skills, expertise and knowledge and willingly give up their time to serve the organisation and its members.

Staff

The success of any organisation is mirrored by the strength and loyalty of its Staff. On behalf of the Board of Management, I would like to thank the salaried staff who have undertaken their duties with professionalism and dedication to CAB. Kathryn Lawrence, our CEO has done a superb job in maintaining the balance between our existing services and exploring new areas of need, especially during a difficult funding year. Selva Stenross, our Principal Solicitor, has built upon our existing legal services and extended our pro-bono network of lawyers. She has carriage of the Legal Unit and somehow makes the job look easy. We welcome Donna Quinn who has joined the mediation service as Mediation Coordinator. Donna has been able to reorganise the mediation unit in such a short period of time. Elena Mauen, as Volunteer Coordinator, looks after the needs of the Branches as well as Head Office. She continues to expertly manage the volunteers and we have a well-established induction process for the organisation. Thank you to, Garry Bleakley, Marilyn Martion, and Judy Fetherston for their commitment and hard work. Nothing is ever too difficult for them to undertake. Daniel Pritchard is now a restricted legal practitioner and we congratulate him on his new position. Ryan Same has settled into the role of solicitor while Caroline Kibui is on parental leave. The solicitors continue to visit selected branches as part of CAB's outreach legal programme in addition to their work in the Perth Office. The Branches and the communities that they serve greatly anticipate their visits.

Voluntary staff

On behalf of the Board of Management, thank you to our steadfast volunteers for allowing CAB to be a part of your lives and for your continued commitment to the organisation and our clients.

A special thank you to our Pro Bono lawyers and mediators who generously provide their time and professional expertise, so that we can provide legal advice and mediations allowing people to have access to justice, empowering them to make their own decisions.

The average age of our volunteers is about 42. We are fortunate to be able to partner with some other notable agencies such as Legal Aid, the University of Western Australia, Central Technical and Further Education, Edith Cowen University and Autism WA where CAB accepts placements of all ages and we are able to provide work experience and life skills to various individuals and students who may not otherwise have had the opportunity.

Branches

Our branches provide an integral and direct connection within the communities that they service, assisting clients with services that are current and local. In the 2019-2020 year, a Board working party has been set up to review the branch By-laws so that they will be in line with the new Association Rules. The branches and their committees will be consulted.

There have been some changes of Branch Co-ordinators. Pat Baxter from the Fremantle Branch retired as co-ordinator at the branch AGM but will stay on as a volunteer. Thank you, Pat, for the years of hard work and dedication. Kerry Smith has also stepped down from her position as branch co-ordinator. Thank you for all the effort and commitment. Thank you to the continuing Branch Coordinators: Kerrie Schilling from Armadale, Ingrid Franklin from Bunbury, Diane Cook from Joondalup, Frances Cain from Mandurah and Max Stewart from Rockingham. Welcome and thank you to the new Branch Coordinators; Toni Jacobsen from Busselton, and Greg Blake from Bunbury. Your contribution to the branches over the past year has been greatly appreciated by the Board of Management. Elena is currently co-ordinating the branches from Perth without co-ordinators until a Branch Co-ordinator is appointed by the CEO. Thank you Elena for this additional work.

Looking forward

"Every moment is an opportunity to connect mindfully" (Ora Nadrich)

The coming year is already shaping up as another packed and busy year. We are connecting with our clients in various ways. The Strategic Plan and Organisational Review are currently underway. CAB's policies are currently being reviewed and updated, and once these are updated, the departmental procedures will be updated as well. The branch By-laws are currently being reviewed and consultation with the branches will commence.

CAB continues to be involved in the Schools Conflict Resolution and Mediation Programme, which is in its 19th year. SCRAM is an interactive dispute resolution role play competition for Western Australian Years 9 and 10 high school students, where the students mediate simulated disputes that relate to their everyday lives. CAB provides a Teamwork Award. Margaret Dixon does an outstanding job as the current coordinator of the committee that manages the programme. Thank you, Margaret, for raising CAB's profile within a younger community.

The legal team continues to provide community education by way of presentations and talks on topics such as probate, wills and other topics of interest and need within the community.

The mediation unit continues to provide dispute resolution to clients in need and is providing community education of dispute resolution.

The forthcoming year will bring different challenges and different opportunities to serve our communities. The incoming Board of Management will drive these initiatives and will manage any challenges as they present themselves. I wish them every success and good fortune.

Conclusion

On behalf of the Board of Management, I would like to express our gratitude and appreciation to our steadfast funding bodies, both State and Local Governments for their financial support. They have allowed CAB to reach into the communities of Western Australia and to enable the organisation to provide a high quality and professional service.

I would like to extend CAB's appreciation, to our patron, The Hon Len Robert-Smith RDF QC, for continuing in his role and to thank him personally for his guidance and direction during the year.

Heartfelt thanks to Margaret Dixon, Vice President, for once again providing her support and her duties as Vice President. Her valued advice has assisted me to continue in the role of President.

Finally, to CAB's members, thank you for your continued support, loyalty and commitment to the organisation during the past year. It has been an extremely challenging year. My sincere appreciation to all staff and volunteers for the loyalty, dedication and commitment.

Barbara Kwiecien
President



Kathryn Lawrence (CEO), Barbara Kwiecien (President), Kerrie Schilling (Armadale Branch Coordinator) and Dr Tony Buti MP celebrating the 15th year anniversary of CAB Armadale.

Chief Executive Officer's Report

Once again I take great pleasure in reporting on another hugely successful year at CAB. Everyone involved with CAB needs to take credit for what we have achieved over the past 12 months. Our Treasurer may report on our success differently but even in this difficult funding and economic environment we have increased our services and also increased the number of people we have provided services to. And that is an astonishing achievement.

"Success is not measured in the amount of dollars you make, but by the amount of lives you impact."

Anonymous

Staff Changes

A stable workforce is a very good way of measuring staff morale. The past 12 months saw a stability of staff with only one change. Caroline Kibui, who was on parental leave, resigned from CAB to take a Government position where she was able to work more flexible hours. Caroline had been with CAB since she was a student and we saw her graduate, become admitted as a lawyer and then go on to be an excellent mentor to other lawyers and students and who was also in great demand by CAB's clients for her knowledge, skills and wonderful manner. We wish Caroline every success in her future career.

Services in branches

Apart from our information and referral service, legal service and mediation service, we also do whatever we can to address any additional needs of the community. We are so incredibly lucky to have such a large and skilled volunteer base that when we see a need arise we are almost always in a position to address that need without additional cost to the organisation.

This has a twofold impact, we get to help more people and additionally our volunteers are engaged in meaningful work. So it's a win-win situation!

I'm not going to go into too much detail about our other services because that is done in other sections of the annual report but I will say how wonderful it has been to work with other agencies with whom we share a client base. In particular Legal Aid WA which now provides their virtual office legal service from four of CAB's offices. And hopefully with more to come this year. The response to this service has been exceptional and by all accounts those volunteers working in the branches have welcomed the virtual office with open arms. So a huge thank you to everyone at Mandurah, Joondalup, Armadale and Midland branches for making this service a success. We are so proud of you all, your professionalism and compassion is what makes CAB stand out from

other organisations and why Legal Aid WA chose us to assist their clients. A huge thank you also to Helen and Mary from Legal Aid WA who slotted in with the staff and volunteers of CAB superbly (this may or may not be a compliment!). Your sense of fun and the abundance of time and energy you have given to the virtual office program and to CAB is extraordinary and you should be commended for the success of the service.

We also continue with the NILS program, Tax Help, the JP signing centres and with the criminal injuries compensation program. The latter becoming increasingly busier as other agencies are forced to cut their services. You can read about these and about our core services in other sections of the report.

Online services and other services provided

As I have reported in earlier years the demand for CAB's in-person and telephone services has not decreased at all, as was expected, by the increase of on-line information seeking. In fact, our in-person and telephone statistics have remained stable but our on-line service demand has increased enormously.

CAB had nearly 40,000 users access its website in 2018/19. Of those a large number accessed the information pages including information about the law, information videos that covered a range of topics and information about neighbourhood matters. The website allows for the download of 'fact sheets' with step by step strategies on how to manage a situation. From the website CAB received over 600 enquiries in the year in regard to specific information. This information was provided either via email or the client was telephoned with information or a referral if this was requested.

And just because we love helping as many people as possible - our website now has a translation capacity. When the website is opened there is the option to change languages, this also enables clients to print off fact sheets in their own language. Currently there are nearly 60 language options

and this is being increased. CAB has an extremely culturally diverse staff and volunteer base so we were able to ensure that the translation capacity in around 12 languages was indeed correct.

CAB is very active on social media. We have a presence on Facebook and Twitter and apart from providing information to the community, clients can contact us via these forums. We ensure that a service is provided within 24 hours and if we are not the correct agency to assist we are able to point people in the right direction. We like to offer as many entries in to the service as possible and are very understanding of the community's differing information seeking methods.

We have also held community education sessions regularly throughout the year. They have been held in multiple metropolitan suburbs and in the south west. Without exception, the biggest call we have had for education sessions was on matters to do with ageing and the loss of capacity of individuals to manage their financial and care decisions. We also had a large number of requests about community education for matters relevant after death – including wills, probate and letters of administration. Thank you to the wonderful Selva for making these sessions so enjoyable for the attendees. The manner in which you are able to deliver what could be a very dry subject is commendable and as expected we have had a 100% 'loved the session' response from attendees.

CAB also attended events to promote its services within the local area. These included 'fair days' and stalls held in shopping centres to promote local services and where individuals and families can connect to if they have issues. The most active of these was the Bunbury and Armadale branches where volunteers attended relevant events and handed out information pamphlets and were also available to answer questions in regard to matters that may impact on individuals and families.

Staff and volunteers from the Perth office also attend Homeless Connect each year and give information to those who are homeless or at risk of homelessness on services that may be of value to them. We can also provide legal advice if required on multiple areas of law.

I am lucky enough to be a guest on Curtin Radio's afternoon show with Jenny Seaton. I get to speak about CAB's services and also (when I can drag a lawyer along!) about specific areas of law. This has given CAB huge exposure and increased our reach within the community.

When you look at everything we have done, and continue to do, at CAB it always surprises people that CAB can do this on so little funding.

And although this year hasn't been a fabulous one for money, things are already improving and we are heading into the new financial year with optimism and a cunning plan to kick us back into the black.

So to our funders, the Department of Communities, Legal Aid WA (through the Criminal Property Confiscation Fund) and the Public Purpose Trust, a HUGE thank you for allowing us to provide this invaluable service to the community. Thank you to Lotterywest for their assistance with a grant for a strategic review and policy review which we will have completed by the end of this year. Thanks also to the various local government agencies that assist and support CAB. Thanks must also go to Peter O'Keeffe and his board for helping out with the rent.

Once again my thanks go to the board of CAB for the support you provide to me. In particular Barbara and Margaret who seem to fit more into their days than most people fit into a week. Your work on the new constitution was a feat of endurance and hard work and I'm sure I speak for all members of CAB when I say thank you for keeping us compliant. Thanks also to our treasurer Paul who I believe has aged about 10 years in his short time with us!

Thank you to the Perth team who have had a pretty tough year by all accounts and just roll with the punches. I promise we won't start any new programs or anything this year...well this month at least. You are an incredible group of people who epitomise CAB's values of efficiency, professionalism and collaboration.

Finally my greatest thanks to our panel of pro bono lawyers, mediators, and all our Perth and branch volunteers. You face the challenges of providing frontline services to the community and you do an exceptional job. Thank you for another successful year (CAB's 56th year of operation) and for sharing your knowledge and skills so compassionately and generously. Without you CAB would not exist.

Kathryn Lawrence
Chief Executive Officer

Chief Executive Officer's Report continued ...



CEO Kathryn Lawrence and Midland volunteer, Gill Wood at the annual Volunteer Christmas lunch.



Perth volunteer Josh enjoying the benefits of multitasking by taking a client's dog for a walk.



The Attorney General officially launched the Legal Aid Virtual Office on 3rd July 2019. You can see Frances Cain, Mandurah Branch Coordinator showcasing the incredible technology used to access the service.

Volunteer & Client Services Coordinator's Report

It's extraordinary that CAB continues to expand and provide relevant services to the community while so many organisations who endured the same financial difficulty had to undertake serious cut in staff and services.

When CAB started in 1963 with the mission to "connect people with information and services, so they can make their own independent decision", we didn't know how much it would grow and how relevant it would still be in 2019. There is an assumption that nowadays, with the Internet and Social media, people have easy access to information yet we continue to assist people from a diverse age range, ethnic groups and socio-economic background.

Clients seek assistance for various reasons, they don't know where to start to resolve their issue(s), they never faced legal processes before, they cannot pinpoint the information relevant to their situation, have a language barrier or experience trauma.

Our volunteers listen. They show empathy and provide options (to some people, options is hope that things will get better and the turmoils will end). Our volunteers are not qualified social workers, trained counsellors or life coach, but to our clients they are kind of all that at once. They understand the complexity and urgency our clients have and possess the skills, patience and compassion required to ensure all clients receive appropriate help.

Our staff and volunteers experience the rising demand to access our services on a daily basis. A broad range of queries that become more and more complex, clients who were unable to access services elsewhere and matters arising as a result of the socio-economic changes in Western Australia. Those challenges require CAB and our volunteers to stay relevant and up to date with information, training and skill sets. To keep up with these changes, the role of our volunteers naturally evolved to meet the need of the community. This is another challenge we face as an organisation with 33% of our volunteer base who have been with us for more than 5 years, including 21% who joined over 10 years ago. The role they committed to at that time was quite different and may have required a different set of skills.

As an organisation, when we face an issue, we look at the bright side of things and find options to make it work. We aim to think creatively and shift our approach to be solution focused and that's what our long-serving volunteers did. They have adapted extremely well, embraced changes and took the opportunity to learn. From familiarising themselves with computers, communicating via emails and researching information online to sharpening their skills to meet the current need of our clients, their willingness to help people is always bigger than the difficulties that arise. This shows how committed our volunteers are to assist vulnerable people and it has been consistent throughout.

With this in mind, Legal Aid WA contacted us to establish a partnership for their metropolitan "Legal Aid Virtual office" program. The pilot program launched by Legal Aid aims to provide face-to-face contact via computer to people who face barriers of remoteness, mobility, disability or safety concerns. The Virtual Office recognises that face-to-face legal advice helps to build rapport, which has significant advantages in terms of successful legal outcomes. It's an innovative way to take the law to the hard-to-reach people, where Legal Aid doesn't have physical offices. CAB offers the facility and resource to greet clients in Armadale, Joondalup, Mandurah and Midland.

In addition to providing information and referral on a broad range of issues, our volunteers also help clients with WA NILS (No- Interest Loan Scheme) applications, Criminal Injuries Compensation, Tax Help and Legal Aid Virtual office. I would like to thank all our wonderful volunteers for their commitment and the fantastic job they do. It can be difficult and draining at times, but the impact they have on our clients' lives is invaluable.

Justice of the Peace Service

We provide a JP service in our Armadale, Joondalup, Mandurah, Midland and Perth offices. This partnership allows CAB clients to have easy access to certification of documents and raises CAB profile in the community.

Volunteer & Client Services Coordinator's Report continued ...

Pro Bono Lawyers

We are extremely grateful to have altruistic lawyers giving their time and expertise to our clients. Our portfolio of pro bono lawyers covers most areas of civil and criminal law, including neighbour dispute and traffic offences which are both in high-demand.

Our Armadale, Joondalup, Fremantle and Perth offices all benefit from the services of visiting lawyers and I would like to thank them for their ongoing commitment.

Volunteers

One of the perks of working with volunteers is to be surrounded by people from diverse background, who can offer a multitude of skills and knowledge. To quote H Jackson Brown "Every person that you meet knows something you don't. Learn from them". We are certainly enriched by the interactions we have with our volunteers. They are the core of CAB and their competences along with their willingness to help others are reflected in the standard of the services we provide to the community.

To the volunteers who have left to pursue full time employment, concentrate on their studies or moved on to other challenges, we are grateful that you chose CAB to volunteer. Whether it was part of a short-term or long-term commitment, Brianna Harcus, Denise Magtuto, Joseph Wilson, Tamsin Cook, Rosie Crane, Madina Eira, Fraser Nguyen, Lucy Wardle, Hannah Kim, Ellen Richmond, Shweta Rani and Nalin Behere have all given something special and unique during their tenure at CAB. Thank you!

I would also like to thank our branch coordinators for elevating CAB's profile through their respective branches and local communities.

It is with regrets that we accepted the resignation of Mary Shaw (Midland), Kerry Smith (Kwinana), Lou Milordis (Bunbury) and Phil Gilbey (Mandurah). New branch coordinators were appointed, we welcomed Frances Cain (Mandurah) and Greg Blake (Bunbury) who were already volunteering at CAB.

Training

CAB delivers training and induction to new volunteers, so they develop the skills and confidence to perform their duties. We also offer tailored workshops in branches as requested by volunteers, and provide refresher training each year in February.

We continue to be approached by organisations such as Advocare, Consumer Credit Legal Services, Lifeline and Consumer Protection who are offering to present their services and keep our volunteers informed of any changes and processes. These sessions are well received by our volunteers and ensure CAB stays current and provide accurate information and referrals to clients.

Conclusion

Once again, I would like to thank our volunteers for their contribution, dedication and hard work.

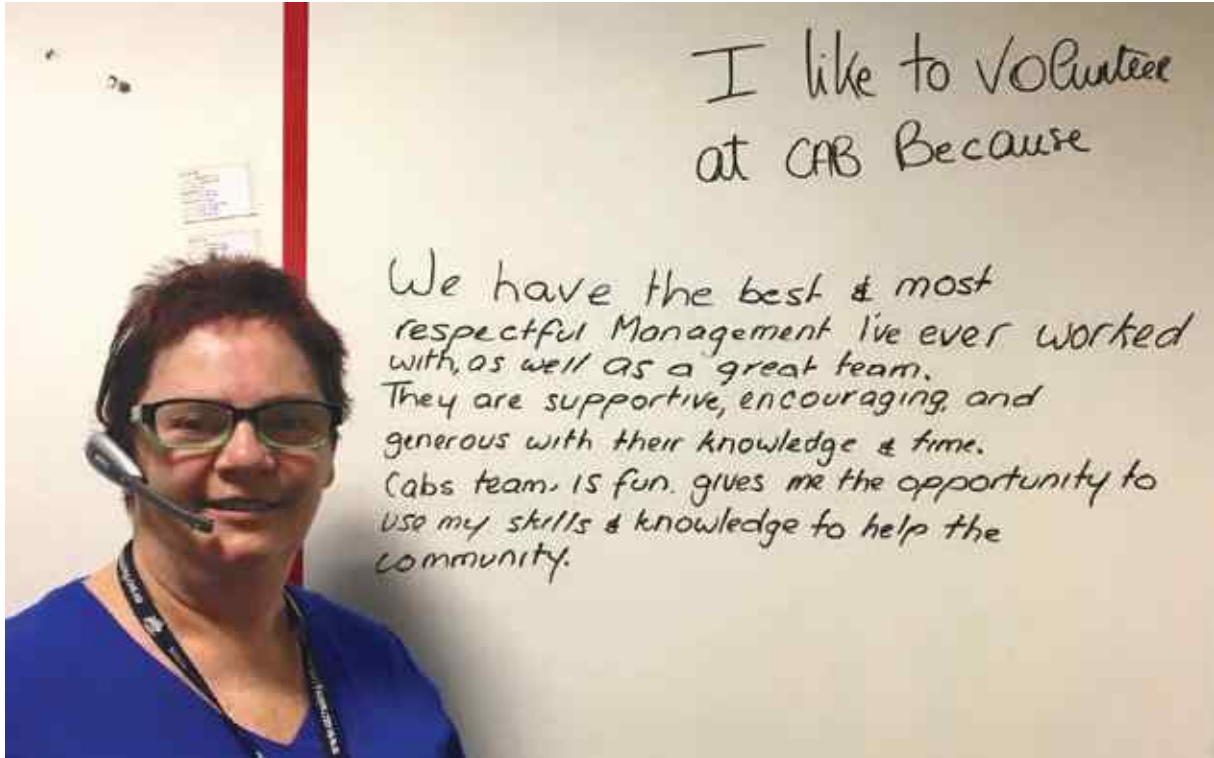
My thanks also go to my colleagues in Perth and the Board of Management for their support and guidance. I would also like to acknowledge and recognise our funding bodies, both State and Local Government for their financial support and the Department of Communities in particular.

Elena Mauen

Volunteer & Client Services Coordinator



To celebrate National Volunteer Week, we took our volunteers to The Backlot Studios in West Perth for a private screening of "Swimming with men" and a delightful morning tea.



There are many reasons why Jeanette likes to volunteer at CAB, and even more reasons why we are thankful that she decided to give her time and skills to us to help the community.



Meet our wonderful Wednesday team!



CAB welcomes volunteers from all backgrounds although achieving gender balance on any given day is harder than you may think.



Principal Solicitor's Report

At the beginning of July 2018 the legal unit consisted of three staff lawyers, the Principal Solicitor Selva Stenross, one unrestricted practitioner, Ryan Same and one restricted practitioner, Daniel Prichard. Caroline Kibui who went on maternity leave at the end of April 2018 decided to return from maternity leave earlier than she previously scheduled, but on obtaining employment with the Public Trustee she left CAB in April 2019. The legal unit is assisted by two experienced legal administrative assistants, Marilyn Martion and Judy Fetherston.

Staff lawyers, visiting lawyers, support staff and volunteers all worked hard to ensure that the legal unit continued to function efficiently. I take this opportunity to thank all these people for their continued support and hard work.

Legal Service in CAB Branches

At the beginning of the financial year, we provided outreach services in branches such as Armadale, Bunbury, Busselton, Joondalup, Fremantle and Midland. In January 2019 we extended the outreach service to the Rockingham and Kwinana branches too.

The excellent outreach service that CAB provides is well received in the community and the appointments are quickly taken up once they become available. The collaboration between the Perth office, the branch coordinators and the branch volunteers is the reason CAB is able to deliver excellent service in the branches. We thank all the volunteers and branch coordinators for their valuable support and hard work.

We also take this opportunity to thank Legal Aid Western Australia who distributes the Criminal Property Confiscation Funds which partly fund our outreach service.

Visiting Lawyer Service

CAB continues to receive expressions of interest from private lawyers who want to provide visiting lawyer legal service in the Perth office. The Armadale, Joondalup and Fremantle branches have visiting lawyers who provide legal advice.

Community Legal Education

CAB believes it is important to empower people with knowledge. When people are empowered with knowledge they make responsible decisions based on sound legal principles. To ensure the wider community gets empowered, CAB solicitors delivered community legal education seminars to various community groups during the past year. The topics ranged from Family Law, Wills,

Enduring Powers of Attorney, Enduring Powers of Guardianship, challenging Wills, applying for probate and Letters of Administration. These seminars have proven to be popular and the feedback has been positive.

Paralegal Law Students

We have law students who are trained to undertake paralegal work after they have received appropriate training. As a result, these paralegals gain valuable legal experience drafting legal documents. Under the supervision of our experienced staff solicitors, the paralegals prepare Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, Probate and Letters of Administration Applications and some simple Family Court documents.

Acknowledgements

CAB's legal unit would like to thank Legal Aid Western Australia and the Association of Community Legal Centres of Western Australia for their continued support and assistance.

With the support and assistance from the volunteers we are able to service the clients who call or attend CAB. We thank you for your valuable contribution. We also thank the many visiting lawyers who give their time and expertise to CAB. The Legal Unit also thank the Board of Management for their continued guidance and support.

Selva Stenross
Principal Solicitor

CASE STUDIES

1.

A client wanted to apply for divorce but his wife refused to provide him her residential address and was willing to provide him only her Post Office Box address. Legal documents must have residential addresses, not Post Office Box addresses.

All communication between our client and his wife was by email and mobile phone conversation only. Although CAB's policy is to assist clients only with drafting legal document, we decided to make an exception in this matter. After discussion with the client and with his permission, we contacted his wife. We asked the wife to provide us her residential address, and gave her an undertaking to communicate that information only to the Court, not to our client. She provided the requested information.

We then completed the sole divorce application and the executed document was returned to us. We then wrote to the Court, disclosing the wife's residential address. CAB then filed the document in the Court.

The client stated that he could not have afforded to engage a private lawyer and without CAB's assistance he would not have obtained his divorce. He was appreciative of our assistance.

2.

Due to the high demand for our service, we usually take six to eight weeks to provide clients with their finalised documents.

A client and her husband attended CAB and they wanted us to draft their Wills. The client revealed that she was suffering from cancer and had been given only a few weeks to live.

Not wanting to cause any further anxiety at an already difficult time for her, we decided to expedite the finalisation of not only her Will but that of her husband too.

The very next day of the appointment, Marilyn opened the files and a paralegal drafted the Wills, which I then finalised. As per our standard procedure, Judy, Administrative Assistant, proof read the final versions and Anne, a volunteer, compiled the documents. I then signed off on the documents. The clients received their documents within three days of providing instruction.

The speed with which these documents were produced was possible due to team work.



Volunteer Paralegals Ingrid & Raymond hard at work.



Principal Solicitor Selva Stenross and solicitor Ryan Same visited the Joondalup branch to deliver refresher training for the volunteers.



Selva Stenross, CAB's Principal Solicitor, accompanied our CEO Kathryn Lawrence at Curtin Radio to speak about estate planning and to answer common questions.

Mediation Coordinator's Report

Citizens Advice Bureau's (CAB's) Mediation Service offers a mediation service that caters to three main areas – Family, Community and Commercial.

Family

- ✓ All children's matters
- ✓ Property and financial matters
- ✓ Children's and property matters combined

Community

- ✓ Dividing Fences
- ✓ Encroaching roots and branches
- ✓ Nuisance – pets or noise issues
- ✓ Variations made to a property that is having an impact on a neighbour's property

Commercial

- ✓ Workplace disputes
- ✓ Small business disputes
- ✓ Non-payment of unsatisfactory work
- ✓ Workplace facilitation

Mediator Panel

Ann BEALE
Mark BLUNDELL
Peter BYRNE (FDRP)
Margaret DIXON (FDRP)
Gillian EATELL (FDRP)
John FISHER
Shannon HAYES (FDRP)
Noray JONES (FDRP)
Barbara KWIECIEN (FDRP)
Rob LILLEY
Barry MENDELAWITZ
Margaret MENDELAWITZ (FDRP)
Emerson MUNRO (FDRP)
Hilda O'CALLAGHAN (FDRP)
Christine PITTMAN (FDRP)
David WARD (FDRP)

The Mediation Service has one full-time staff member, the Mediation Coordinator, who coordinates the service for CAB, assisted by a team of mediation administration volunteers.

Volunteer Mediator Panel

The panel of mediators consists of sixteen accredited volunteer mediators, eleven of whom are registered Family Dispute Resolution Practitioners (FDRP).

The panel is comprised of highly qualified and experienced mediators, most of whom have volunteered with CAB for five years or more. As a recognised Mediation Accreditation Body (RMAB), CAB is able to accredit mediators who have fulfilled necessary requirements, under the National Mediator Accreditation Standards, which include maintaining training levels and hours of mediation.

CAB regularly receives requests from mediators wishing to be on the panel. Applications are reviewed determining experience, suitability, and availability for the role as a volunteer panel member. As an RMAB, CAB offers ongoing reaccreditation for mediators who are members of the panel. CAB is able to provide monitoring and recording of our members' service delivery and their continued professional development in accordance with accreditation requirements.

All mediators must complete a minimum of 25 hours in conducting mediations and 25 hours of Continuing Professional Development every two years to be re-accredited. CAB provides in-house training for mediators once a month on areas that

are relevant to their work as mediators, including extensive debriefing sessions, and guest speakers working with family services and family law. All mediators are also advised of and encouraged to attend training opportunities external to CAB.

Mediation Services Statistics for Financial Year 2018/2019

Pre-mediations

In 2018-2019, 214 pre-mediations were held. Each party attending mediation is required to attend a pre-mediation assessment appointment with a mediator. All necessary paperwork must be received and checked prior to any communication commencing. CAB strictly adheres to Family Violence Restraining Orders, Violence Restraining Orders, and other court orders that are in place. Pre-mediation appointments can take approximately two hours. For family matters, screening for suitability, risk factors (for clients, their families, mediators, and CAB) and the client's capacity to mediate is determined by a qualified FDRP. This is to ensure the suitability of the matter for mediation and that the parties are able to mediate their issues within a safe environment.

Mediations

In 2018-2019, 131 mediation sessions were held. Family mediation sessions run for an average of three hours, and community mediations run for an average of two hours (longer if there are multiple parties involved). CAB uses a co-facilitation model, with two mediators co-mediating each mediation session. CAB is fortunate that its panel allows us to offer a gender balance in mediations if required.

Family Dispute Resolution: Case Study

The Mediation Service was contacted by a father to find out more about the mediation service and how the mediation process works. The father advised that he had been in a relationship for 7 years and has one child with his ex-partner. The couple had been separated for one year, but they had remained living in the same house until recently, largely for financial reasons.

Communication between the couple had broken down completely and they had a number of altercations which had resulted in the police being called to their home. The police had served the father with a 48 Hour Police Order and he has now moved out of the former family home,

and their child has remained living there with his mother. The father had not seen his child for two months and had been having ongoing arguments with his ex-partner about this.

An initial letter was sent to the other party (the child's mother) inviting her to attend an initial pre-mediation appointment. The other party responded and advised that she was willing to engage in mediation. Initial pre-mediation sessions were then arranged for each party.

In a pre-mediation session, the mediator explains how the mediation process works, as well as outlining any preparation that is required for mediation. The mediators also assess whether both parties are willing and able to fully participate in mediation. To inform this assessment, the mediators ask each party a comprehensive series of questions to assess the suitability of the matter for mediation.

In this instance, each party raised a number of issues during their pre-mediation appointments. These issues related to alcohol and other drug use, mental health issues, family violence, safety issues, and parenting capacity. After both pre-mediation appointments were completed, the mediators met with each other and with the Mediation Coordinator to discuss their assessments and to complete a risk assessment. The assessment made was that it was suitable to conduct mediation but that a number of measures would be put in place to manage any potential risks.

The parents attended their first mediation appointment and as part of this session, they agreed to discuss when they would each spend time with their child, how they would share financial responsibilities relating to their child, and how they would communicate with each other in relation to their child. During mediation, the mediators support parents to reach an agreement that is in the best interests of their children.

They also explain "equal shared parental responsibility", which means that both parents have an equal role in making decisions about the important issues that affect their child. This includes decisions about the child's education, health care, and emotional wellbeing.

By the end of the first mediation session, the parents had negotiated a draft parenting plan

Mediation Coordinator's Report continued ...

which outlined the time that each parent would spend with their child. The parents agreed that they would follow this draft agreement for the next two months to ensure that it worked for them both and for their child. The parents also agreed that the way in which they were communicating had been impacting on the wellbeing of their child, so they included in the plan how they would communicate with each other in relation to their child.

The parents returned for a second mediation session and agreed that the draft parenting plan had largely worked. With the support of the mediators, the parties were able to negotiate a final written agreement which included a detailed parenting plan. The parents both took an active role in developing the plan and were happy with all of the actions and plans outlined in the agreement.

At the end of the mediation appointment, the parties discussed what would happen if any further issues arose in the future and how they would resolve any potential future issues.

Community Mediation: Case Study

The Mediation Service was contacted by the Club President of a sporting association. The president stated that two members of the association were in dispute and that this dispute was impacting on the activities and operations of the association. The Club President advised that this dispute had been ongoing for over a year and that the association's attempts to address the issues with the members had not been successful.

The Board of Management of the sporting association had recently updated their Association Rules, in accordance with the Associations Incorporation Act 2015 (the Act). The Act states:

"All incorporated associations are required to include a dispute resolution process in the rules which may be required to resolve more complex or serious matters. The aim of a dispute resolution process is to reduce disharmony in an association and to provide a fair, consistent and timely approach to dealing with complaints and disputes."
<https://www.commerce.wa.gov.au/books/inc-guide-incorporated-associations-western-australia>

The Board had included mediation through Citizens Advice Bureau as the dispute resolution process in their updated Association Rules and now wanted to offer this service to their members to address their dispute.

The Mediation Coordinator advised the Club President that either of the parties in dispute could contact the Mediation Service directly to initiate mediation. One of the parties contacted the Mediation Service and letters were then written to both parties, to explain the mediation process and to invite both parties to attend mediation. Both parties subsequently accepted the invitation to mediate.

Pre-mediation assessments were completed with both parties, to explain the mediation process and to assess the suitability of the matter for mediation. The matter was assessed by the mediators as being suitable to proceed to mediation and so both parties were invited to attend mediation together, to work through the issues in dispute.

At the mediation session, the mediators guided the discussion and allowed both parties to give their point of view without interruption. The mediators also assisted by defining specific issues that were in dispute and that were raised by each party.

A number of possible options for resolution were suggested by each party and discussed in further detail. Both parties were able to consider these options and make necessary compromises. A written agreement was formulated from the discussion and the parties were happy that a solution was achieved that was agreeable to both parties.

Networking

CAB's Mediation Service is represented on a number of committees. These include:

- The Western Australian Dispute Resolution Association (WADRA)
- Western Australia Family Law Pathways Network (WAFLPN)
- School Conflict Resolution and Mediation (SCRAM) See separate SCRAM report

Conclusion

The location for our services continues to impress. We have a purpose built space for mediation services and it enhances CAB's high standards of service delivery to the community.

Continued and grateful thanks to our panel of mediators, all of whom give their time generously each week. Without their assistance mediation services at CAB would not exist. We acknowledge the hard work of all the mediation administration volunteers who provide support and assistance to the role of Mediation Coordinator.

Grateful thanks to Legal Aid WA, City of Joondalup, City of Vincent, Town of Cambridge, City of Subiaco, and Town of Mosman Park for their generous funding of our service.

Donna Quinn
Mediation Coordinator



Sue and Birute, a match made in heaven! They are both volunteering in mediation to assist Donna, mediation coordinator, with admin duties and lots of other bits and pieces.



Mediators Shannon Hayes and Robert Lilley preparing for a family mediation.



CAB participates in Homeless Connect each year to provide information and referrals to people who are homeless or at risk of homelessness. We can cover a wide range of matters and aim to give a few options so they can make their own independent decisions.

Schools Conflict Resolution And Mediation (SCRAM)

The Citizens Advice Bureau 'CAB' continues to be a valued sponsor of the Schools Conflict Resolution And Mediation (SCRAM) Program.

The Western Australian Dispute Resolution Association (WADRA) and the SCRAM Committee are very appreciative of CAB's ongoing support of this worthwhile program.

CAB's sponsorship has varied since 2002. Initially CAB provided financial assistance to enable rural schools to participate in the Program. Currently CAB provides a Team Award and other resources such as stationery, printing facilities and meeting rooms.

The Team Award is in recognition of the students' enthusiasm and engagement in the SCRAM Program and their contribution to the team's learning. The worthy recipient of the 2019 Team Award is Perth Modern School. My congratulations to teachers and students at Perth Modern School, well done!

SCRAM is a mediation competition open to year 9 and 10 students across schools in Western Australia. The Program provides students with the opportunity to develop, refine and practice problem-solving skills. They learn to deal with conflict in a productive manner in a fun and dynamic environment. The students develop an awareness of personal responsibility when dealing with other people through participation in age specific role-play scenarios where they take responsibility for their own actions and consider options to resolve the conflict, whilst ensuring the needs of all parties to the dispute are met.

Schools also benefit from being involved in the SCRAM Program; students learn life skills in dealing with conflict. They learn to listen to others points of view, negotiation skill and problem solving skills thereby reducing conflict in the classroom and the school environment.

The life skills the students learn flow through to their everyday life impacting on the community as a whole.

SCRAM is a Schools Curriculum and Standards Authority (SCSA) endorsed program. I am pleased to advise that SCSA has re endorsed this worthwhile Program until 2024.

By participating in SCRAM Year 10 students can receive accreditation towards their Western Australian Certificate of Education (WACE Certificate).

I thoroughly enjoy my role as Convener and Adjudicator of this fantastic program.

The dedication and commitment of these young people, their teachers and coaches is commended.

Thank you to the team of Adjudicators who generously give their time and share their knowledge and experience with these young students. A special thank you to Gillian Eattell, John Fisher, Noray Jones and Barbara Kwiecien who are volunteer mediators at CAB and also find the time to be involved in this worthwhile program.

Margaret Dixon
Convener
WADRA-SCRAM

Success Stories:

"I learnt important skills that can be used in everyday life."

"Our school is using our trained SCRAM Students to resolve conflicts in the school."

"It was fun and enjoyable. I learnt ways of resolving conflict."

"As a mediator (adjudicator), I thoroughly enjoy the energy that the students bring to their role-plays and personally witnessing their learning journey in dispute resolution."



Perth Modern School – SCRAM grand final 2018 winning team.



Grand Final winner 2018, Perth Modern School team, accepting the perpetual trophy presented by Judge Michael Gething, District Court of Western Australia.



Other services available at CAB

Legal Aid Virtual Office

Helen DeBrito

*Managing Solicitor - Legal Practice Development
Legal Aid WA*

Legal Aid WA has partnered with Citizens Advice Bureau WA to open four 'virtual' Legal Aid offices in Armadale, Joondalup, Mandurah and Midland.

The Hon. John Quigley, MLA, Attorney General of WA officially launched the 'virtual' offices on 3 July 2019 at Legal Aid WA's Perth office. There are six offices also being opened in regional locations in partnership with local agencies.

The concept is simple. Using video conferencing technology located in the CAB office, vulnerable members of the community are connected to Legal Aid lawyers in the Perth office to receive legal advice in family, civil and criminal law. The client attends the appointment at CAB agency, touches the screen on the unit and is connected to the lawyer in Perth who is delivering the service. The first virtual office opened in Mandurah in May. The other metropolitan offices are now all open for business.

CAB CEO Kathryn Lawrence and Volunteer Coordinator Elena Mauen have worked closely with the Legal Aid virtual office team to get this up and running. The CAB volunteers have offered amazing on the ground support, ensuring vulnerable clients feel supported and comfortable accessing this service. There has been really positive feedback from clients and lawyers about how easy the service is to use and how comforting it is to access services with the support of local community volunteers. There are dozens of people who have already had help with their legal problems and this service is already making a positive difference in the locations.



Helen DeBrito, Managing Solicitor - Legal Practice Development at Legal Aid, explaining the benefit of the Virtual Office Pilot Program at the official launch in July 2019.

Criminal Injuries Compensation

CAB partnered with the Criminal Injuries Compensation Office in 2015 to implement a free administrative service providing assistance to victims of crimes who are applying for compensation.

We offer administrative support to victims of crime who need assistance with Freedom Of Information requests, organisation of documents and completion of the form. In addition to this service, we are also able to provide free legal advice to victims of crime and their families on a case by case basis.

The Criminal Injuries Compensation Office recognised a lack of access for disadvantaged clients who require administrative assistance as opposed to legal advice. Some Community Legal Centres offer legal assistance with criminal injuries compensation but usually concentrate on the legal aspect of the claim and don't necessarily provide administrative support. Many Community Legal Centres also have eligibility criteria and means test which we don't have.

Our volunteers can assist victims of crime with simple and complex claims. These include applications for interim payment, applications for victims of family and domestic violence and applications for family members of victims of homicide.



"As the Criminal Injury Compensation administration volunteer, it has been my pleasure to assist victims in the submission of a claim at this very difficult time in their lives. Overwhelmingly their response has been how grateful and relieved that there is an organisation to help them navigate the complex paperwork required to make a criminal injury claim" – Meredith Moore.

In addition to providing administrative support to victims of crime, our volunteers can offer ad hoc information and referral in relation to issues they may encounter as a result of their circumstances.

We combine our legal service, CIC program and information and referral service and work together to provide comprehensive assistance to clients in need.

Tax Help

Tax Help is a network of ATO-trained and accredited community volunteers who provide a free and confidential service to help people complete their tax returns online using myTax.

Citizens Advice Bureau is proud to sustain a long-term relationship with the ATO and become an official Tax Help Centre from July to October each year. Most of our CAB offices provide Tax Help on site.

Like Noah (pictured below), CAB volunteers register their interest in the Tax Help program and receive comprehensive training by the ATO before they can assist clients. The training and accreditation must be renewed each year to ensure the service standards are met.

We can help clients lodge tax return online with myTax or claim a refund of franking credits. If our volunteers work out that clients don't need to lodge a tax return, they can also help with the completion of a non-lodgement advice form.



"As a Tax help volunteer, it has been very rewarding assisting individuals lodge their personal tax returns in circumstances where they may not be able to do so themselves. This services provides peace of mind for individuals whom are always very grateful for this service, and ensures that their personal tax returns are submitted by an ATO accredited individual"– Noah Le Tessier.

WA NILS

Dan Smith

Microfinance Manager

Financial Inclusion Anglicare WA

"We would like to thank Citizen Advice Bureau for the valuable support they provide the Western Australia community in accessing Anglicare WA's, Western Australia No Interest Loans Scheme (WA NILS) program. The staff at CAB are vital to the success of this program and we appreciate your ongoing support"



Matthew provides assistance to clients with WA NILS applications in the Perth office.

Branch Reports



Armadale Branch Coordinator's Report

Branch established in 2004

Statistics

Telephone: 2,089
In Person: 1,785
Total: 3,875

General

CAB Armadale is located in the foothills of the Darling Scarp which is known as the gateway to the South West. With a population in the City of Armadale of 87,634 there is a great need for the services that CAB provides. The community is made up of various cultures and a mix of residential housing and larger property holders.

The Armadale office opened 15 years ago, in February 2004 and is situated on the corner of Hobbs, Church and Commerce Avenue and is part of the Dale Cottages Retirement Village buildings.

We are fortunate to have a large reception area, and two separate offices that are used on a daily basis, for the Lawyer, Justice of Peace, NILS, Tax Help or Legal Aid Virtual Office.

A celebration morning tea was held for the 15th Anniversary of CAB Armadale. Approximately 50 guests attended including, Henry Zelones, the Mayor of Armadale Dr Tony Buti MLA, Alyssa Hayden MLA, along with some Board Members and Kathryn Lawrence, CAB CEO. The Armadale Senior High School provided catering and a booklet was handed out to guests about the volunteer work and evolution of CAB Armadale.

Statistics

It has been another busy year with clients on the phone and walk ins. The clients' needs have become more varied and with this, comes more complex problems to deal with.

50% of our stats are allocated to Family and Personal with 60% of those being Wills and Probate appointments. Our fortnightly lawyer, Selva Stenross has increased the amount of appointments by starting earlier.

72% of the clients who make contact with us, are single or couples with no children.

Volunteers Julie, Carol and Laurel had 125 NILS's appointments. Maria and Julie assisted 81 clients for Tax Help. Kerrie the Justice of the Peace assisted 433 clients. All the services have increased as people become aware of the variety of services offered in the CAB office.

Volunteers

Armadale have eight wonderful volunteers working either one or two days per week. All Volunteers have designated duties, which keep them busy and interested in their roles. I am always available on the phone every day to speak with and assist the volunteers.

Perth Office for Volunteer Week arranged a private viewing of the Movie "Swimming with Men" and yummy morning tea at the "Backlot Studios" in West Perth.

Meetings

Staff meetings are held every six weeks and Committee meetings every three months. The volunteers always come to the informative meetings, which are very productive. Guest speakers have been invited and talked on various subjects including My Health Record and Advocare.

Community participation

This has been another busy year for networking and building relationship with other organisations. These are a few of the events attended:

- The City of Armadale has formed a Networking Group of all the Agencies in the area and arrange for us to meet once a quarter
- Armadale High School again invited us to attend their special three course lunch cooked by the students.
- Minnawarra Arts Festival was held at the newly refurbished Armadale Hall and all the volunteers where invited to attend a High Tea.
- Selva held very informative talks on Family Law and Wills, EPA and EPG at the City of Armadale offices. These talks have resulted in more lawyer appointments.

Training

All volunteers attended training sessions in the Perth Office and Selva and Elena have been to the Armadale branch to give specific training as required. All training has been invaluable to all of the volunteers.

Conclusion

I expect 2019/20 to be another busy year.

There is a great team of support in Armadale CAB. We are fortunate enough to have the Principal Solicitor, Selva attending the office every two weeks. Visiting lawyer Keith Sorensen, who has supported and given his time freely since the opening of the branch, attends the office once per month. Thanks goes to Kathryn, Elena, Garry, Marilyn and the other staff in the Perth office who assist us in our day to day running of the office. The dedication and support from the volunteers in Armadale makes for a great working environment. Information and referral assistance given by the volunteers is always appreciated and greatly received by our clients.

Kerrie Schilling

Armadale Branch Coordinator



Armadale volunteers at the celebration of the 15th Anniversary of the branch in February 2019.

Bunbury Branch Coordinator's Report

Branch established in 1974

Statistics

Telephone: 718
In Person: 396
Total: 1,114

General

The Bunbury branch is situated in the same Stirling Street complex as the Senior Citizens Centre in Bunbury. It's open Monday to Friday from 9.00am to 1.00pm with extra time to 4.00pm on lawyers' day, dependant on the number of appointments we have.

Probate, Enduring Power of Attorney and Enduring Power of Guardianship Kits are available to purchase and are in high-demand.

In addition to these services, as authorised agents our Branch offered Tax Help to clients from mid - July to October 2018, and provided assistance with 24 WA NILS applications.

Statistics

Our clientele is primarily the elderly and people from a cross section of the community with queries related to Wills, EPA's, EPG's, and family, estate or tenancy concerns.

Volunteers

We currently have twelve active volunteers; the majority have been at the Citizens Advice Bureau for more than a year. Regrettably, we have lost a number of volunteers, including recent departures - John Creagh, Cheryl McQueen and Mary-Anne Hogue. We wish them well.

In order to address our fall in numbers, we have advertised our recruitment needs locally through the Volunteer South West Centre.

To celebrate National Volunteer Week, we hosted an event at the Parade Hotel. The luncheon was well received by the volunteers who were able to attend on the day. The group mentioned that we should get together more often.

Lou Milordis has stepped down as Bunbury branch Coordinator prior to taking leave and will be returning as a member of our volunteer staff. Greg Blake was appointed to share the role with Ingrid Franklin.

We would like to extend our warmest appreciation for the commitment and support Lou has and continues to provide in maintaining the office.

Meetings

Informal staff meetings are arranged to discuss any matters raised in communications from Perth office and by Bunbury staff. We also continue to enjoy telephone and face to face access with the volunteer Coordinator (Elena) when seeking guidance in relation to training and procedural processes.

Community participation

We continue to publicise our information, referral and legal service in local newspapers and on the community radio. Volunteers provide flyers and posters with detailed information promoting the services offered at the Branch.

We have accepted invitations and given talks to a number of community services to stimulate awareness of the assistance we can provide. We have made general presentations regarding CAB services and have distributed brochures resulting in very successful, positive outcomes.

- MS Society Bunbury
- Probus Club South Bunbury Branch meeting
- Gelorup Wellness Group
- Jobs South West Training Centre
- Australian Red Cross

Selva conducted a community legal education workshop for the general public at the Bunbury Regional Library situated near the CAB office. This workshop was organised by the Library and included advertisements for six weeks in the local media to further promote our services among the community.

Training

Volunteers from the Bunbury office have attended and completed training and are up to date with information on the following:

- ATO's Tax Help,
- WA NILS,
- Legal Appointment Training (organised by Selva) and
- New volunteer training organised by Selva and Elena
- My Health Record Training

All the above tuition was conducted at the Bunbury (Stirling Street) Branch and included volunteers from the Busselton Branch. Information Packs were provided during the sessions for new and existing volunteers attending. Participants' feedback from all training provided indicated that the sessions were beneficial and relevant to both new and existing volunteers.

Bunbury Branch Coordinator's Report continued ...

Conclusion

Our thanks go to all volunteers for their contribution. They work extremely well together and are willing to go the extra mile to help each other.

We would particularly like to recognise the time and valued effort that our team have collectively put into their roles. Without their dedication, our branch wouldn't be able to function effectively and the services to clients would be affected.

The Bunbury volunteers continue to provide assistance to the community with a high standard. We are confident that our branch's stability and quality of our volunteer memberships will allow the development of our committee in the near future.

Thanks are extended to Kathryn, Elena, Marilyn and Garry for their ongoing support and invaluable help. Also thanks to Selva, the Principal Solicitor, for the expertise given to all our clients. The legal service is extremely valuable to the local community.

Greg Blake & Ingrid Franklin
Bunbury Branch Coordinators



Armadale branch coordinator Kerrie Schilling visited the Bunbury office. Here she is with Ingrid Franklin and Greg Blake, Bunbury branch coordinators, and Principal Solicitor Selva Stenross.

Busselton Branch Coordinator's Report

Branch established in 1975

Statistics

Telephone: 487
In Person: 392
Total: 879

General

The Busselton Citizens Advice Bureau branch opened in 1975. It is currently located in the Community Resource Centre behind the Busselton Library.

The tenants of the resource Centre meet every three months with the shire representative. We have requested better signage which has been approved and will be erected in the near future.

The branch is open from 10.00am until 1.00pm Monday to Friday.

CAB Busselton provides a legal advice service once a month with the Principal Solicitor.

Statistics

Most of our enquiries come via the phone partly because we are not easily visible but hopefully with new signage that will change. Most of the questions relate to Wills, EPA's and EPG's with general enquiries re family law, divorce, access to children and estate matters. Often, there is a mixture of all of the above issues to deal with.

Volunteers

Since my appointment as Branch Coordinator, we have worked hard to recruit and encourage more volunteers to cover all days and have a couple of relief staff on the team. It is good to report that we have added two new volunteers. Two of our volunteers have been here for approx. five years and are excellent at helping to train new volunteers.

Our volunteer Emmie Whitehouse has been able to return for just one day per week and enrolled on the Tax Help scheme as we do not have anyone else doing the Tax help this year. Three members of staff have also done the training for WA NILS. We see these services as a great asset to the branch.

Meetings

We have been trying to have a staff meeting once a month but it is often very difficult for everyone to be available. We will now meet every two months on a Monday morning for an hour.

We have been without a committee for the past two years however; there is a possible member of the City of Busselton who is willing to join us if reelected next year.

Community Participation

As coordinator, I have been invited to speak to different groups to present CAB services. It is often commented that these groups do not know what we do or where we are, so this has been helpful in getting the information out to the community.

I have also attended several workshops and community talks. Recently I was at the workshop regarding the Federal scheme for Work Health and safety where a new law was discussed. This shouldn't affect volunteers but it was good to be kept informed.

Training

Busselton volunteers often join in with Bunbury to attend refresher training provided by Selva. We also attend combined training for new volunteers. Selva and Elena have delivered this training on two occasions with another scheduled in September.

Conclusion

Thank you to the Perth office staff for their support, especially Garry who has been the treasurer until we can find someone suitable to take on this role in Busselton.

Toni Jacobsen

Busselton Branch Coordinator



The Busselton volunteers enjoying a festive Christmas lunch.

Fremantle Branch Coordinator's Report

Branch established 1966

Statistics

Telephone: 472
In person: 235
Total: 707

General

Fremantle Citizens Advice Bureau re-opened in March 2018 at Woodsons Arcade. Office hours are Monday to Thursday 9.30am to 3.00pm Friday 9.30am to 2.00pm. The premises are easy to find, especially since Margaret developed a mud map for people who are attending appointments.

We have two Solicitors now, Ryan comes in once a month on a Wednesday from the Perth office to draft up Wills, Enduring Powers of Attorney, and Enduring Powers of Guardianship and provide advice on Probate and Letters of Administration. Our visiting lawyer, Mark gives Family Law advice on a Friday fortnight and is very popular.

Statistics

Our clientele are mainly the elderly and of course the ones wanting advice on how to proceed through the legal system.

Volunteers

We are 10 volunteers in number with a very varied history of employment. They are all very professional, mature and responsible with lots of empathy for clients. Our latest recruits are Helen, Cyndie, and Kate. We welcome them to the team.

WA NILS continues to keep Margaret, Opal and Kaye very busy. Hopefully we will be able to provide TAX HELP in 2020 as we were unable to have this service in 2017/18 and 2018/19.

Meetings

Staff meetings are held on a monthly basis and are found to be very useful and informative and well attended. This is a very good sounding board for our new volunteers.

Community participation

We had a stall through City of Cockburn along with other entities to promote CAB in the Gateway Shopping Centre May 25th which was a roaring success.

Training

We have attended various training and educational sessions which we continue to find very helpful.

Conclusion

My thanks go to all the wonderful volunteers who give their time to CAB Fremantle to help the community. They have been a huge support to me and make my job as branch coordinator a lot easier.

Pat Baxter

Fremantle Branch Coordinator



Fremantle branch coordinator, Pat Baxter, at the Volunteer Day Expo at Cockburn Central Shopping Centre.

Joondalup Branch Coordinator's Report

Branch Established 1999

Statistics

Telephone: 2,476
In person: 422
Total: 2,898

General

We are situated in Lotteries House Joondalup and are one of seven tenants in the facility. We operate five days a week 9.00am to 3.00pm and are within walking distance of the Lakeside Shopping Centre where volunteers usually park. We have quite a few walk-ins purchasing EPA's, EPG's and Probate Kits and requesting Lawyer's appointments. Coordinator Diane Cook is still on the Board of Lotteries House, it comprises of a few of the tenants, representative from the City of Joondalup and an accountant from an Accounting firm. Every couple of months, there is a fire drill where all of Lotteries House shuts down. It has been confirmed that we have another five years renting in Lotteries House.

Statistics

Client calls are mainly for family and will appointments otherwise general enquiries are about family information and separation.

Volunteers

We currently have 18 volunteers with one working as a relief volunteer. Our volunteers also have other volunteering positions so working three hours a day suits them very well. Volunteers have made friends in and out of the office, where we have coffee mornings every second month at a local coffee shop. Our volunteer base is fantastic and we make sure to give out birthday cards to show our appreciation. These are sent out to by a volunteer who organises and oversees this process.

WA Nils is ongoing with appointments usually weekly on a Wednesday morning only.

Tax Help is another program offered at Joondalup, this is July – October 2019. City of Joondalup has us on their web-site for Tax Help, which we appreciate.

We have Ryan Same from the Perth Office twice a month and our visiting lawyer, Nerys Lloyd once a month every third Friday in the month.

Legal Aid Virtual Office

This was set up ready for the 11th June 2019 each Tuesday. A photo was taken by the local paper to show the partnership between CAB and Legal Aid for the launch of the Virtual Office.

Meetings

We had three Volunteer meetings this year with guest speakers, Christmas break-up held in December where we had 100% attendance. Board Meetings are held three times in the year which includes an AGM.

Coordinator Meetings are held every three months in the Perth office, these meetings are very important for all the Branches to discuss their individual Branch.

Community

We have free advertising in the Little Aussie Directory which gives us great exposure.

I have been asked to speak at the Joondalup Resource On September 25th for 5 minutes which I will be accepting and have conducted other community talks in 2018/19.

Training

New volunteers, including relief staff attended the new volunteer training in Perth.

Refresher training was organised and Selva Stenross and Ryan Same attended a meeting in the Conference Room at Lotteries House. Legal Aid also held a workshop at their premises in Perth, ahead of the launch of the Virtual Office.

Conclusion

The office is running efficiently at this time. The roster can be challenging at times but volunteers work well together and often offer to cover shifts. We have had ongoing support from Elena Mauen, Gary Bleakley, and Marilyn Martion.

We are very grateful to have a Lawyer's service that is extremely valuable to the community.

We look forward to another fulfilling year ahead helping out the Community to the best of our ability.

Diane Cook

Joondalup Branch Coordinator



Chris from CAB Joondalup trying out the Legal Aid Virtual Office.

Kwinana Branch Coordinator's Report

Branch established in 1994

Statistics

Telephone: 491
In Person: 360
Total: 851

General

CAB Kwinana is located at the Darius Wells Library and Resource Centre, 2 Robbos Place and is open on Tuesdays, Wednesdays and Thursdays from 10.00am to 3.00pm. The office is also open on Monday (once a month) to provide a legal service.

The volunteers assist clients by providing information and referrals via a telephone or walk-in service.

Fact sheets and brochures on a wide range of matters are displayed in the office and clients can also purchase Probate, Enduring Power of Attorney and Enduring Power of Guardianship kits.

A staff lawyer visits the branch once a month to give legal advice and provide document preparation on family law matters, Letters of Administration, Probate and Will, Enduring Powers of Attorney & Guardianship.

Additional services available at the branch include assistance with WA NILS (No Interest Loan Scheme) and Tax Help.

Statistics

Most of our clients contact us through our Infoline to discuss family and personal matters.

Our audience is predominantly female who are 60+ and need assistance with estate matters (including wills) or family law.

Volunteers

Six volunteers are providing services at the Kwinana branch and are rostered in pair.

Our volunteers share a common passion to help the community and work well as a team. They all possess great communication skills and love to go the extra mile to provide excellent customer service and assist clients.

Meetings

Branch meetings are held every six weeks with the Chairperson Carol Adams, Secretary Bob Thompson and Treasurer Tanya Samuel.

Coordinators' meetings are organised every three months and held at the Perth office. This is a platform for coordinators to share ideas, concerns and build relationships.

Community Participation

The Kwinana Branch has contributed to the community in various ways:

- We participated in "Getting to Know you Day" at the Marketplace Shopping Centre with other Volunteer resource groups within the Kwinana area.
- We had a display in the Library each day for 3 months.
- Selva Stenross, Principal Solicitor delivered a community legal education on Wills, Enduring Powers of Attorney & Guardianship at the Darius Well Centre.

Training

The Rockingham branch joined us for refresher training presented by Selva and Garry to prepare us for the launch of the legal service. Volunteers received comprehensive training on booking legal appointments, conflict checking, understanding the different areas of law and receipting.

Conclusion

The Kwinana branch is thrilled to have extended the services to the community and offer a legal service.

The branch Committee and coordinator brainstormed ideas to further promote CAB and the services available at the branch. We are hoping to reach a broader range of clients in the Kwinana, Cockburn and Rockingham areas.

Sadly, Kerry Smith who was the branch coordinator since 2014 resigned from her position. She will continue to volunteer her time as an information & referral officer.

Kerry would like to thank everyone at the Perth office for the help and support they have given her during her time as Coordinator. Special thanks to the Volunteers for their loyalty and the professional way in which they carry out their duties.

Elena Mauen

*Volunteer & Client Services Coordinator
On behalf of the Kwinana Branch.*



Mel is one of the seven volunteers who service the Kwinana branch.

Mandurah Branch Coordinator's Report

Branch established in 1977

Statistics

Telephone: 1,189
In Person: 4,735
Total: 5,924

General

We are located in our own building at 13 Sholl Street Mandurah and we are open Monday to Friday 9.00am to 2.00pm.

We provide Tax Help, assistance with WA Nils and attend the local Courts. We also have Justice of the Peace available on Thursday and Friday between 10.00am and 12.00pm. They are kept extremely busy.

Legal Aid Virtual office started in May and is an excellent service to the community.

Statistics

The main area clients seek assistance with is family and personal. We also have a high clientele on Thursday and Friday with clients accessing the JP service.

Volunteers

We have 20 active volunteers including three new volunteers. Our volunteers perform varied tasks and in addition to providing information and referrals to clients, also help with the below services.

Tax Help

Our volunteers commenced on 22nd July again this year and we have had an extremely busy schedule last year.

We are an agent for WA NILS applications and one of our volunteers attends to these on a regular basis.

Our volunteers attend the Magistrates Court on Tuesday and Friday each week and another volunteer attends the Children's Court once a month.

Meetings

Since I started as branch coordinator, we have held monthly staff meetings which allow volunteers to get together and discuss any issues they may be having.

Community participation

I have been to a couple of meetings at the Peel Resource Volunteer Centre where volunteers from the town get together.

A number of volunteers and I attended the recent National Volunteers gathering at the Mandurah Arts Centre.

Training

New volunteers attended Part A and B of the new volunteer training session held in Perth.

Volunteers also received training at Legal Aid for the launch of the virtual office.

Conclusion

Many thanks must go to the Mandurah City Council for their ongoing support and assistance and to all the volunteers who carry out their duties superbly. Thanks must also go to the JP's for their regular attendance and hard work. I would also like to give a special thanks to Lyn who does our rosters and Jean who is our hardworking Secretary/Treasurer.

Frances Cain

Mandurah Branch Coordinator



Joy and Lorna volunteer at CAB Mandurah and share a common passion to assist people in their local community.

Midland Branch Coordinator's Report

Established in 1993

Statistics

Telephone: 2,489
In Person: 1,247
Total: 3,736

General

The Midland office is located in the People Who Care Building, 23 Old Great Northern Highway. It is open Monday to Friday from 9.00am until 3.00pm.

We have a lawyer who comes into the branch on a fortnightly basis to provide legal advice and document preparation on Family Law, Wills, Enduring Power of Attorney and Enduring Power of Guardianship, Letters of Administration, Probate and Estate matters.

Clients can purchase Probate, Enduring Power of Attorney and Enduring Power of Guardianship kits for a small fee. They can also help themselves to brochures and fact sheets on a broad range of matters.

A Justice of the Peace is available every Wednesday from 10.00am to 1.00 pm.

Statistics

Just fewer than 68% of our clients contact us through the Infoline. The stats show a high demand for family and personal matters, which include family and estate matters. The second highest category is for JP queries. Our clients are mostly female who are in their 30's, 40's, 50's and 60's+.

Volunteers

The Midland office is composed of a team of 15 dedicated volunteers, with one currently on long leave due to ill health. Four new volunteers joined the branch to provide services to the community.

Mary Shaw, branch coordinator resigned from her role in February 2019 and Volunteer Coordinator Elena has been acting in that position, overseeing the volunteers and client services at the branch.

Meetings

Staff meetings are held throughout the year to ensure smooth communication, and keep volunteers up to date with changes and information. Committee meetings are chaired by Ken Duffy whom we thank for his dedication and years of service.

Community Participation

Two volunteers participated in the Swan Volunteer Expo and presented CAB as an established volunteer organisation. A few expressions of interest came through and a volunteer joined us as a result of attending this event.

The Principal Solicitor delivered community legal education to the Country Women's Association in Midland, discussing Wills, Enduring Powers of Attorney and Guardianship. Approximately 40 people attended the talk.

Flyers promoting the branch services were distributed in the local library and other relevant community.

Training

Refresher training was organised in February, Selva and Elena visited the Midland office to deliver the session. All volunteers are up to date with training and information.

A couple of volunteers attended an info session at Legal Aid with regards to the Virtual Office coming to Midland as part of a partnership with Legal Aid. The service should launch in the next financial year.

A volunteer attended the Perth office to have a catch up with Elena after a few months off duties. We are glad to welcome back Mary James on Wednesdays.

Conclusion

There have been a number of changes in the Midland branch this year, including a shortage of staff which impacted on the opening of the office on certain days and delivery of the services. This was resolved after a short period of time, and volunteers worked as a team to cover shifts whenever possible.

The treasurer announced that she will no longer fulfil this duty, however she is committed to continue her role as information & referral officer and assist with the heavy workload on lawyer's day.

As the acting branch coordinator, I would like to thank the volunteers for their assistance, team spirit and willingness to help vulnerable clients.

Elena Mauén

*Volunteer & Client Services Coordinator
On behalf of the Midland Branch*



The Midland volunteers showing their strong bond in and out of the office.

Rockingham Branch Coordinator's Report

Branch established 1979

Statistics

Telephone: 1,128
In Person: 1,683
Total: 2,811

General

The Branch is located across the road from the busy Rockingham Shopping Centre, in the St Nicholas Church administration building together with other services such as Anglicare & Scales. With these entities we are well placed to receive good pedestrian traffic.

Our office is open from 9.30am Monday to Thursday, and close at 3.30pm, Fridays close at 12.30pm.

Our business activity increases noticeably when we have a Lawyer available, the word gets around and we do have many more enquires generally.

We finally obtained a Banner illustrating CAB's services, which we will put to good use in October for the annual Seniors & Carer's Expo and other functions yet to be determined.

Statistics

From the beginning of the year our "In Person" visits were 62% and had reduced to 49% at the years end. Conversely "Telephone" commenced at 38% and rose to 51% at end of the year. Apart from the December quarter, showing 595 contacts, the other 3 quarters were 712 to 780 contacts.

Volunteers

The group of volunteers works together well as a team, and are from all walks of life with varied work experiences and qualifications.

Currently we have 16 members included long serving volunteers Joan Fulford (23 years) and Gordon Crane (18 years) whom we nominated for the Community Citizen of the Year Awards – Seniors. The nominations were successful and a most enjoyable morning was had by all at the City of Rockingham offices where the Mayor Barry Sammels presented the well-earned Awards on Australia Day.

We are recruiting to include a couple more volunteers to the roster which will allow us to cover for long leave and sickness.

Meetings

Meeting 2 March 2018

This was the first meeting for me as Coordinator, wherein general daily procedures were discussed. Including inward correspondence, roster planning and general information about local services offered in our area.

We do have frequent contact with Anglicare in the next office exchanging information and assisting each other. Scales is another service in our building where we have many exchanges also.

Meeting 2 July 2018

Discussions were had regarding very quiet days where little activity occurred, particularly on the Monday afternoons, this lasted for a short period and we were soon back to normal.

I established a "Daily procedure," to be followed by all staff each day to ensure we had continuity.

Tax Help was discussed and Margot & Ray volunteered for next year.

We made a booking for a stall at the Seniors & Carers Expo event in October. This is a great exposure for CAB Rockingham, to have our message in the public arena.

AGM Meeting was held on 8 August 2018. We had the CAB President Barbara Kwiecien and Elena, Volunteer & Client Services Coordinator from Perth office attending the meeting.

We discussed Criminal Injuries Compensation program, WANSLEA grandcarer scheme and enquired about practising certificate for retired visiting lawyers.

Meeting 12 April 2019

Caroline, the lawyer who visited our branch fortnightly resigned. Ryan same has been announced as replacement and will be visiting the branch on a monthly basis. We also discussed procedural items such as holiday roster, City of Rockingham Grants, recruitment and Nils appointments.

Community participation

Communicare Rockingham opened a new office in July and invited us for the launch. I was not available to attend, however made contact with the Family and Community Services Manager to discuss referrals.

City of Rockingham's Counsellor Andrew Burns has been helpful with procedural matters concerning the City's affairs. I am in touch with him frequently.

We are in daily contact with Anglicare and their Manager Lisa is always supportive.

We have built a good relationship with them and exchanging information regularly. They are also supportive and we collaborate well.

I have in mind to address our local Tai Chi (I am a member) to deliver a community talk and raise awareness about CAB services.

Rockingham Branch Coordinator's Report continued ...

Training

Refresher training was organised in the New Year with the Kwinana volunteers. This was to ensure we were all up to date with information and able to book appropriate appointments ahead of the fortnight legal service starting.

In June 2019, two of our members (Jo & Lyn) attended a presentation in the Perth office on Domestic Violence which they found very interesting and informative.

Conclusion

I would particularly like to thank Perth Office's staff for their assistance during the year. Both Elena & Garry are always most helpful and willing to assist with our queries. Also Kathryn, who must be the busiest person there has time for us with various matters that come up and need clarification.

Max Stewart

Rockingham Branch Coordinator



Gordon has been at CAB for over 19 years & Joan will reach her 25 year milestone in 2020. They volunteer at CAB Rockingham and received the Community Citizen of the Year - Senior Awards on Australia Day 2019. What an incredible achievement for them both!

Statistics



Summary

Perth Office	Client Enquiries			Last Year
	Interviews	Telephone	Total	
General	439	17,551	17,990	17,884
Legal	4,623		4,623	3,486
Tax Help	19		19	20
Justice of the Peace	8,969		8,969	9,942
Sub Total	14,050	17,551	31,601	31,332

Branches	Client Enquiries			Last Year
	Interviews	Telephone	Total	
Armadale	1,785	2,089	3,874	3,756
Bunbury	396	718	1,114	1,013
Busselton	392	487	879	667
Fremantle	730	1,484	2,214	707
Joondalup	422	2,476	2,898	2,961
Kwinana	360	491	851	801
Mandurah	4,735	1,189	5,924	6,729
Midland	1,247	2,489	3,736	5,408
Rockingham	1,683	1,128	2,811	2,532
SUB TOTAL	11,750	12,551	24,301	24,574
TOTAL	25,800	30,102	55,902	

WA No Interest Loans	Client Enquiries			Last Year
	Interviews	Telephone	Total	
Perth	14			18
Armadale	22			19
Bunbury	5			0
Busselton	1			4
Fremantle	34			10
Joondalup	0			12
Kwinana	5			4
Mandurah	20			8
Midland	0			1
Rockingham	0			27
TOTAL	101			103

GRAND TOTAL			56,003	56,009
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Legal Advice

Perth and Branches		Last Year
Appeals	0	1
Bankruptcy	0	1
Business	3	2
Civil	0	1
Consumer	12	18
Contracts	65	63
Criminal	14	16
Debt	14	20
Dividing Fences	38	51
Employment	0	0
Estate Matters	184	216
Family Law	1,895	1,247
Financial	3	4
Guardianship	0	0
Housing/Tenancy	8	14
Insurance	13	19
Letters of Administration	295	284
Neighbour Disputes	11	37
Personal Injury	16	12
Probate	466	341
Professional Negligence	2	4
Property	62	76
Restraining Orders	7	8
State Administrative Tribunal	2	0
Traffic	23	18
Vehicle Accident	0	0
Wills POA EPG	1,454	1,002
Workers Compensation	0	1
Other	36	30
TOTAL	4,623	3,486

Documents Produced

Perth and Branches		Last Year
Family Court Documents	34	25
Enduring Power of Guardianship	638	492
Letters of Administration	119	127
Enduring Powers of Attorney	704	549
Probate Affidavits and Other	84	91
Wills	1,029	797

Returns

Summary Perth Office

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	260	8,661	8,921	9,297
2. Money Matters	29	438	467	416
3. Housing, Land, Accommodation	47	2,184	2,231	2,160
4. Consumer, Trade, Business	15	1,388	1,403	1,352
5. Law	30	1,636	1,666	1,421
6. Social Security Benefits, Veterans Affairs, Other Benefits	7	32	39	33
7. Insurance	7	108	115	123
8. Local, State, Federal Government and Statutory Bodies	6	979	985	1,012
9. Medical	2	41	43	47
10. Employment	9	159	168	151
11. Education, Training, Bursaries	2	10	12	6
12. Specific Migrant Requests	11	82	93	41
13. Travel	2	16	18	12
14. Requests for Cab Services	8	1,688	1,696	1,668
15. Clubs/Organisations and Associations	0	5	5	10
16. Local and General Information	4	124	128	135
TOTAL	439	17,551	17,990	17,884
Males	196	6,989	7,185	7,021
Females	243	10,562	10,805	10,863

Summary Branches

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	3,372	7,040	10,412	10,327
2. Money Matters	809	1,058	1,867	1,753
3. Housing, Land, Accommodation	230	573	803	749
4. Consumer, Trade, Business	109	288	397	365
5. Law	1,940	814	2,754	2,671
6. Social Security Benefits, Veterans Affairs, Other Benefits	80	55	135	119
7. Insurance	21	50	71	68
8. Local, State, Federal Government and Statutory Bodies	2,520	1,016	3,536	4,348
9. Medical	64	70	134	134
10. Employment	54	101	155	162
11. Education, Training, Bursaries	8	2	10	7
12. Specific Migrant Requests	55	35	90	82
13. Travel	40	17	57	70
14. Requests for Cab Services	1,063	888	1,951	1,895
15. Clubs/Organisations and Associations	15	12	27	17
16. Local and General Information	1,370	532	1,902	1,807
TOTAL	11,750	12,551	24,301	24,574
Males	5,258	3,925	9,183	9,684
Females	6,492	8,626	15,118	14,890

Perth and Branches combined – Explanatory detail

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal				
(a) Marital: Separation, Divorce, Custody	746	7,435	8,181	8,765
(b) Regulations: Family, Name Change	20	55	75	67
(c) Miscellaneous Problems: Young People	25	62	87	65
(d) Miscellaneous Problems: Adult Persons	138	249	387	314
(e) Food and Material Needs	93	19	112	118
(f) Deaths, Funerals, Wills, Probate, etc.	1,865	7,051	8,916	8,813
(g) Power of Attorney	745	830	1,575	1,482
TOTAL	3,632	15,701	19,333	19,624
2. Money Matters				
(a) Mortgages /Loans	40	182	222	193
(b) Debts /Hire Purchase /Credit Accounts	49	274	323	263
(c) Financial Counselling	89	193	282	238
(d) Investment /Superannuation	31	70	101	94
(e) Taxation (Personal, Land, Stamp Duty)	358	399	757	922
(f) Banking Complaints	13	1	14	2
(g) NILS	258	377	635	457
TOTAL	838	1,496	2,334	2,169
3. Housing and Land				
(a) Home or Land Purchase or Sale	108	993	1,101	1,105
(b) Home Building Advice /Disputes	25	208	233	189
(c) Landlord /Tenant	92	1,350	1,442	1,387
(d) Accommodation	32	45	77	52
(e) Strata Titles, Corporate Bodies	20	161	181	176
TOTAL	277	2,757	3,034	2,909
4. Consumer, Trade, Business				
(a) Unsatisfactory Goods & Services	65	1,438	1,503	1,442
(b) Small Business Information	7	70	77	52
(c) Professional Fees & Complaints	10	23	33	43
(d) Consumer Information	42	145	187	180
TOTAL	124	1,676	1,800	1,717
5. Law				
(a) Enquiries (e.g. Summons, Referrals)	1,839	1,796	3,635	3,600
(b) Motor Vehicle Accidents	22	91	113	110
(c) Traffic Offences	43	304	347	146
(d) Restraining Orders	28	129	157	116
(e) Legislation (What the Law says)	20	79	99	72
(f) Complaints (e.g. Fees, Lawyers)	18	51	69	48
TOTAL	1,970	2,450	4,420	4,092

Returns continued ...

Perth and Branches combined – Explanatory detail *continued ...*

6. Social Security Benefits	Interviews	Telephone	Total	
(a) Social Security Benefits	56	65	121	97
(b) Veterans' Affairs Benefits	1	2	3	3
(c) Overseas Pensions	4	9	13	8
(d) Seniors Cards	26	11	37	44
TOTAL	87	87	174	152
7. Insurance	Interviews	Telephone	Total	
(a) Property	11	77	88	76
(b) Personal Insurances	7	60	67	70
(c) Public Risk	5	6	11	11
(d) Workers Compensation	5	15	20	34
TOTAL	28	158	186	191
8. Government	Interviews	Telephone	Total	
(a) By-Laws: Fencing, Dogs, Trees, Noise	80	628	708	699
(b) Members of Parliament	4	6	10	9
(c) Local Government Information	22	51	73	61
(d) Justice of Peace	2,402	1,298	3,700	4,581
(e) Electoral Matters	17	9	26	10
(f) Copyright and Patents	1	3	4	0
TOTAL	2,526	1,995	4,521	5,360
9. Medical	Interviews	Telephone	Total	
(a) Health: Mental and Physical	17	32	49	56
(b) Information and Support Groups	21	27	48	52
(c) Alcohol and Drugs	2	5	7	5
(d) Hospital and Medical Benefits	6	4	10	8
(e) Hospital and Nursing Homes	11	17	28	18
(f) Medical Complaints	9	26	35	42
TOTAL	66	111	177	181
10. Employment	Interviews	Telephone	Total	
(a) Employment /Unemployment	22	107	129	125
(b) Self-Employment	3	11	14	8
(c) Employer-Employee Disputes	17	97	114	113
(d) Union Matters	1	1	2	3
(e) Wages and Awards	14	22	36	40
(f) Discrimination, Harassment	5	12	17	11
(g) Occupational Health & Safety	1	10	11	13
TOTAL	63	243	323	313
11. Education & Training	Interviews	Telephone	Total	
(a) Financial Assistance	7	6	13	6
(b) Pre-School, Primary, Second, Tertiary	2	5	7	7
(c) HECS (Higher Educ Cont Scheme)	1	1	2	0
TOTAL	10	12	22	13

Perth and Branches combined – Explanatory detail *continued ...*

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
12. Migrants				
(a) Specific Problems	42	69	111	71
(b) General Queries (e.g. Citizenship)	24	48	72	52
TOTAL	66	117	183	123
13. Travel				
(a) Passports, Visas, Consulates	27	28	55	63
(b) Travel Agencies	10	0	10	6
(c) Accommodation	0	3	3	1
(d) Tourism	5	2	7	12
TOTAL	42	33	75	82
14. CAB – Requests to CAB				
(a) Public Relations	443	984	1427	1,550
(b) Pamphlets, Information about Bureau	157	53	210	179
(c) CAB Legal appointments made	396	740	1136	1,110
(d) CAB Legal appointments cancelled	9	145	154	111
(e) Query on status of documents	45	76	121	53
(f) Criminal Injuries compensation	4	20	24	5
(g) Mediation: The Process	11	146	157	180
(h) Mediation: Relationships: Matrimonial	0	274	274	306
(i) Mediation: Intra Family	3	103	106	31
(j) Mediation: Community	3	30	33	35
(k) Mediation: Commercial	0	5	5	3
TOTAL	1,071	2,576	3,647	3,563
15. Clubs & Organisations				
TOTAL	15	17	32	27
16. Local & General Info				
TOTAL	374	374	2,030	1,942
GRAND TOTAL	12,189	30,085	42,291	42,458

Auditor's Report

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Treasurer's and Auditor's Reports

(For simplicity of presentation, the figures in this summary have been rounded)

The Audited Financial Statements

It is my responsibility as Treasurer to present to the members of CAB the Audited Financial Report for the year ended 30 June 2019.

The audited Financial Statements comply with the relevant Australian Accounting Standards and form part of the Annual Report which will also be available on the CAB's website.

Independent Auditor's Report

The Auditor's Report states:

"In our opinion, the financial report of Citizens Advice Bureau of Western Australia (Inc)... [gives] ...a true and fair view of the entity's financial position as at 30 June 2018 and of its financial performance and cash flows for the year ended on that date."

For further detail please read their full report.

Statement of Financial Performance

This Statement has two sets of numbers, one for Perth and the other Consolidated (the sum of Perth and Branches). Each has comparative figures for the previous year. Most of the income and expenses are reflected in the "Perth" columns.

The consolidated figures show a deficit of \$84,000 (last year \$118,000 deficit).

Statement of Financial Performance - Consolidated

The Consolidated columns distribute the Grants to Branches of \$152,000 (last year \$127,000) shown in the Perth columns, over the relevant expense items.

Overall the Branches, which performed within budget for the year, contributing in total a small gain of around \$5,500 (last year \$2,500 deficit) to the consolidated result.

Statement of Financial Performance - Perth

We were pleased to see PPT funding resume this year, which together with an increase in our fees for legal services raised our overall income substantially. However, the continuation of rises in staff costs under the award and the rise of some costs related to the increased legal fee income caused overall costs to rise offsetting the increased income.

In summary the Perth columns show total income of \$1,388,000 (\$1,247,000 last year), and expenses of \$1,478,000 (\$1,361,000 last year) showing a loss of \$89,000 (\$115,000 last year).

At last year's AGM, it was reported that the underlying causes of the losses had been overcome and an early recovery was expected. Unfortunately the recovery is taking longer than anticipated.

Statement of Financial Position

CAB is fortunate that strong performance in earlier years has left cash resources large enough to absorb a consolidated loss of over \$84,000 without encountering any difficulty in paying all costs. The Statement of Financial Position shows that the Accumulated Funds dropped from last year's \$279,000 to \$195,000 at the end of this year, but still has strong liquidity.

In the face of a difficult funding environment, CAB remains sustainable with a large team of over 250 dedicated and loyal volunteers. With their help, CAB continues to provide much needed services to the community and was able to increase the range of services offered. It should be noted that our branches are run entirely by volunteers, as is much of the work in Perth. In addition to the information and referral service, volunteers are assisting with WA Nils (Anglicare) applications, Tax Help (ATO), Criminal Injuries Compensation (Department of Justice) and Legal Aid Virtual Offices. This demonstrates CAB resources and willingness to collaborate with other agencies, without receiving increased funding.

The CEO estimated last year that the contribution from these volunteers had an annual cash equivalent of close to \$2.5million, about double the direct financial cost of the enterprise.

The Future

The Board is aware of the many challenges that contributed to the unsatisfying financial performance for the last two years, but believes that much has been achieved. The Budget for 2019-20 reflects the restructured legal fees and anticipates a return to surplus.

It is encouraging to report that the first month of the new financial year showed a substantial profit, the first for a long time.

Paul Setchell
Treasurer

CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT BY THE BOARD OF MANAGEMENT

In the opinion of the Board of Management of the Citizens Advice Bureau of Western Australia (Inc):

- (i) The Bureau is not a reporting entity and therefore there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements in the preparation of this financial report.

The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1;

- (ii) The accompanying financial report presents fairly the financial position of the Bureau as at 30 June 2019 and the results of its operations and cash flows for the year then ended in accordance with accounting policies described in note 1 to the financial statements;
- (iii) The operations of the Bureau have been carried out in accordance with its Constitution; and
- (iv) At the date of this statement, there are reasonable grounds to believe that the Bureau will be able to pay its debts as and when they fall due.



Signed in accordance with a resolution of the Board of Management by:

Kathryn Lawrence

Name:

Dated this 25 day of September 2019

**RSM Australia Pty Ltd**

Level 32, Exchange Tower
2 The Esplanade Perth WA 6000
GPO Box R1253 Perth WA 6844

T +61 (0) 8 9261 9100
F +61 (0) 8 9261 9111

www.rsm.com.au

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)**

Opinion

We have audited the financial report of Citizens Advice Bureau of Western Australia (Inc.) (the "Association"), which comprises the statement of financial position as at 30 June 2019, the statement of financial performance and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the Board of Management.

In our opinion, the financial report has been prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2019 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Basis of Accounting

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

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RSM Australia Pty Ltd is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

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Responsibilities of Management and Those Charged with Governance for the Financial Report

The Management of the Association is responsible for the preparation of the financial report that gives a true and fair view in accordance with the basis of accounting as described in Note 1 and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Management determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

A handwritten signature in blue ink that reads 'RSM'.

RSM AUSTRALIA PTY LTD

A handwritten signature in blue ink that appears to read 'Tutu Phong'.

TUTU PHONG
Director

Perth, WA
Dated: 25 September 2019

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2019

	Note	Consolidated		Perth	
		2019	2018	2019	2018
		\$	\$	\$	\$
REVENUE					
Donations		6,798	21,705	3,729	10,262
Grants	3	735,529	643,407	731,279	636,843
Interest received		3,656	4,403	3,622	4,374
Legal fees	4	588,446	524,558	581,712	525,818
Membership fees		1,450	1,284	980	730
Mediation revenue		58,670	54,970	58,670	54,970
Other income		1,938	1,748	1,622	450
Paid Parental Leave		3,572	9,035	3,572	9,035
Profit/Loss on disposal of assets		(86)	(80)	(86)	(80)
Sale of resource material		11,640	10,466	3,245	4,206
TOTAL REVENUE		1,411,613	1,271,496	1,388,345	1,246,608
EXPENSES					
Annual General Meeting		2,584	2,764	2,584	2,764
Advertising and publicity		3,353	1,785	591	630
Audit and accountancy fees		6,000	6,250	6,000	6,000
Bank charges		6,107	4,903	2,079	1,821
Depreciation		22,386	28,688	20,469	24,860
File fees expense		23,875	14,800	23,875	14,800
Fringe Benefits Tax		2,449	2,710	2,449	2,710
Grants to branches		-	-	151,587	126,266
Honorariums		7,280	3,420	-	-
Insurance		37,258	36,947	37,258	36,947
Legal advice		-	7,807	-	7,807
Repairs and maintenance		8,997	7,182	6,576	5,052
Motor vehicle expenses		9,639	9,899	9,639	9,899
Organisation review		-	-	-	-
Paid Parental Leave		3,572	9,035	3,572	9,035
Postage		11,919	9,748	9,808	8,488
Printing and stationery		54,695	35,082	48,592	29,346
Reference and resource		645	604	645	604
Rent electricity and services		311,139	333,379	215,812	243,960
Salaries and wages		773,727	678,937	773,727	678,937
Seminar expenses		5,333	8,856	3,886	8,032
Staff amenities		5,548	5,196	2,474	3,173
Staff recruitment		-	1,156	-	1,156
Staff Contact temporary		-	-	-	-
Subscriptions		38,059	31,433	37,894	31,363
Sundry expenses		3,973	5,249	858	1,865
Superannuation		79,604	70,479	79,604	70,479
Telephone		20,414	20,317	9,725	8,629
Travelling expenses		5,851	7,815	984	1,108
Volunteers' expenses		51,361	44,783	27,349	26,093
TOTAL EXPENSES		1,495,768	1,389,225	1,478,037	1,361,824

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2019

	Consolidated		Perth	
	2019	2018	2019	2018
	\$	\$	\$	\$
NET SURPLUS/(DEFICIT) FOR THE YEAR	(84,155)	(117,729)	(89,692)	(115,216)
Accumulated funds at beginning of the year	<u>279,139</u>	<u>396,868</u>	<u>254,540</u>	<u>369,756</u>
ACCUMULATED FUNDS AT END OF THE YEAR	<u>194,984</u>	<u>279,139</u>	<u>164,848</u>	<u>254,540</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

STATEMENT OF FINANCIAL POSITION

As at 30 June 2019

	Consolidated		Perth	
	2019	2018	2019	2018
	\$	\$	\$	\$
ACCUMULATED FUNDS	<u>194,984</u>	<u>279,139</u>	<u>164,848</u>	<u>254,540</u>
Represented by:-				
CURRENT ASSETS				
Cash assets	358,068	368,280	335,484	350,612
Debtors	1,223	231	1,223	231
Prepayments	<u>34,740</u>	<u>11,348</u>	<u>34,740</u>	<u>11,348</u>
	<u>394,031</u>	<u>379,859</u>	<u>371,447</u>	<u>362,191</u>
NON CURRENT ASSETS				
Plant and equipment				
Cost	495,396	498,206	453,562	454,603
Accumulated depreciation	(422,282)	(406,077)	(388,000)	(369,405)
Bond for Branches	<u>3,733</u>	<u>3,733</u>	<u>3,733</u>	<u>3,733</u>
	<u>76,847</u>	<u>95,862</u>	<u>69,295</u>	<u>88,931</u>
TOTAL ASSETS	<u>470,878</u>	<u>475,721</u>	<u>440,742</u>	<u>451,122</u>
CURRENT LIABILITIES				
Payables	84,139	32,355	84,139	32,355
Provision for employee entitlements	67,549	52,565	67,549	52,565
Income received in advance	<u>38,595</u>	<u>29,480</u>	<u>38,595</u>	<u>29,480</u>
	<u>190,283</u>	<u>114,400</u>	<u>190,283</u>	<u>114,400</u>
NON CURRENT LIABILITIES				
Provision for employee entitlements	<u>85,611</u>	<u>82,182</u>	<u>85,611</u>	<u>82,182</u>
TOTAL LIABILITIES	<u>275,894</u>	<u>196,582</u>	<u>275,894</u>	<u>196,582</u>
NET ASSETS	<u>194,984</u>	<u>279,139</u>	<u>164,848</u>	<u>254,540</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

STATEMENT OF CASH FLOWS

For the year ended 30 June 2019

	Note	Consolidated 2019 2018	Perth 2019 2018
		\$	\$
Cash flows from operating activities			
<i>Payments</i>			
Wages and salaries		(766,196)	(680,201)
Suppliers		(660,381)	(800,143)
			(761,674)
			(677,354)
<i>Receipts</i>			
User charges		659,214	780,092
Interest received		3,656	4,403
Other		8,737	23,453
			630,330
			633,266
<i>Cash flows from government</i>			
Receipts from appropriations / grants		<u>748,216</u>	<u>643,732</u>
Net cash used in operating activities	5(b)	(6,754)	(28,664)
			<u>734,851</u>
			<u>645,878</u>
Cash flows from investing activities			
Payments for purchase of plant and equipment		(3,458)	(16,681)
Proceeds from sale of Assets		-	-
			(920)
			(14,691)
Net cash used in investing activities		(3,458)	(16,681)
			(920)
			(14,691)
Net increase/(decrease) in cash held		(10,212)	(45,345)
			(15,128)
			(44,669)
Cash at the beginning of the financial year		<u>368,280</u>	<u>413,625</u>
			<u>350,612</u>
			<u>395,281</u>
Cash at the end of the financial year	5(a)	<u>358,068</u>	<u>368,280</u>
			<u>335,484</u>
			<u>350,612</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of presentation

The financial report is a special purpose financial report prepared in order to satisfy the requirements of the Bureau's Constitution to prepare a financial report. The Board of Management has determined that the Bureau is not a reporting entity and therefore, as there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements in the preparation and presentation of the financial report.

The financial report has been prepared on an accruals basis and are based on historical costs.

The following specific accounting policies, which have been consistent with prior financial reporting periods unless stated otherwise, have been adopted in the preparation of this report:

(b) Depreciation

Plant and equipment is depreciated on a diminishing value basis over the expected useful life of the asset commencing from the time asset is held ready for use.

The depreciation rates used for each class of depreciable fixed asset is -

Class of Asset	Depreciation rate
Plant and equipment	11.25%-40%



THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Cont.)

(c) Branches

The branches in the metropolitan and country areas operate under the control of local branch committees, and are locally autonomous. Direct and indirect support is provided by the Perth office to all branches on an ongoing basis. The branches' financial activities are consolidated with those of the Perth Office. In preparing the consolidated financial report, all interbranch and Perth Office transactions are eliminated.

(d) Employee entitlements

Provision is made for the Bureau's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from annual leave and long service leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

(e) Revenue

Grants received are recognised as revenue in the period in which the grant relates to. Revenue from legal fees is recognised upon the delivery of legal services to clients.

(f) Comparative figures

Where necessary, the figures for the previous year have been reclassified to facilitate comparison.

2. INCOME TAX

The Bureau is exempt from income tax in accordance with the provisions of Section 50-5 of the Income Tax Assessment Act 1997.

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

	Consolidated		Perth	
	2019	2018	2019	2018
	\$	\$	\$	\$
3. GRANTS				
Department of Local Government and Communities	488,991	484,965	488,991	484,965
The Law Society of Western Australia	91,440	-	91,440	-
Local Government grants	9,500	12,900	5,500	7,500
Lotteries Commission	-	-	-	-
Legal Aid (LCT)	81,400	81,400	81,400	81,400
Legal Aid (Mediation)	62,948	61,341	62,948	61,341
Other	<u>1,250</u>	<u>2,801</u>	<u>1,000</u>	<u>1,637</u>
	<u>735,529</u>	<u>643,407</u>	<u>731,279</u>	<u>636,843</u>

In addition to the cash grants received from Local Government sources, the Bureau also receives considerable tangible support from Councils of a non-cash nature including the use of rent-free premises for some branches.

4. LEGAL SERVICES

Booking fees received representing a nominal fee charged to persons attending the Bureau to receive legal advice	153,835	108,530	147,101	109,790
Income received from the preparation of simple legal documents	<u>434,611</u>	<u>416,028</u>	<u>434,611</u>	<u>416,028</u>
	<u>588,446</u>	<u>524,558</u>	<u>581,712</u>	<u>525,818</u>

In a number of cases clients are provided the services for no fee or a reduced fee.

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

	Consolidated		Perth	
	2019	2018	2019	2018
	\$	\$	\$	\$
5. NOTES TO THE STATEMENT OF CASHFLOWS				
(a) Reconciliation of cash				
For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market investments, net of outstanding bank overdraft. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:				
Cash at bank and on hand	358,068	368,280	335,484	350,612
(b) Reconciliation of net cash provided by operating activities to net deficit for the year				
Net surplus/(deficit) for the year	(84,155)	(117,729)	(89,692)	(115,216)
Profit/(loss) on sale of asset	86	80	86	80
Depreciation	22,386	28,687	20,469	24,860
Movements in assets and liabilities				
Debtors	(992)	(3,122)	(992)	(3,122)
Prepayments	(23,392)	56,252	(23,392)	56,252
Creditors and accruals	9,115	(8,710)	9,115	(8,710)
Provision for employee entitlements	18,412	1,934	18,412	13,944
Income in advance	<u>51,786</u>	<u>13,944</u>	<u>51,786</u>	<u>1,934</u>
Net cash used in operating activities	<u>(6,754)</u>	<u>(28,664)</u>	<u>(14,208)</u>	<u>(27,978)</u>



Level 1, 25 Barrack Street, Perth WA 6000

ABN: 60748943170

Enquiries: (08) 9221 5711

Administration: (08) 9325 4217

Email: cab@cabwa.com.au

Website: www.cabwa.com.au

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