

*Citizens Advice
Bureau*

*Annual Report
2014-15*

**citizens
advice
bureau**



*Informing Western Australia
since 1963*

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Overview

MISSION

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

VISION

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

STRATEGIC PRIORITIES

A strong profile and reputation

*Develop a key stakeholder engagement plan.
Develop a brand and communications plan.
Create a CAB community data-bank to store and share relevant community information and statistics.*

Best practice management

*Review and update the constitution.
Clearly define roles and review existing contracts.
Develop an internal communications plan.
Develop a volunteer engagement plan and training program.*

High quality services

*Review the service offer in each division.
Improve electronic access to information and services.
Review the branch model and network.*

Financial sustainability

*Review and update financial reporting systems.
Investigate new and alternative funding sources.
Investigate capacity building opportunities.*

VALUES

Efficiency - Professionalism - Collaboration

Branches

Albany

The Rest Centre,
Cnr Stirling Terrace & York Street
(08) 9841 4711
albany@cabwa.com.au

Armadale*

2 Hobbs Drive
(08) 9497 5311
armadale@cabwa.com.au

Bunbury*

1 Stirling Street
(08) 9721 6008
bunbury@cabwa.com.au

Busselton*

Unit G4,
19 Cammilleri Street
(08) 9751 1199
busselton@cabwa.com.au

Fremantle*

15A Queen Street
(08) 9335 4522
fremantle@cabwa.com.au

Joondalup*

Suite 5, Lotteries House
70 Davidson Terrace
(08) 9301 2833
joondalup@cabwa.com.au

Kwinana*

2 Robbos Way
(08) 9439 1251
kwinana@cabwa.com.au

Mandurah*

Mewburn Centre,
Sholl Street
(08) 9535 3101
mandurah@cabwa.com.au

Midland*

Suite 3, Stafford Court
(08) 9274 3000
midland@cabwa.com.au

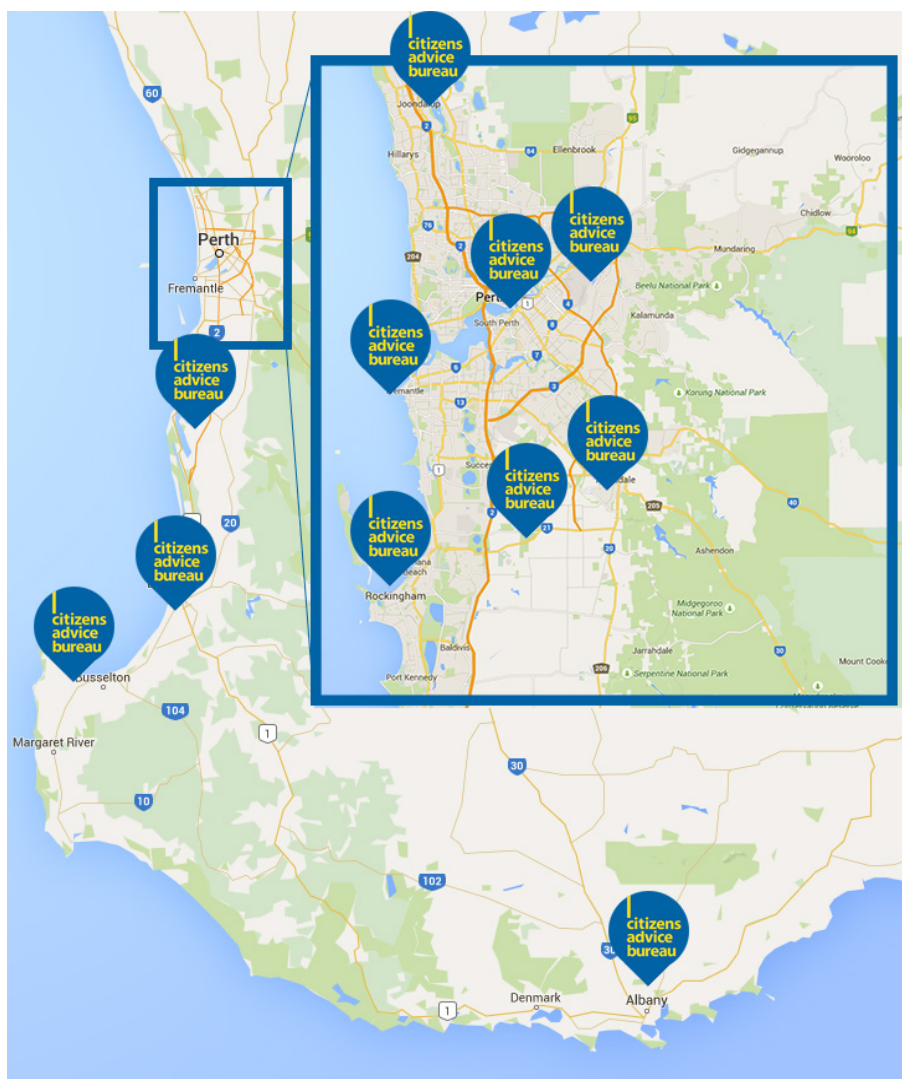
Perth CBD*

25 Barrack Street
(08) 9221 5711
cab@cabwa.com.au

Rockingham

Room 4,
14 Council Avenue
(08) 9527 6671
rockingham@cabwa.com.au

* Legal service available in branch



Map data © 2015 Google

Leadership

Patron - The Hon. Len Roberts-Smith RFD QC

Board of Management

President - Barbara Kwiecien

Vice President - Margaret Dixon

Treasurer - John McEvoy

Chief Executive Officer - Kathryn Lawrence

Board of Management Members

Sandra Brown

Lynn Davis

Noray Jones

Lyn O'Brien

Eric Tan

Auditors - RSM Bird Cameron

Life Members

Canon Ken Barrett OAM

Mrs Beryl Black

Mrs Hazel Butorac OAM JP

Mrs Marjorie Easton OAM

Mr Noel Harding

Mrs Judith Tuckey

Funding Partners

We are extremely grateful to our funding partners for their financial support:

- Government of Western Australia Department of Local Government and Communities
- Lotterywest
- Legal Aid Western Australia
- The Law Society of Western Australia Public Purposes Trust
- Legal Contribution Trust
- City of Albany
- City of Armadale
- City of Busselton
- Town of Cambridge
- City of Joondalup
- City of Mandurah
- City of Subiaco
- City of Vincent

Board of Management

Barbara Kwiecien (President)

Barbara has been a member of the Board of Management since October 2012. She has volunteered at CAB as a mediation panel member since 2002, at times as the acting Mediation Coordinator, and also sits on the mediation sub-committee. Barbara's background is primarily in the private corporate sector where she is a member of four boards and panels, in addition to CAB. She is an Adjunct Professor at Notre Dame University in Fremantle and is a frequent international presenter for the business, legal, and non-profit communities. She brings a wealth of skills and experience in governance, management, finance and government liaison to our Board that assist with CAB's strategic development.

Margaret Dixon (Vice President)

Margaret has been a member of our Board of Management since 2002, filling various roles including that of Vice President. She has volunteered her services as a mediator/family dispute practitioner for CAB since 1997 and has also acted in the roles of Office Manager and Mediation Coordinator. Margaret represents CAB on various committees. She is the Deputy Chair of the Harold Hawthorne Retirement Village. Her experience on the CAB and Harold Hawthorne Boards has given her a thorough understanding of corporate governance.

Margaret's career with the Australian government prior to her retirement in 2005 spanned twenty-seven years, thirteen at management and executive officer level in the Department of Health and Ageing. She is also actively involved in various other organisations and committees, including the Schools Conflict Resolution and Mediation program (SCRAM) that teaches year nine and ten students alternative ways of resolving disputes. Margaret believes the leadership, management, and financial skills she acquired in her government career and voluntary roles since retirement hold her in good stead to be an active CAB Board member as the organisation moves on to further success in future.

John McEvoy (Treasurer)

John has been a member and Honorary Treasurer of the Board since June 2014. He is a Chief Financial Officer and company secretary with over twenty-five years of experience in finance and has an Honours degree in Mathematics from Southampton University. He is a member of the Institute of Chartered Accountants in England and Wales (ICAEW) and the Australian Institute of Company Directors (AICD).

Sandra Brown (Member)

Sandra has been a member of our Board of Management since June 2014. Sandra's association with CAB began in 1994 and she was CAB's Chief Executive Officer from 2003 until 2011. During her time as Chief Executive Officer, Sandra established CAB as a leading information service in the community, establishing ten branches in regional Western Australia. She also administered CAB's two auspice services, legal and mediation.

Outside of CAB, Sandra is the director of Family Support WA, an inaugural councillor of the Town of Victoria Park, a member of the Consumer Advisory Committee, a member of the Retail Shops Advisory Committee, Vice President of the WA Liberal Party, Secretary of the Harold Hawthorne Retirement Village, and Secretary of the Carlisle Ratepayers Association.

She has extensive expertise in governance and establishing company policies and procedures. Sandra has a degree in Marketing and Promotion and several postgraduate qualifications in governance and protocol. She took part in the Department of Commerce and Department of Communities' review of the *Associations Incorporation Act 1987* and brings this expertise and knowledge to our Board.

Lynn Davis (Member)

Lynn is an information professional with a background in management. Her experience includes research, staff recruitment and development, financial management and strategic planning. She has extensive senior management experience across a range of non-profit sectors, including local and state government and higher education.

Continued...

Board of Management continued...

Lynn held the position of corporate services manager at Curtin University Library before her retirement in 2010. Lynn is a graduate of Curtin University, where she earned a Bachelor of Applied Science, a Postgraduate Diploma in Advanced Information and Library Studies, and a Masters of Applied Science.

Lynn has an interest in providing people from all backgrounds with access to important information and services.

Noray Jones (Member)

A CAB volunteer for thirty-five 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.

Lyn O'Brien (Member)

Lyn is a social worker by profession and was employed by the WA Department of Health for twenty-five years until her retirement in 2011. Lyn's skills include policy development, research and analysis, communications, consultation planning and implementation, community liaison and partnership development and advocacy for individuals, groups and services. Lyn has a comprehensive knowledge and understanding of the health and welfare sector, both government and non-government.

Lyn has a Bachelor of Arts and a Bachelor of Social Work from the University of Western Australia. Lyn is also coordinator of CAB's Mandurah branch and a Tax Help volunteer.

Eric Tan (Member)

Eric has been a CAB Board member since March 2014. Eric has volunteered with CAB as a pro-bono lawyer for many years. Eric strongly believes that a motivated membership will enable CAB to continue providing valuable services to the Western Australian community.

Eric is a legal practitioner with over fifteen years of experience in providing legal advice and representation on estate, property, and commercial law matters.

He takes a keen interest in community issues and is a member of numerous community groups. He was a member of the Prisoner's Review Board for some years before his recent resignation and has been an honorary legal advisor to a variety of community organisations.

President's Report

I am pleased to deliver my second President's Report. It has been only a year since the Board of Management's direction shifted to provide a unified voice. Then, quite suddenly and with great enthusiasm, everything began to change, and the changes have happened with bewildering speed. This past year has been a year of adjustment and growth for CAB, and there are so many positive things to report. Throughout this time of change, CAB continued to provide a high quality, professional service to the people of Western Australia. We managed this thanks to the loyal and dedicated group of volunteers across CAB and the steadfast and professional staff in Perth. I would like to recognise and acknowledge the contribution of these volunteers and staff members who continued to maintain and to expand the services provided to the Western Australian community.

"For every ending, there is a new beginning and this year saw new beginnings in a number of areas for CAB."

Board of Management

For every ending, there is a new beginning and this year saw new beginnings in many areas for CAB. The catalyst for the change was a cohesive Board of Management which took up the mantle of the strategic review of the organisation, a process initiated by the previous Board of Management. The review has laid the strong foundation for CAB going forward and was instrumental in strengthening and expanding the services that CAB now provides. I would like to thank the current Board of Management members who have given their time so freely. They meet regularly, hold telephone consultations and facilitate the implementation of the new direction of CAB commensurate with CAB's Mission Statement. I would like to thank Margaret Dixon (Vice President and Volunteer Representative), John McEvoy (Treasurer), Lyn O'Brien (Volunteer Representative), Lynn Davis, Eric Tan, Sandra Brown and Noray Jones for their continued commitment to the Board of Management and CAB. Lyn O'Brien is retiring from the Board and I wish her well in her future endeavours. I would also like to express my thanks to Richard Bartlett for his contribution during his time on the Board and wish him well on his new posting to Shanghai.

These Board Members have brought diverse skills, expertise and knowledge and willingly give up their time to serve the organisation. Part of the impetus for the change within CAB was the provision of timely and precise financials enabling the Board of Management to make sound financial decisions. I would especially like to thank our Treasurer, John McEvoy and Garry Bleakley for assisting senior staff in their new responsibility of preparation of their departmental budgets.

Staff

A successful organisation gets its strength from its staff. During the year, the Board of Management confirmed all senior management appointments enabling CAB to focus on the implementation of the strategic plan. On behalf of the Board of Management, I would like to thank the salaried staff who have steadfastly undertaken their duties with professionalism and unqualified support for CAB. Many thanks go to Kathryn Lawrence, Chief Executive Officer, who has navigated the sea of change within CAB with great enthusiasm and professionalism. She has implemented the Board's direction, identified needs within the community and instigated services based on those needs. Selva Stenross, our new Principal Solicitor, has taken the helm of the legal service, targeting it to meet the needs of the community. Her gregarious nature adds colour to the office. Davina Gasper is our new Mediation Coordinator and has brought her unique organisational ability to the role. Ben Day has filled the role of Volunteer & Client Services Coordinator and has breathed new life into the information and referral service. Ben has assisted in implementing new branding, giving CAB a new fresher look. Thank you to Garry Bleakley, Marilyn Martion, and Judy Fetherston for their unfailing commitment and hard work for CAB. Special thanks go to Verity Bateman and Caroline Kibui, who have weathered the changes to the legal service with proficiency and grace. The last year has been a time of rapid adjustment for the management and staff at Perth office, and I thank all staff for embracing these changes.

Voluntary Staff

The activities and services that are provided by CAB would not be possible without the dedication and commitment of our wonderful voluntary staff.

Continued...

President's Report continued...

Having been closely associated with CAB for many years, I am awed by the loyalty and enthusiasm of our volunteers. So many selflessly give their time and energy to undertake voluntary work to ease the burden for our clients in need. Our voluntary staff has increased and there are approximately two hundred and seventy volunteers who each plays a significant and unique role for CAB. The ongoing expansion of our services is only possible thanks to the dedication of our voluntary staff. On behalf of the Board of Management, I would like to thank each and every one of you for your continuing commitment, loyalty and dedication to CAB and our clients.

Branches

Our branches provide an integral connection within their communities assisting clients with services that are current and local. The Board of Management extends its appreciation for maintaining these services that they provide for their local communities. We have had some changes to our coordinators in the various branches with a trend to sharing the role. Thank you to the continuing branch coordinators Rae Wright and Kerrie Schilling for Armadale, Diane Cook for Joondalup and Steve Guthrie from Midland. Welcome and thank you to the new branch coordinators; Maxine Lane from Bunbury, Kevin Douglas from Busselton, Pat Baxter from Fremantle, Kerry Smith from Kwinana and Narumol Rees from Rockingham. Thank you also to our retiring branch coordinators Christine Sargent from Albany; Errol Kendall for Bunbury; Lynn Davis for Fremantle; Lyn O'Brien for Mandurah, Gill Wood for Midland and Christopher Smith OAM JP for Rockingham. Your contribution to your branches over the past year has been invaluable and on behalf of the Board of Management and staff, we wish you the very best in your future endeavours. Ben Day has instigated a weekly newsletter to branch coordinators which is shared with the volunteers at the branches. This has enhanced communication with the branches, keeping the branches abreast of activities across CAB.

Strategic Directions Implemented

As most of you are aware, a strategic review of CAB was conducted in 2014 to ensure our future growth and sustainability. The various consultation meetings held during the process resulted in a plan that charts our strategic direction for the next three years. I am pleased to report that as an organisation, we are well on the way to achieving a number of these strategic priorities. Of particular note:

- We are in a stable financial position, although a small loss was posted in the 2014-2015 accounts. In August and September 2015, CAB has made a profit of over \$30,000. This surplus will fund new initiatives as set by the strategic plan.
- The constitution and branch by-laws are currently being reviewed and updated by a Board of Management working party and will be presented and voted on at a special meeting of the membership.
- The Board has signed a new lease for the Perth office for another five years plus a five-year extension at substantially reduced costs. Also additional space on the fourth floor was acquired to expand the mediation service and allow for expansion of other services of CAB.
- We have re-introduced legal services to the majority of our branches. Our salaried lawyers and pro-bonos are attending appointments in Perth and the branches that account for our stable financial position.
- We have re-introduced Tax Help for the 2015-16 financial year.
- CAB can now provide assistance with WA No Interest Loan Scheme (WA NILS) applications, with volunteers undergoing training to provide this help to clients.
- CAB has established links with several community newspapers and with The West Australian, Sunday Times and The Australian. Kathryn, our Chief Executive Officer, provides commentary and relevant stats for news articles.
- CAB has entered into the technology era with the redesign of the website and now a presence on Twitter. Thanks to a Lotterywest grant, webcams and speakers have been installed in all branches.
- We are working with the Criminal Injuries Compensation Chief Assessor to provide training to interested volunteers to allow us to assist clients in completing applications and victim impact statements.
- The management team has produced a series of information broadcasts for Westlink TV. Westlink TV is a free-to-view digital television channel broadcast to regional and remote areas of WA. It broadcasts a range of community-based content; in particular, training and education programs. The legal service is the first to produce short videos on various topics and the mediation service will be next. There is no charge to CAB for the production of these videos, and they will be made available on our new website.
- Kathryn and her team have

President's Report continued...

established partnerships with the University of Western Australia, Central TAFE, Edith Cowan University and the Autism Association of WA. We now accept placements from these organisations to provide work experience and life skills to students and people who may not otherwise have the opportunity.

- Kathryn has established links with Community Resource Centres to provide training and information sessions to regional areas.
- We also continue to provide access to Justice of the Peace (JP) services to the community at no cost.

It's clear that we have had a very busy year and the current year is shaping up to be just as eventful.

Looking Forward

To quote Henry Ford: *"Coming together is a beginning, staying together is progress, and working together is success."* As we move into another year, the Board of Management and the senior management team of CAB will be guided by the strategic direction and the needs of the community to grow and expand our services.

New services will be introduced into branches as determined by the needs of their local communities. With the increase in our physical space at Perth office, we intend to expand our mediation and pro-bono legal services, in areas of need such as family matters, community disputes and elder care. Thank you to the management team for their drive and energy in seeking out these opportunities for CAB.

We are delighted to continue involvement in the Schools Conflict Resolution and Mediation program, which is in its fifteenth year. SCRAM is an interactive dispute resolution role-play competition for Western Australian year nine and ten high school students, where the students mediate simulated disputes that relate to their everyday lives. CAB provides a Teamwork Award and the use of photocopiers and stationery for the competition. Margaret Dixon does an outstanding job as the current coordinator of the committee that manages the program. In 2016, the Grand Final will be held at the new Supreme Court building.

The coming year will also be one of consolidation. The constitution and the associated branch by-laws will be reviewed and amended to bring them into line with impending changes to the *Associations Incorporations Act 1987*. Kathryn has met with

the WA Branch of the National Association of Community Legal Centres and CAB also retained its accreditation with NACLC. Some of CAB's policies and procedures are due for review to ensure best practice in corporate governance. To support these changes and maintain the Board of Management's commitment to excellence of service for clients, training for all staff will continue to be developed, updated and rolled out. Thank you to the people involved in the organisation that have facilitated and delivered this training.

There is plenty to look forward to; from consolidating the changes already introduced to seeking new initiatives that will provide for challenges ahead. The incoming Board of Management will drive these new exciting initiatives and will manage the challenges as they present themselves. I wish them success and good fortune.

Conclusion

I would like to express my thanks and appreciation to our steadfast funding bodies and both state and local governments for their financial support. They have allowed CAB to reach into the community of Western Australia and to enable CAB to provide a high quality and professional service.

I would like to extend CAB's appreciation, to our patron, The Hon. Len Roberts-Smith RFD QC, for continuing in his role and my personal thanks for his advice and direction during the year. Heartfelt thanks to Margaret Dixon, Vice President, for her guidance, mentoring and advice during my first full year as President. Her knowledge, wisdom and support of CAB have assisted me to take on the role of President.

Finally, to the members of CAB; thank you for your continued support, loyalty and commitment to CAB during the past year. It has been an extremely busy year for CAB, re-establishing itself within the community. My sincere appreciation to all staff and volunteers for the loyalty, dedication and commitment, showed to CAB. Thank you for your openness in embracing the changes that we implemented with your support during the year. The next fifty years appears to be secure with your dedication and support. Thank you for the honour of leading this exceptional organisation.

Barbara Kwiecien
President

Chief Executive Officer's Report

It seems that there is no such thing as a 'normal' year at CAB. Even after fifty years of providing services throughout Western Australia, we are still growing and finding new and innovative ways to efficiently provide access to advice and information within the community. Our partners from Catalyse presented CAB's strategic direction at our last AGM. We are already well on our way to meeting our vision to make CAB accessible across all parts of WA, empowering people to make informed decisions.

Services in all eleven branches have been increased. We have opened a new office in Kwinana, and our Bunbury branch has moved to bigger, more central premises. We have worked closely with the Cities of Kwinana and Bunbury and other community agencies to implement these changes. Our legal service has expanded, and we now have a staff lawyer attending six of our branches, including Bunbury and Busselton. As a result, clients can access legal advice and legal documents in these branches. We also provide legal advice in several of our other branches. The demand for this low-cost legal service is great. CAB prides itself on 'filling the gap' for those who don't qualify for Legal Aid but can't afford or don't want to pay for a private lawyer. As well as providing information and assistance as usual, our branches are now assisting with WA NILS and Tax Help. Volunteers have also been training and preparing to help victims of crime in claiming Criminal Injuries Compensation.

"Even after fifty years of providing services throughout Western Australia, we are still growing and finding new and innovative ways to provide access to advice and information."

Our vision also includes increasing our service availability to those who don't have access to a CAB branch or would prefer to seek information in other ways. The first step of this has been to revamp our website so that it becomes a significant resource for advice and information.

Thanks to a generous grant from Lotterywest, we have been able to work with MatesRates to redesign and increase our website's functionality.

The new site has information and videos on common legal queries, information about our services, and is a portal to those who wish to seek advice via the web. We are also in the process of producing a series of informational broadcasts with Westlink TV. Westlink is a free-to-view digital television channel that broadcasts to regional and remote areas of WA on the Viewer Access Satellite Television (VAST) service and is funded by the Royalties for Regions program. It broadcasts a range of community-based content, particularly training and educational programs, and is available in over one hundred remote locations including Community Resource Centres, schools, and colleges. It is also available in some indigenous communities in remote northern WA. There is no cost to us for producing the series, and Westlink will broadcast it free of charge. To date, we have completed filming for estate matters (including wills and Enduring Powers of Attorney / Guardianship) and are now finalising scripts for mediation and general information. Westlink will provide us with a copy of the programs so we can use them on our website, in branches, and for internal training purposes.

CAB was recently asked to participate in #CABLIVE. The social media event is held quarterly and involves over one hundred Citizens Advice-related Twitter accounts from all over England, Wales, Scotland, Northern Ireland, Jersey, and Spain. As a result of our participation, we saw an increase in our number of Twitter followers, which included local radio stations, newspapers, and other CABs. The event resulted in a greater understanding of what CAB does.

This year has seen a number of staff appointments. Selva Stenross commenced as Principal Solicitor, and in the short time she has been with us she has made a tremendous impact on our services. I am deeply grateful for her hard work and vision.

We lost our much-loved Volunteer & Client Services Coordinator Shayne Hingle when she returned to South Africa with her family. But change brings opportunity, and we were incredibly lucky to have Ben Day take over the role. Ben has a background in media and has been instrumental in pushing forward with projects that are the better for his guidance. He has increased our volunteer numbers and has become a regular visitor to our branches.

Chief Executive Officer's Report continued...

And finally, Davina Gasper was appointed to the position of Mediation Coordinator. Davina has shown great leadership and organisational skill, and in addition to her enormous daily workload is managing mediation services' move to the fourth floor. The move is something we're all excited about as it means we'll have more rooms to mediate in and more rooms to expand other services.

All our existing funding arrangements continued throughout the year. Our thanks once again to the Department of Local Government and Communities, who fully fund our information and referral service; to Legal Aid WA, the Public Purposes Trust, and the Legal Contribution Trust for their ongoing financial assistance to our legal and mediation services; and to Lotterywest, whose support continues to ensure CAB remains relevant and changes as community needs change. Various local government agencies support our mediation service, and we have also received pro-bono assistance by way of invaluable advice and opinion from Herbert Smith Freehills and Norton Rose Fulbright. Our deepest gratitude to you all and we look forward to another successful year ahead.

Once again my thanks go to the Board of Management, for the support you provide to me and the enthusiasm you have shown when we formulate new service ideas. My thanks also to Garry, my much-relied-upon offside; to Verity and Caroline, for providing such glamour in our videos; and to Marilyn and Judy, who keep the whole place ticking over.

Finally, CAB is founded on a model of using professional volunteers to provide our services. My deepest gratitude to our panel of pro-bono lawyers, mediators, and all our Perth and branch volunteers, who deal with our clients on a daily basis and without whom CAB couldn't exist.

Kathryn Lawrence
Chief Executive Officer



Above: CAB staff filming for Westlink TV.

Below: Volunteers at Busselton branch take part in a workshop facilitated by Ben Day, establishing objectives for their branch.



Below: Chief Executive Officer Kathryn Lawrence with her son Declan, a CAB volunteer.



Volunteer & Client Services Coordinator's Report

The last year has seen tremendous change at CAB, including a period of transition in this role. I would like to thank all of our volunteers for continuing to provide such dedicated service throughout this change in leadership and for your support since starting in my role.

Client Services

CAB has come through a difficult time in its history as a stronger and more sustainable organisation. Our mission is to connect people with information in an increasingly connected world - so we're working hard on the way that we're delivering information to the whole community:

- Our website is in the final stages of development and I'm confident that the new site will enable us to extend our information and referral service to a new audience.
- Our Westlink TV broadcasts will provide really useful legal information to regional WA to extend our footprint.
- With the help of skilled volunteers and solicitors, we have created a series of CAB-branded fact sheets which contain answers to frequently asked legal questions.

We're also constantly evaluating services available in our branches to ensure they remain relevant to their respective communities.

"Our mission is to connect people with information in an increasingly connected world - so we're working hard on the way that we're delivering information to the whole community."

My thanks must go to our team of branch coordinators who keep our branches running on a daily basis. They carry a great deal of responsibility as branch coordinators and their dedication to CAB is remarkable. My particular thanks must go to our retiring branch coordinators who have provided many years of service between them.

I have had the pleasure of visiting every CAB branch numerous times since my appointment. We have introduced a number of improvements to branch operations, including a computerised receipting system and computerised collection of client statistics - and I must extend my sincere thanks to volunteers for their support of the new systems.

We have continued our strong focus on customer service which is reflected in our 'net promoter' score (a key measure of the loyalty of our client relationships) - currently 88/100.

Volunteers

I am delighted to say that CAB continues to attract a large number of skilled volunteers, without whose service the organisation simply couldn't exist. We have increased our volunteer numbers throughout the organisation and I have been working closely with branch coordinators to manage recruitment in our branches.

National Volunteer Week 2015 was a great excuse to celebrate the contribution of our volunteers (not that we need an excuse!) and we calculated that our two hundred and seventy volunteers have volunteered a total of 1,500 years between them. We held celebration events at each branch and every volunteer received a certificate and badge in recognition of their service.

Our volunteers have willingly acquired new skills, with several undertaking training from the Australian Taxation Office to allow them to offer Tax Help, WA NILS to provide assistance with NILS applications and the Department of the Attorney General to provide assistance with applications for Criminal Injuries Compensation. We have also held informal training sessions with referral partners like Advocare and Council on the Ageing with a view to improving the advice that we can offer clients.

We've also held coordinators meetings and training in all branches on subjects like conflict checking, legal advice vs. legal information and appointment setting.

We have a strong contingent of legal students and recent graduates and we are able to offer valuable paralegal experience to these volunteers. Anecdotal evidence suggests that the experience that CAB offers has been key to securing long-term employment for several volunteers.

Our pro-bono lawyers continue to offer an important service on a voluntary basis and we are extremely grateful for their ongoing time and expertise.

Ben Day
Volunteer & Client Services Coordinator

Principal Solicitor's Report

Overview

At 30 June 2015, legal services comprised three staff lawyers - the Principal Solicitor, and two unrestricted solicitors. Between us, we have twenty-three years' experience to draw on. Two experienced administrative assistants, Marilyn Martion and Judy Fetherston, assist the lawyers.

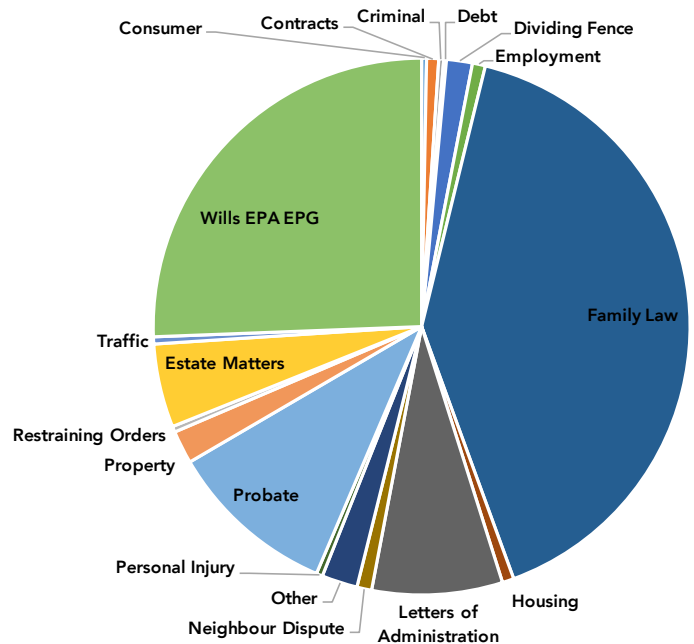
In January 2015, a new Principal Solicitor was appointed. We greatly appreciated the work of the acting Principal Solicitor, Verity Bateman, from March 2014 to December 2014. The current legal team consists of Selva Stenross, Principal Solicitor, and solicitors Verity Bateman and Caroline Kibui.

On average, solicitors see clients three days per week with the other two days spent drafting documents and completing file work. As can be seen from the table and chart below, the number of clients serviced by CAB increased this year:

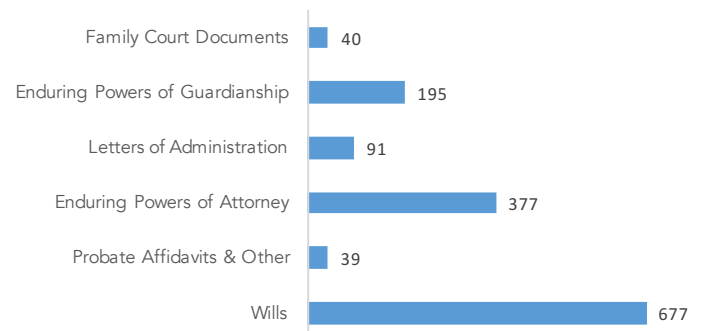
Most commonly provided legal advice appointments by area of law (See page 36 for complete list)

	Perth & Branches 2014/15	Perth Only 2013/14
Consumer	11	32
Contracts	27	21
Criminal	11	37
Debt	6	18
Dividing Fences	58	71
Employment	29	0
Estate Matters	187	86
Family Law	1508	1070
Housing	26	0
Letters of Administration	292	361
Neighbour Disputes	33	0
Other	80	159
Personal Injury	14	0
Probate	378	473
Property	74	69
Restraining Orders	13	0
Traffic	16	28
Will EPA EPG	951	928

Legal advice appointments by area of law (Perth & Branches - 2014-15)



Documents Produced 2014-15



Legal service in CAB branches

The new financial year started with legal outreach services being provided in Armadale and Joondalup only. However, the increase in demand for legal advice in branches resulted in an expansion of services to Fremantle, Midland, Bunbury and Busselton.

Our Midland and Fremantle offices have become increasingly busy due to the closure of Legal Aid WA offices in these areas. Our solicitors have fully booked appointments in all branches. The efficient delivery of services in our offices has been made possible through the cooperation between the branches and Perth office, and we thank all the branches involved for their support.

Continued...

Principal Solicitor's Report continued...

Pro-bono legal service

CAB frequently receives expressions of interest from private lawyers volunteering to provide pro-bono legal services. In this financial year, the number of pro-bono lawyers providing legal services in Perth office has increased significantly. We currently have fourteen pro-bono lawyers providing services in Perth on a regular basis alongside pro-bono solicitors in Armadale, Kwinana and Joondalup branches. Services in other branches will commence imminently.

Community legal education

CAB is committed to ensuring people in the community are aware of their legal rights and obligations. To achieve this CAB solicitors delivered several community legal education seminars throughout the year to various community groups.

Paralegal law students

At CAB, we have a small team of law students volunteering their time making legal appointments, and providing legal information to clients. In addition to these duties law students are always keen to gain direct legal experience. To help them in this respect we run a training program which allows them to undertake limited paralegal work, thereby providing them with valuable work experience. Under the supervision of CAB solicitors, law students are involved in preparing legal documents such as wills, EPA, EPG and some simple Family Court documents.

Legal Internships

The University of Western Australia has a Legal Internship unit. The unit provides a dedicated clinical program that gives enrolled students the opportunity to work in a legal environment one day per week for twelve weeks. They receive academic credit for their internship and are supervised by CAB's Principal Solicitor. The unit is designed to build legal skills.

Acknowledgments

The legal service is grateful to our funding bodies, the Public Purposes Trust, administered by the Law Society of WA, and the Legal Contribution Trust provided by Legal Aid WA. We also thank the Community Legal Centres Association (WA) for their continued support and assistance.

Finally, we the solicitors would like to thank all CAB staff, paid and volunteer, who help in all facets of work in legal services. We also thank our pro-bono lawyers who provide advice to our clients. Without the generosity of our many volunteers, the number of people assisted during the year by CAB's legal team would have been significantly reduced. Thanks are also due to Kathryn, our Chief Executive Officer, who is constantly encouraging; and to the Board of Management for their guidance and support throughout the year.

Selva Stenross
Principal Solicitor



Above: CAB Staff celebrate National Volunteer Week 2015 with CAB patron, The Hon. Len Roberts-Smith RFD QC.

Below: Branch coordinators attend a training session with Principal Solicitor, Selva Stenross.



Legal Case Studies

Culturally & Linguistically Diverse (CALD) Client

CAB continues to assist clients who are socially and economically disadvantaged. They come from different socio-economic backgrounds. A recent case study involved a CALD client, who was a recent arrival, resettled in Australia after having spent many years in a refugee camp.

She has five children with the youngest being twelve years old. She was initially placed in priority housing, but the Housing Authority decided to remove her name from the priority housing list. According to the department she had not explored all housing options in private rentals, and she appeared to have secure housing for at least next twelve months. She appealed this decision, but, unfortunately, her appeal was unsuccessful. The only avenue available to her was to write to the Ombudsman. With limited English skills, she found herself unable to draft such a letter. Therefore, she booked an appointment with CAB.

Using an interpreter we were able to establish that she and her five children were forced out of their private rental due to high rent. She had originally moved in with a friend, who was living in a rented four bedroom two bathroom accommodation with her five children aged between ten years and eighteen months. The client was sleeping on the lounge floor on two mattresses spread out. She had overstayed her welcome. To make matters worse, with the onset of winter, two of her youngest children who are severe asthma sufferers had their asthma symptoms flare up sleeping in the unheated lounge room. As a result, she and her children were forced to move from one friend's house to another sleeping wherever she could find space.

On a pro-bono basis, we gathered the necessary information and drafted a letter to the Ombudsman, who advised her that they would look into the matter on her behalf.

Estate Matters Client

CAB was contacted by an elderly lady who had been in a de-facto relationship for more than thirty years. In his will, her de-facto partner left a life interest for her in his house, as long as she did not remarry or was not involved in a de-facto relationship. The Will also stipulated that the life interest would terminate if she lived away from the home for more than three months.

When her de-facto partner died, the de-facto partner's children, from his previous marriage (who were also the executors of his will) not only drove her out of the house, but also changed the locks. This prevented her from returning to the home. The three months period of absence, which would disqualify her from exercising the life interest, was about to expire.

The client was extremely distressed as she was not only financially disadvantaged, but she did not have any knowledge regarding her entitlements. Without charging her for the service rendered, CAB wrote to the executors pointing out that they should allow our client back into the house as she was exercising her right to residence as per the terms of the will. The matter was dealt with quite quickly once the executors acknowledged that our client had a legal entitlement to the residence.

Mediation Coordinator's Report

Our mediation service is located at our Perth office at Level 1, 25 Barrack Street in Perth. The service will be operating from Level 4 in the near future. One full time staff member (Mediation Coordinator) coordinates the service with the assistance of a team of six volunteers who undertake administrative duties.

Volunteer Mediators Panel

Our panel consists of highly qualified and experienced mediators. As a Recognised Mediation Accreditation Body (RMAB), CAB is able to accredit mediators who have fulfilled necessary requirements, under the National Mediator Accreditation Standards. All CAB mediators are accredited either through LEADR/IAMA, UWA or through CAB.

We receive numerous requests each month from mediators wishing to be on our panel. We are currently training two mediators to become panel members. Although both mediators are accredited, CAB requires new mediators to our panel to be supervised and trained prior to conducting mediations for CAB. All new panel members must conduct at least ten hours of supervised mediations before mediating unsupervised.

With the introduction of the new *Mediators Standard* on 1 July 2015, mediators must now complete a minimum of twenty-five hours Continuing Professional Development (CPD) every two years to be accredited. CAB provides in-house training to mediators once a month on areas that are relevant to their work as mediators. All mediators are also advised of training opportunities available externally. Our panel of mediators consists of fifteen nationally accredited volunteer mediators – twelve of whom are registered Family Dispute Resolution Practitioners (FDRP).

Scope of Service

We offer a mediation service that caters to three main areas – family, community and commercial.

Family

- All children's matters.
- Financial matters.

Community

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

Commercial

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

Mediation Panel

Ms Ann Beale
 Mr Peter Byrne (FDRP)
 Ms Margaret Dixon (FDRP)
 Mr Kim Doherty (FDRP)
 Mrs Gillian Eatell (FDRP)
 Mrs Shannon Hayes (FDRP)
 Mrs Noray Jones (FDRP)
 Ms Barbara Kwiecien (FDRP)
 Mr John McCartney (FDRP)
 Mr Barry Mendelawitz
 Mrs Margaret Mendelawitz (FDRP)
 Mrs Hilda O'Callaghan (FDRP)
 Mrs Christine Pittman (FDRP)
 Mr Alex Robinson
 Mr David Ward (FDRP)

Statistical Comparison

	2013-14	2014-15
Mediation Enquiries	1352	1805
<i>Family</i>	1121	1554
<i>Community</i>	207	231
<i>Other</i>	24	20
Pre-mediations	209	234
Mediations	155	199

Enquiries

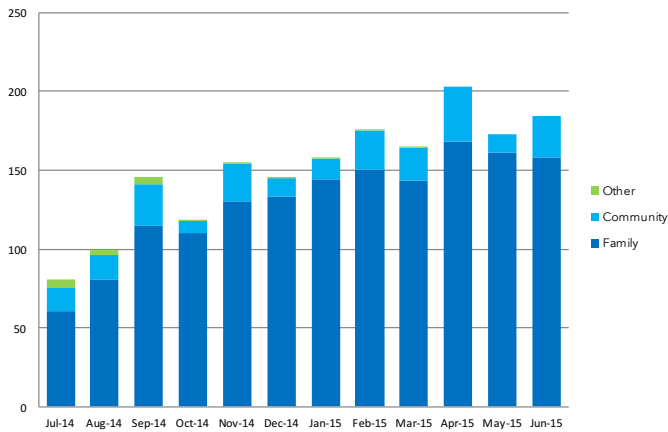
Mediation services receives on average 28 – 30 new enquiries a week with regard to commencing mediation or the process that is involved with mediation. This year, 1805 calls and emails were received.

86% of all mediation enquiries for this financial year were in regard to family dispute resolution. 12% of enquiries related to community disputes and 1% related to commercial or other disputes.

Continued...

Mediation Coordinator's Report continued...

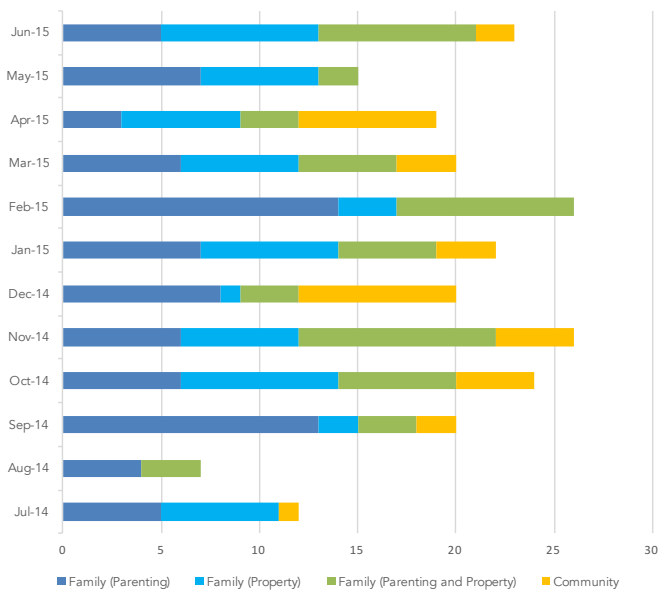
Enquiries by type - 2014-15



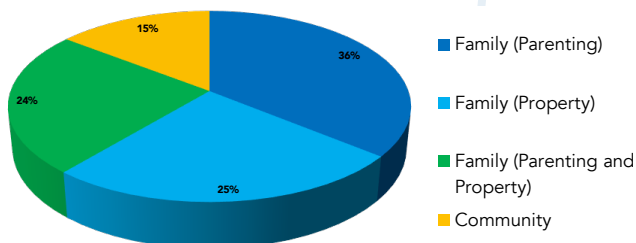
Pre-mediations

234 pre-mediations were held in 2014-15. An initial appointment is conducted with each party individually to assess the suitability of the matter for mediation. The mediators must also be satisfied that the parties have the capacity to mediate and that the matter is appropriate for mediation prior to organising a mediation session. This appointment can take approximately two hours and in family matters is conducted by an FDRP.

Pre-Mediations Undertaken (2014-15)



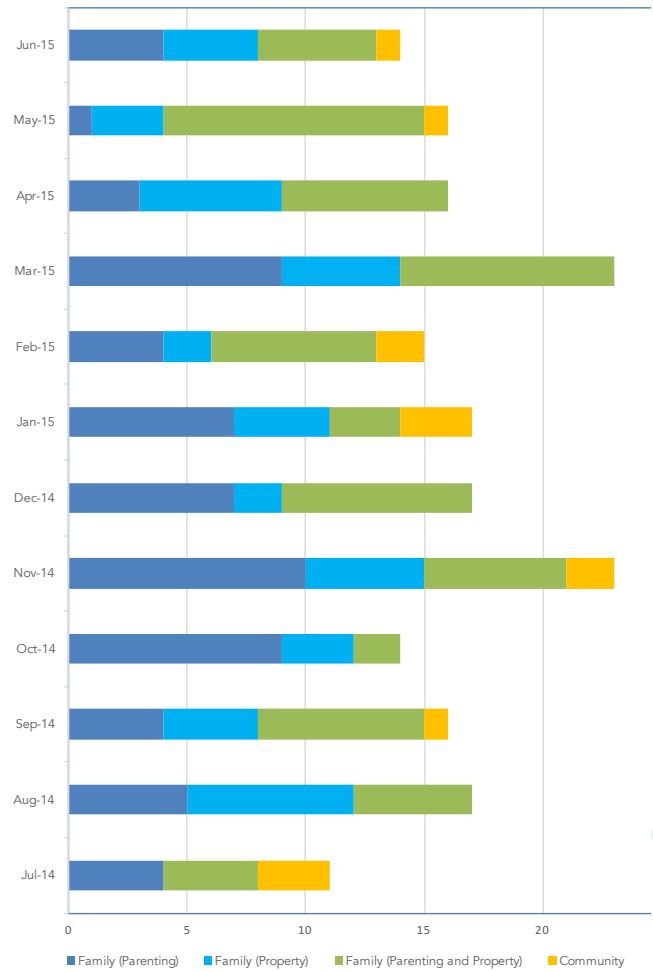
Pre-Mediations by Dispute Type



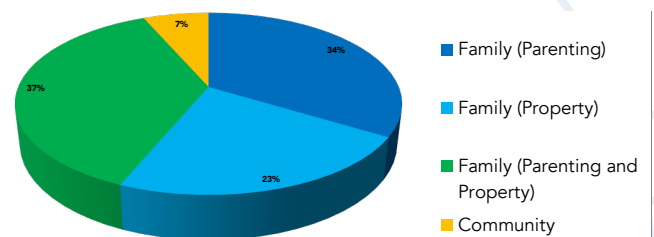
Mediations

199 mediation sessions were held in 2014-15. Each family mediation session ran for an average of three hours and community mediations ran for an average of two hours per session. CAB uses a co-mediation model which requires two mediators to conduct each session.

Mediations Undertaken (2014-15)



Mediations Undertaken by Dispute Type



Mediation Coordinator's Report continued...

Networking

CAB Mediation Service is represented on a number of committees. This includes:

- Western Australian Dispute Resolution Association (WADRA)
- WA Family Pathways Network (WAFPN)
- School Conflict Resolution and Mediation (SCRAM)

The Chief Executive Officer, Kathryn Lawrence, currently chairs the WA Family Pathways Network.

The Mediation Coordinator:

- has been a guest speaker at a number of local government agencies, speaking in regard to CAB's community mediation program
- provides complementary referrals to other agencies if it is noted that a client or potential client requires assistance in other areas (this includes clients that require assistance dealing with the emotional aspect of the breakdown of a relationship or the financial hardship that is often associated)
- maintains a good network of referral agencies who reciprocate as required
- advises parties attending mediation to seek legal advice prior to mediation if appropriate. Clients are referred to Legal Aid, Community Legal Services or the Law Society for a private practitioner. Mediation clients are unable to access CAB's legal services due to a conflict of interest.

Moving Forward

The mediation service will soon be operating on Level 4 in the Perth Office. With the additional office space, the service will be able to cater to the increasing demand for our service.

Conclusion

CAB Mediation Services continues to develop and adapt to the types of mediations required and requested by the community. Wait times have been kept to a minimum at all times when possible and referrals to complementary or alternative agencies are provided as required. Our service provision is adapted to suit the changing needs of the community.

With grateful thanks to our panel of mediators, especially those who give their time generously each week. Without their assistance, Mediation Services at CAB would not exist. Special thanks to Margaret Dixon, Barbara Kwiecien, Margaret Mendelawitz, Noray Jones and Shannon Hayes.

Also with grateful thanks to Legal Aid WA, City of Joondalup, City of Vincent, Town of Cambridge and City of Subiaco for their continued support of the service.

Davina Gasper
Mediation Coordinator



Above: Volunteers from Bunbury branch enjoy a morning tea during National Volunteers Week 2015.

Below: Armadale branch coordinators Kerrie Schilling & Rae Wright.



Mediation Case Study

CAB Mediation Services receives a number of matters where parties who have separated are still living at the same property.

One of these cases involved a client who initially contacted CAB by phone to enquire about the mediation process and the service we offer. The client had recently separated from her husband and was hoping to negotiate a financial agreement that would enable her to obtain alternative living arrangements as the parties were still living under the same roof and the high level of conflict was impacting on their children. One of her main concerns was the wait time and the costs involved for property/financial mediation. CAB was able to provide a minimal wait time and a low cost, quality mediation service to the client.

Initiating letters were sent to both parties with information about the process and costs. The other party was invited to participate in mediation for property/financial matters. He was initially apprehensive about the service but after discussing the process with the coordinator and being advised that it was a neutral and independent process, he responded positively and agreed to participate in mediation. Pre-mediation sessions were held on separate dates and times. The mediators assessed both parties individually and the matter was deemed suitable for mediation. Based on the initial assessments, the mediators were able to tailor their approach during mediation. By doing so, a gender balance was organised where one male and one female mediator would conduct the mediation session. The parties were also advised to seek independent legal and financial advice prior to attending the mediation session.

At the initial session, the clients were prepared and were communicating well with each other. The mediators guided the discussion to focus on the division of assets by allowing both parties to give their point of view without interruption. They also assisted by defining specific issues that were raised by each party that were in dispute. A list of options was provided to both parties at the end of the first session for the parties to consider prior to attending their next session.

Both parties had time to reflect and consider the options that were listed prior to the second session. The parties were able to discuss the specific issues in further detail and make necessary compromises. A written agreement was formulated from the discussion and the parties were happy that a solution that was agreeable to both parties was achieved. The time frames from first contact to the agreement being reached was less than two months. This enabled the parties to find alternative living arrangements and reduced the conflict within the family home.

Separated but living together and debt management mediation

A number of matters this financial year involved parties who have separated but due to financial difficulties, are forced to live on the same property. These issues mainly involve debt management. Mediators have adapted their approach to ensure that parties receive quality and effectively structured sessions to reach a solution that avoids incurring further monetary costs. In some instances, we assisted clients by organising a payment plan and/or a discounted fee.

Mediation Trends

Fly In Fly Out (FIFO) workers

We continue to see an increasing number of FIFO families using our mediation service. Processes such as flexible appointments and low wait times ensure that these families are not disadvantaged further.

Branch Reports



Branch Report - Albany

General

Albany branch began working from two rooms in the Albany Town Hall in 1974. In July 1982, the branch moved to the Women's Rest House where we continue to reside. The Women's Rest House provide two offices rent-free to CAB under their constitution.

Over the past twelve months, we have gone through a lot of changes. October saw the arrival of new committee members; Vice President, Secretary and coordinator. Many of our long-standing volunteers retired, and we thank them for their years of dedicated service. We were able to recruit new volunteers; the total volunteers was up to eighteen, which enabled us to open five days a week with extended opening hours.

Statistics

The majority of enquiries were local and general information, the purchase of Probate, EPA and EPG kits, Tax Help and the hire, rent and information for the Women's Rest House. Earlier in the year we were able to offer legal service. Our pro-bono lawyer Gordon Gray, unfortunately, was unable to continue to provide this service, but we are working hard in conjunction with Selva Stenross to source another pro-bono lawyer.

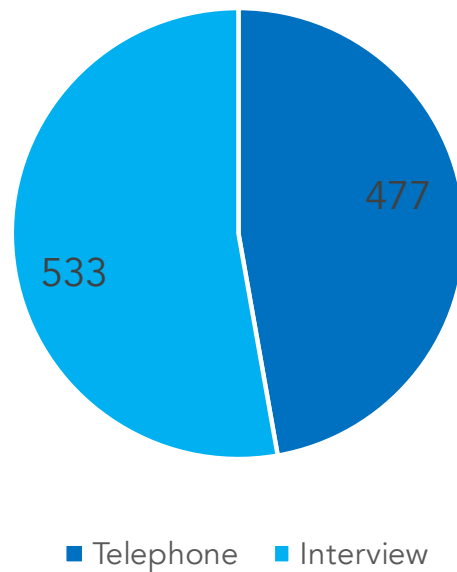
Our Tax Help volunteer, David Jacobson, continues to provide a very valuable service to our community. David is with us from the middle of July to the end of October, one day a week. Appointments are made available from 9:00 am to 4:00 pm.

Volunteers

The changes the branch has gone through would not have been possible without the help and dedication of our volunteers. All of the old pamphlets and information have been thrown out. We have gone through the arduous task of sourcing new pamphlets, creating a new filing system and keeping everything up to date.

Naturally, volunteer lives are busy, and circumstances change. Over the last couple of months, we have had many volunteers leave. As a result, we now have eight volunteers (two of whom are on the committee only). We are still open five days each week but when volunteers are on holidays, we do get a bit stretched. We are actively recruiting for new volunteers with advertising placed in the local newspapers, on Seek Volunteering and the local volunteer service.

Albany Branch Statistics



Meetings

Staff meetings and training sessions were held each month earlier in the year. With winter and the resignation of volunteers, staff meetings are not as frequent.

Training is ongoing; we have done OHS and the fire brigade were very generous in coming down to teach us how to use fire extinguishers and to go through fire safety matters. We have had a couple of visits from Perth staff, training for WA NILS, Tax Help, customer service and a guest speaker from Albany Community Legal Centre. Our branch committee meets quarterly.

Conclusion

I would like to thank all of our volunteers past and present for a job well done.

Christine Sargent
Branch Coordinator, Albany

Branch Report - Armadale

General

CAB has been providing services to the Armadale community for more than eleven years. The facilities allow for off street parking, which assists clients who want face-to-face advice.

The need for legal advice increases every year and the service provided by CAB in Armadale is very popular as the branch covers numerous neighbouring localities. Armadale branch has the privilege of having two coordinators; Kerrie and Rae both work two days a week and are enjoying sharing the duties. The job share has helped build a solid foundation, harmony and communication to the branch with complete cooperation from all volunteers.

Armadale CAB hosted a successful networking lunch. The event was designed to introduce the new coordinators and inform the community of the new directions planned. Representatives from thirty volunteer groups in and around the Armadale area attended a very informative day. The City of Armadale provided the luncheon and venue free of charge.

The coordinators have implemented some simple but effective methods of communicating with the team. A whiteboard has been installed; information regarding meeting dates, day to day activities, and volunteer holidays are written for all to see. An "information and daily duties book" has been introduced. Daily duties are typed up, and this enables all volunteers to work on any day and know what they need to do.

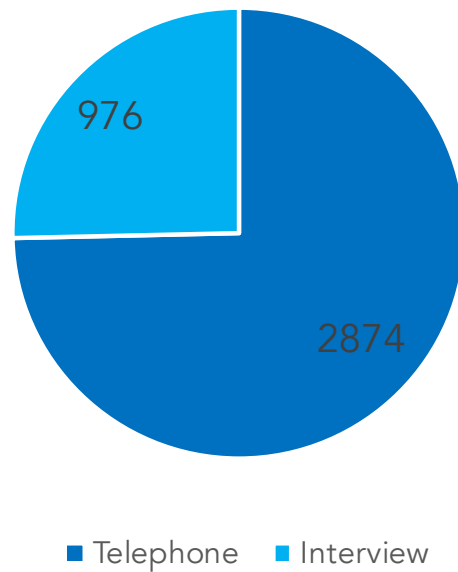
Volunteers

Up to this point, there has not been any addition to our volunteers. Kerrie and Rae are pleased with our team Julie, Carol, Lyn, and Trish, who are extremely capable and do a wonderful job dealing with clients and their queries. A recruitment drive is planned, and with the assistance of Perth Office we are hoping to increase our numbers to three volunteers a day shortly.

Meetings

The coordinators have introduced staff meetings held every six weeks at the branch. Committee meetings are held quarterly, with the AGM being held in September. They are all conducted formally requiring both a quorum and minutes that are all recorded by the branch secretary.

Armadale Branch Statistics



Training

No outside formal training has occurred this year however in-house training is always ongoing with the volunteers, and this is to ensure up to date information and procedures are followed.

Conclusion

Kerrie and Rae would like to express their thanks and appreciation to our dedicated volunteers for all their hard work and commitment throughout the past year. Their constant support has enabled us to continue to improve our reputation and lift our profile in Armadale and surrounding communities.

A big thank you to Verity and Keith for their tireless support for our branch and community; their commitment is vital. Ben and Selva have been a magnificent support, only a phone call away and always willing to guide and assist. Special thanks to Kathryn, who is always willing to present our requests to the Board, when required, and oversees permission for our projects without hesitation.

Thanks to Garry and Marilyn, who are always on hand to assist, whenever required. Thanks must also go to the Shire for their ongoing support – especially Wendy Stanley who is always available to provide guidance.

Rae Wright & Kerrie Schilling
Branch Coordinators, Armadale

Branch Report - Bunbury

General

CAB Bunbury has had an exciting year with the move from Oakley Street to 1 Stirling Street, Bunbury.

We held an exceptionally well-attended morning tea launch event. As a result, the branch has featured on GWN News and in the South West Times, Bunbury Herald and local community newspapers.

Selva Stenross, the Principal Solicitor, has recently started attending the branch one day per month. Selva's appointments have already proved to be a great service to the community of Bunbury and the surrounding districts. Selva also has several speaking engagements booked with local community organisations.

Statistics

The move to our new premises has enabled us to increase our opening hours and we are now open five days per week from 10:00 am - 2:00 pm. The result is that we have been able to provide assistance to over two hundred more clients than in the previous financial year.

We are currently assessing the number of calls and visits received between 9:00 am - 10:00 am and 2:00 pm - 3:00 pm. As a result of this, we will assess whether it is viable to extend our opening hours further.

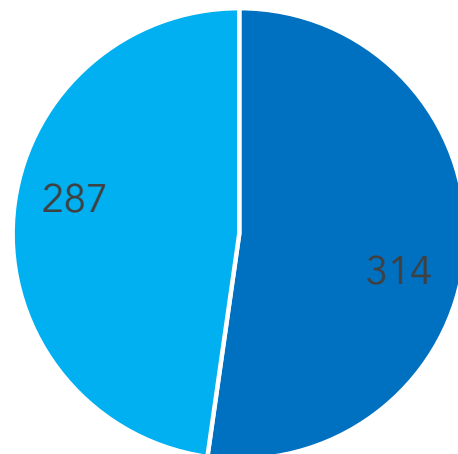
Volunteers

We have twelve volunteers at present, and we are in the unusual position of having recruited an entirely new team. Our volunteers come from a broad range of backgrounds, including Department of Human Services, hospitality, computer programming, teaching, accountancy and senior positions within the Department of Health. This wide range of experience is extremely useful in supporting a range of enquiries from clients.

Meetings

The branch committee meets every two months. I have conducted several outreach visits, including Hudson Road Family Centre, Red Cross (Commonwealth Respite and CareLink), South West Refuge; Relationships Australia, Accordwest, Bunbury Community Legal Centre, Department of Child Protection and Family Support, Consumer Protection, South West Women's Health and Information Centre, Home Disability Services Commission, Legal Aid WA and Volunteer South West.

Bunbury Branch Statistics



■ Telephone ■ Interview

I spoke at a multicultural group morning tea about the services available at CAB, as well as attending a Volunteering WA workshop on the National Volunteering Standards.

Selva Stenross and Ben Day attended to provide training on Legal Advice vs. Legal Information.

Conclusion

2014-15 has been an incredibly exciting year for CAB Bunbury. Our hard work and positivity have led to a substantial increase in client numbers. We are looking forward to the coming year and the introduction of WA NILS and Criminal Injuries Compensation assistance to the branch.

Maxine Lane
Branch Coordinator, Bunbury

Branch Report - Busselton

General

I have only been with the Busselton branch since February of this year. I took on the coordinator role that had been vacant for some time. As a result, my report is based on a six-month period in the position, with conclusions on the first half of the year being drawn from statistics, comments and some assumptions.

Busselton branch like many others (I suspect) went through a low at a time, for reasons widely known in the organisation. As a result, Busselton lost some volunteers, and the committee considered closing the branch. Fortunately, this did not eventuate as the longer-term members remaining 'held it together' with reduced hours and opening days.

It is now pleasing to be able to report we are back to opening five days per week. We have new volunteers joining and, I believe, a more positive outlook in providing a service to the community.

CAB Busselton operates in a rapidly growing city that has seen a significant demographic change over the past twenty years. We are also providing service on a regional basis with clients from all over this area of the southwest. Our core services are based on the CAB mission statement and within that we provide Tax Help and legal services, and can facilitate WA NILS applications. We are willing to take on the Criminal Injuries Compensation assistance when it starts.

Volunteers

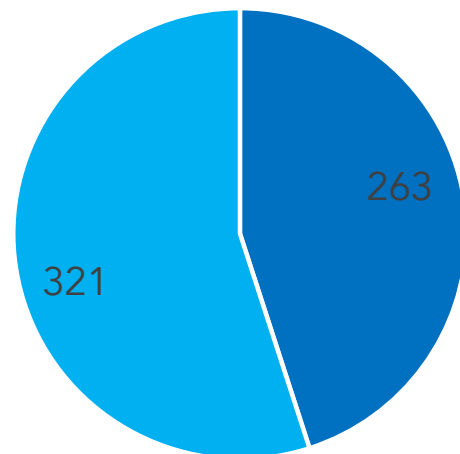
The number has increased from six at the end of 2014 to ten currently, all who bring a range of valuable skills. Verna, Jill, Christina, John and Libby are the stalwarts who kept the branch alive - special thanks to Verna, who has been with the branch for twenty-five years. The new volunteers joining this year are proving to be of great value. Welcome to Jenny, Peter, Valerie and welcome back to Glenn.

Meetings

The branch meets monthly, chaired by Christina. Members are encouraged to contribute agenda items for discussion. The Treasurer and coordinator report to the committee on a monthly basis.

The City Council representative Cr. Tom Tuffin attends the meetings as often as he can; his ongoing interest, help and contribution is very much appreciated.

Busselton Branch Statistics



■ Telephone ■ Interview

Training

We have had group training in conflict checking and appointments for the legal service, and a session on understanding the difference between legal advice and legal information.

We have a workshop session planned for the coming year that will be facilitated by Ben Day.

Conclusion

Some considerable effort has been put into ensuring as many in the Busselton community are aware CAB is alive and well. I have spoken to many who provide services in the community, letting them know we are here to help. I have given a talk to the Vasse Human Services Alliance. I also attended a lunch meeting with City Councillors, where Chief Executive Officer Kathryn Lawrence gave an excellent brief on CAB followed by a report on the Busselton branch by Christina, which was well received. Thanks to Cr. Tuffin for his help.

I met with the member for Vasse, Libby Mettam MLA; Libby has been very supportive and used our service on occasions. I have also had the opportunity to brief John Castrilli MLA and Nola Marino MP on where we are at in Busselton.

In conclusion on behalf of all at CAB Busselton, I have to thank the team from Perth office. Special thanks to Ben for his support; nothing is a problem it seems with Ben - he is always willing to assist.

Kevin Douglas
Branch Coordinator, Busselton

Branch Report - Fremantle

General

CAB has had a presence in Fremantle since 1966.

Statistics

There has been a change in the types of enquiries we are dealing with in the Fremantle branch. While we have always helped with issues regarding accommodation, food vouchers, etc. we see a dramatic increase in the number of these types of enquiries. This increase perhaps, is a sign of the times.

Volunteers

We have said farewell to some well-established volunteers during the past year. It's not only their presence that we miss; it is the knowledge of Fremantle and life that they take with them.

We welcome our newbies: Judy, Opal, Pamela, Suzanne and Anne. They have taken to the new computer systems like ducks to water!

Margaret M., our WA NILS wizard, is a godsend and anecdotal client feedback suggests that the WA NILS service is valuable to clients.

We meet monthly to discuss various aspects of CAB and discuss solutions to any problems that have arisen. This meeting is useful as it allows volunteers to catch up with each other.

We have representatives from other organisations who attend the meetings from time to time; this enables us to keep up to date with developments in their facilities, especially all the cuts resulting from budget constraints.

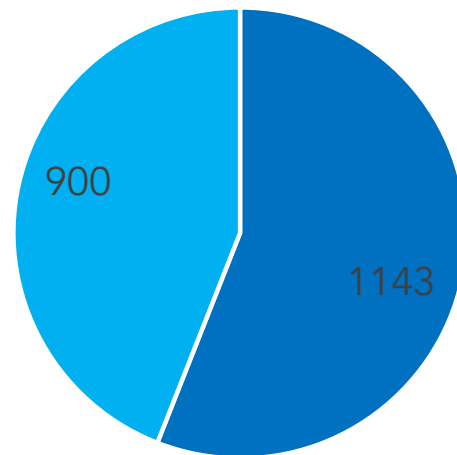
Conclusion

It has been an eventful year for the Fremantle branch, both technologically and personally. However, I take this opportunity to thank the volunteers for their unwavering support for the branch and the coordinator.

We wish to acknowledge the great contribution that Ben has made to CAB Fremantle in his position as Volunteer & Client Services Coordinator.

Pat Baxter
Branch Coordinator, Fremantle

Fremantle Branch Statistics



■ Telephone ■ Interview

Branch Report - Joondalup

General

Joondalup branch has its office in Lotteries House in Davidson Terrace, a building that is owned by the City of Joondalup. We are fortunate as we have the opportunity of booking a Conference Room to hold volunteer meetings and training as part of our tenancy.

We have advertised CAB Joondalup in the local community newspaper through the year and that has yielded several new volunteers.

Tax Help appointments are held each Monday all day; this service is being handled by one of our volunteers who has undergone training. There is a high demand for the service.

Appointments for assistance with online WA NILS applications are available on Wednesday mornings. Although initial demand has been weak, we are hopeful that this will become a valuable service for the local community given time.

CAB staff lawyer Caroline Kibui visits the branch fortnightly, with pro-bono lawyer Nerys Lloyd visiting monthly. Both lawyers are a delight to work alongside. Their appointments are always full, with enough demand for a solicitor once a week (especially for wills and family law appointments). There is also a high demand for Probate kits and EPA kits.

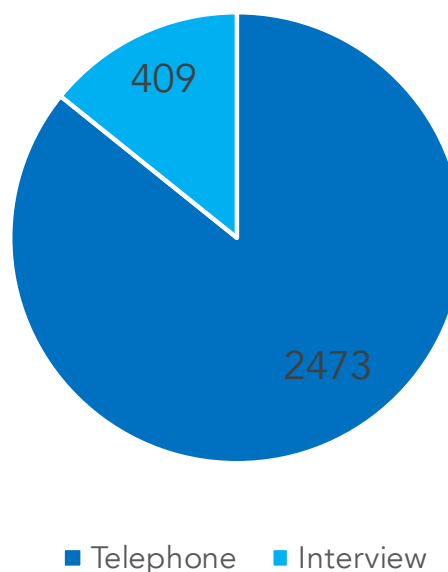
Statistics

Our move to the computerised recording of stats means that it's much easier to capture accurate information about our clients. Over the past year, we have averaged eighteen telephone enquiries each day with an average of twelve walk-in customers. These in-person enquiries are seeking information and referral on a range of matters or purchasing Probate and EPA kits.

Volunteers

We now boast eighteen volunteers ranging from retired individuals through to a twenty-year-old law student who is currently in training. All of our volunteers also volunteer elsewhere, a few in a local hospital and others with primary schools, so we are all busy in other areas of community work. The roster is always challenging, but my thanks must go to those volunteers who step in and do extra. I am very grateful to all of our volunteers for their help and dedication to CAB.

Joondalup Branch Statistics



Also, welcome to our new Treasurer, Jasmine Jenkins. Jasmine works full time as an accountant but comes in to complete reports at the weekend.

Meetings

We held two volunteers meetings where we have seen most of the volunteers attend including a session from Ben Day and Selva Stenross, who came and spoke on the Legal Advice vs. Legal Information. Ben Day and Margaret Dixon (Vice President, Board of Management) attended the branch AGM meeting. Margaret was able to update the Joondalup committee with the happenings at Perth office; we were more than happy to have them attend.

Training

Any new volunteers have training with Maurveen Arnold who works alone on a Tuesday morning. Maurveen has been with us for over ten years. If a Tuesday is not suitable, any new volunteers train with experienced volunteers.

Conclusion

We have had a lot of help from the Volunteer & Client Services Coordinator Ben Day and others at Perth Office when needed. Our volunteers are happy being busy especially with the legal appointments, Tax Help and WA NILS appointments. The new system for receipting and recording statistics seems to be going very well and communication with Perth office has vastly improved. We thank Perth office for their cooperation.

Diane Cook
Branch Coordinator, Joondalup

Branch Report - Kwinana

General

Kwinana branch opened on 13th November 2014. We have worked hard to raise awareness of the branch by visiting local not-for-profit organisations and handing out flyers in the local shopping centre.

Until recently we were only open on Thursdays, now we are open Tuesday, Thursday and Friday and plan to open on Wednesdays soon. We believe that the extended opening hours combined with proposed additional services will cement the branch as a valuable asset to the local community.

We are fortunate to have a pro-bono lawyer every Thursday with the majority of our appointments being family law related. Despite our limited opening hours, we have a high level of demand for the appointments.

We also have a volunteer from the ATO providing Tax Help on Thursday from July to October – this is a service that is in exceptionally high demand.

Volunteers

We presently have four volunteers and are actively recruiting new volunteers to allow us to extend our services. John has been with us since day one, Tanya since mid-February and Matthew and Jesara are recent additions to our team.

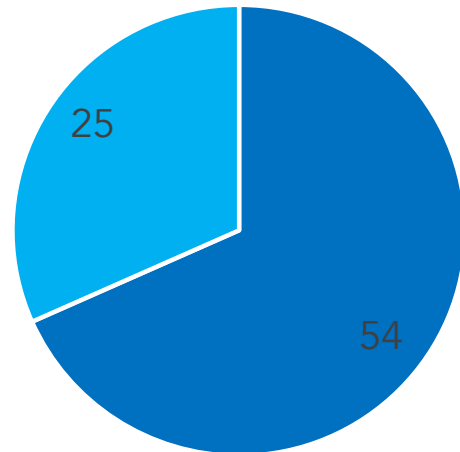
One of our volunteers also volunteers for the Rockingham Sea & Rescue; another of our volunteers sings in a group, and Jesara is a student at TAFE studying Community Services.

Conclusion

Our aim for the coming year is to be open Tuesday, Wednesday, Thursday and Friday and increase awareness in the local area. The branch is showing tremendous potential, and we're very excited about the future.

Kerry Smith
Branch Coordinator, Kwinana

Kwinana Branch Statistics



■ Telephone ■ Interview

Branch Report - Mandurah

General

CAB Mandurah is open five days per week from 9:00 am – 2:00 pm, with two volunteers rostered each day.

Justices of the Peace provide a very busy service every Thursday and Friday, from 10:00 am – 12:00 noon. Tax Help is very much in demand and is provided by three CAB volunteers Monday - Wednesday from July – October. We are currently the only agent for WA NILS in Mandurah and process about six applications per month.

The local community is extremely supportive of the branch. Particular thanks go to the City of Mandurah, which granted us funding for three years in October 2014. We operate from a community building owned by the City of Mandurah in a central location. We participate in and support local activities and events such as the Active Ageing group facilitated by the City of Mandurah, the development of a Seniors Directory and Seniors Expo.

Statistics

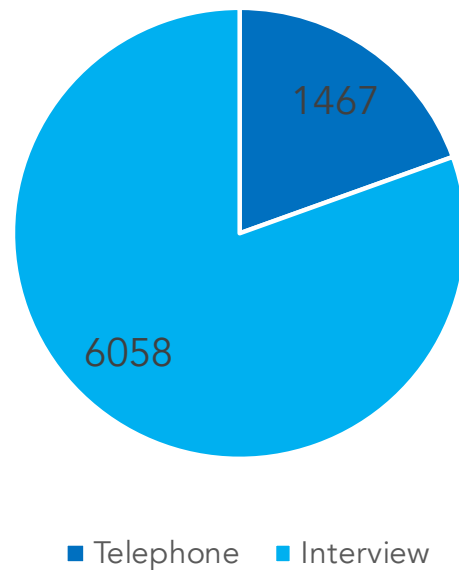
Our numbers are very similar to previous years, despite the increase in information available electronically. Predominantly people using the service tend to be at the older end of the age groups. Mandurah has the highest percentage of retired / older people in WA, so this is to be expected. Our impression is that at least in Mandurah, there are many clients of all ages who have few computer skills, don't own modern technology and are being disadvantaged in access to information and services.

Volunteers

Mandurah CAB has about eighteen very committed volunteers, many of whom have been volunteers for over ten years and are very experienced in the provision of information and referral. Four new volunteers were recruited and trained while an equal number left for other opportunities. Sincere thanks go to all for their consistent cooperation, interest and support of Mandurah CAB.

Special thanks must go to Judith Tuckey, a Life Member of CAB and a volunteer for thirty-eight years. Judith has compiled the branch statistics for many years and retired from this role at the end of June.

Mandurah Branch Statistics



Meetings

The branch committee meets quarterly, with an AGM in July. Volunteers also meet regularly. We appreciated the attendance of the President and Vice President of CAB's Board of Management, Chief Executive Officer, Volunteer & Client Services Coordinator and Principal Solicitor on various occasions.

Training

Mandurah CAB volunteers have undergone training in assisting clients with WA NILS applications, conflict checking and legal advice vs. legal information. Three volunteers were trained to provide Tax Help, and two attended training at Perth office. Volunteers have also attended training offered by the Public Advocate and Peel Community Legal Service.

Conclusion

Mandurah CAB is an active branch, well supported by and supportive of the local community and we wish to thank everyone that makes this possible.

Lyn O'Brien
Branch Coordinator, Mandurah

Branch Report - Midland

General

CAB Midland is located at 8-12 Stafford Court, Midland. We are now open 9:00 am – 3:00 pm Monday to Thursday and 9:30 am to 2:00 pm on Fridays. Our central location means that we are accessible not only to the metropolitan area but rural areas to the north and east.

Statistics

Our clients mainly seek information about family law, wills, Probate, EPA and EPG, plus miscellaneous matters like commerce and community. We have been unable to provide Tax Help to the public this year but hope to resume this service next year.

Justices of the Peace

We have three Justices of the Peace, who work on Wednesday, Thursday and Friday mornings.

Volunteers

We have a total of ten volunteers. Two volunteers attended a workshop on “Leadership Skills for Supervisors” which was very informative and provided an insight into the number of services available to the community. We have four volunteers who are trained to help with applications for WA NILS. Our volunteers are thoroughly trained and provide a valued service to the community. We regularly hold staff and committee meetings.

Legal Service

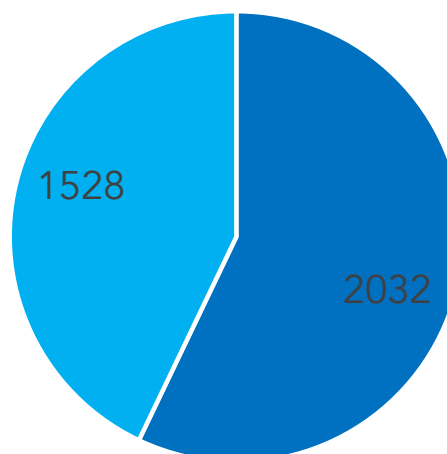
Principal Solicitor Selva Stenross provides a valuable service to the community preparing documents and advice in matters relating to family law, wills, Probate, EPA and EPG.

Conclusion

We are pleased that our services are helping to fill the gap left by the closure of the Midland branch of Legal Aid WA. My sincere thanks must go to all our volunteers for their support; they have always provided an excellent service to the community. We are thankful to Tony Agostino, our Auditor, for his assistance over many years. Thanks also to our Justices of the Peace; Peter Moore, Stephen Sharp and John Luks, who continue to assist us in many ways. Thank you to Ken Duffy, our Chairperson; David Earnshaw, vice-chair, and to all those at Perth office who willingly support us.

Gill Wood & Steve Guthrie
Branch Coordinators, Midland

Midland Branch Statistics



■ Telephone ■ Interview

Branch Report - Rockingham

General

CAB Rockingham is located within the St Nicholas Community Centre, a well-used community centre that also contains a Community Legal Centre and several community-focussed not-for-profit organisations. We operate four days per week and offer Tax Help and WA NILS assistance along with our core service of information & referral.

Statistics

Looking forward to 2015-16, we intend to introduce more services into the branch including a pro-bono lawyer and help with claiming Criminal Injuries Compensation. We believe that these services will offer huge value to the Rockingham community and lead to an increase in enquiries. We also intend to hold a networking event for local community organisations to publicise our branch's services.

Volunteers

Our thanks must go to Christopher Smith OAM JP, who retired as branch coordinator in June 2015 after twenty-five years' service to the branch. Thank you to our dedicated team of volunteers for their ongoing support of CAB. We look forward to the appointment of our new coordinator who will no doubt bring new ideas and energy that will be helpful for moving forward.

Meetings

We hold informal staff meetings on a quarterly basis which gives volunteers the opportunity to discuss issues.

Training

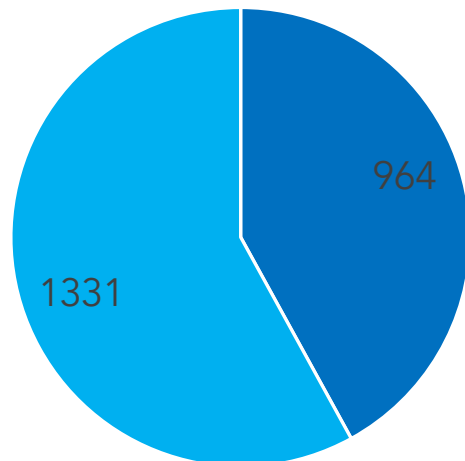
Several volunteers attended an interesting training session at Perth office by Council of the Aging and Advocare. Garry Bleakley & Marilyn Martion attended the branch in early 2015 to conduct training on conflict checking and appointments. The Volunteer & Client Services Coordinator, Ben Day, has visited us several times.

Conclusion

CAB Rockingham has been through substantial change over the past year. We are extremely confident about the future – with a reintroduction of services and a new coordinator, we believe that we can offer an excellent service to the Rockingham community.

Branch Coordinator, Rockingham

Rockingham Branch Statistics



■ Telephone ■ Interview

Statistics



Summary

Perth office

	Client Enquiries		
	Interviews	Telephone	Total
General	108	24,294	24,402
Legal	3,715	0	3,715
Tax Help	0	0	0
Justice of the Peace	11,817	0	11,817
Sub-Total	15,640	24,294	39,934

Branches

	Client Enquiries		
	Interviews	Telephone	Total
Albany	533	477	1,010
Armadale	976	2,874	3,850
Bunbury	287	314	601
Busselton	321	263	584
Fremantle	900	1,143	2,043
Joondalup	409	2,473	2,882
Kwinana	25	54	79
Mandurah	6,058	1,467	7,525
Midland	1,528	2,032	3,560
Rockingham	1,331	964	2,295
Sub-Total	12,368	12,061	24,429

Perth office & Branches

	Client Enquiries		
	Interviews	Telephone	Total
Total	28,008	36,355	64,363

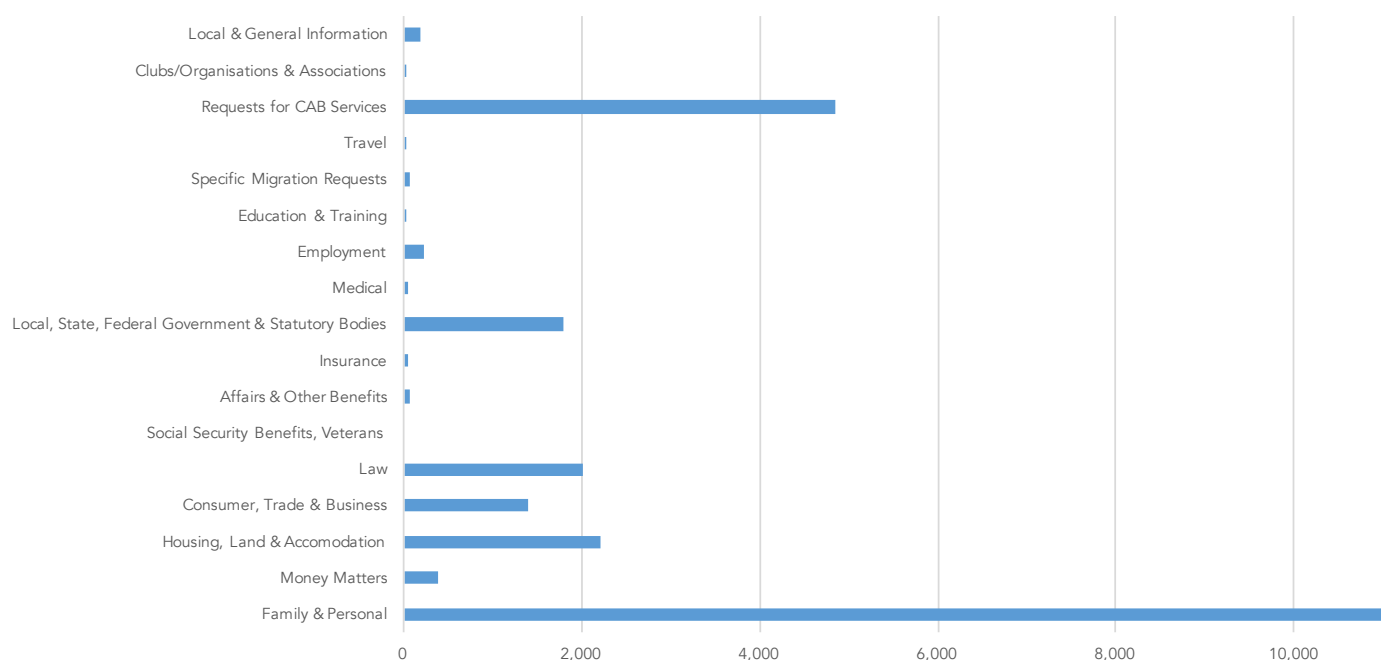
Legal Advice

Subject	2014-15	2013-14
Appeals	1	0
Bankruptcy	0	1
Building Dispute	0	5
Business	0	1
Civil	0	2
Consumer	11	32
Contracts	27	21
Copyright	0	1
Court	0	10
Criminal	11	37
Debt	6	18
Dividing Fences	58	71
Domestic Violence	1	1
Employment	29	2
Estate Matters	187	86
Family Law	1,508	1,070
Financial	4	6
Fraud	1	2
Guardianship	2	1
Harassment	1	1
Housing/Tenancy	26	17
Inheritance	0	4
Insurance	0	7
Letters of Administration	292	361
Libel/Defamation	0	2
Mental Health	0	1
Neighbour Disputes	33	35
Personal Injury	14	10
Privacy	0	1
Probate	378	473
Property	74	69
Restraining Orders	13	20
Superannuation	0	3
Traffic	16	28
Will & Enduring Power of Attorney/Guardianship	951	928
Workers Compensation	0	1
Other	71	25
Total	3,715	4,394

Statistical Returns - Perth Office

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Family & Personal	68	11,000	11,068	12,068
Money Matters	1	384	385	413
Housing, Land & Accomodation	4	2,212	2,216	2,241
Consumer, Trade & Business	0	1,389	1,389	1,666
Law	19	1,996	2,015	2,691
Social Security Benefits, Veterans Affairs & Other Benefits	0	66	66	80
Insurance	0	55	55	87
Local, State, Federal Government & Statutory Bodies	2	1,785	1,787	2,116
Medical	0	49	49	71
Employment	0	221	221	264
Education & Training	0	7	7	8
Specific Migration Requests	0	74	74	64
Travel	0	25	25	19
Requests for CAB Services	13	4,840	4,853	5,702
Clubs/Organisations & Associations	0	4	4	21
Local & General Information	1	187	188	323
Total	108	24,294	24,402	27,834
<i>Males</i>	72	9,474	9,546	11,351
<i>Females</i>	36	14,820	14,856	16,483

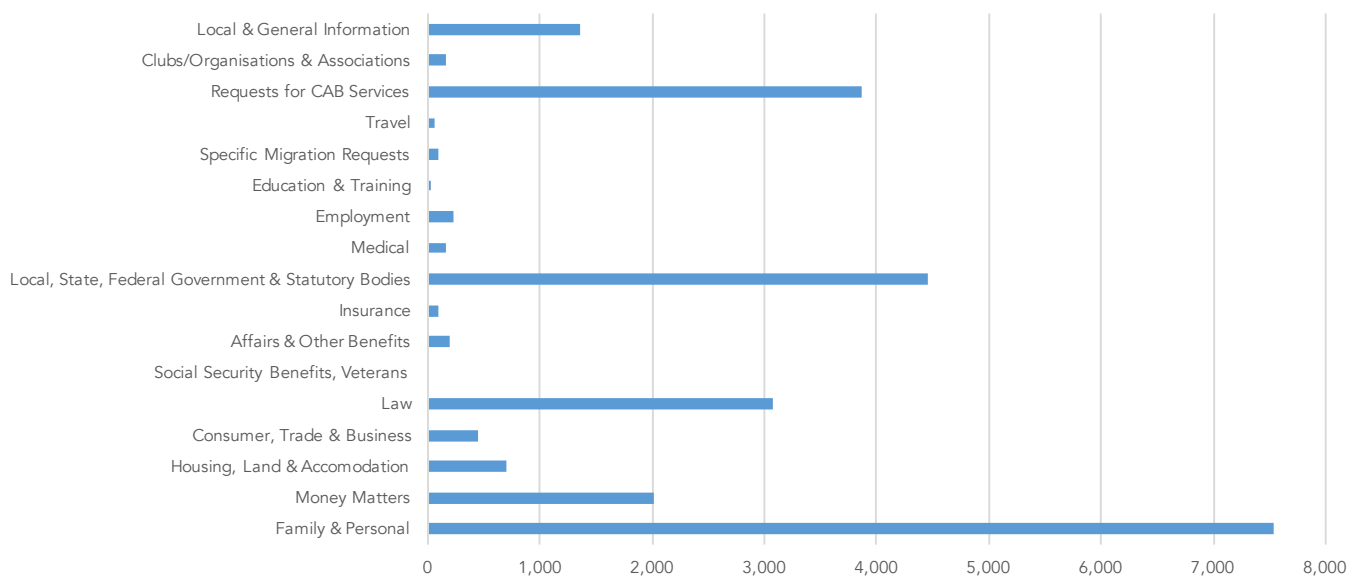
Statistical Returns - Perth Office



Statistical Returns - Branches

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Family & Personal	2,550	4,981	7,531	8,859
Money Matters	910	1,095	2,005	1,980
Housing, Land & Accomodation	257	448	705	795
Consumer, Trade & Business	161	287	448	553
Law	2,418	656	3,074	3,378
Social Security Benefits, Veterans Affairs & Other Benefits	119	80	199	231
Insurance	29	62	91	93
Local, State, Federal Government & Statutory Bodies	3,417	1,032	4,449	3,962
Medical	80	81	161	177
Employment	88	136	224	247
Education & Training	11	13	24	38
Specific Migration Requests	45	40	85	145
Travel	30	23	53	44
Requests for CAB Services	1,297	2,570	3,867	4,758
Clubs/Organisations & Associations	82	71	153	431
Local & General Information	874	486	1,360	1,734
Total	12,368	12,061	24,429	27,425
<i>Males</i>	<i>5,708</i>	<i>3,859</i>	<i>9,567</i>	<i>11,718</i>
<i>Females</i>	<i>6,660</i>	<i>8,202</i>	<i>14,862</i>	<i>15,707</i>

Statistical Returns - Branches



Statistical Returns Detail - Perth Office & Branches

Family & Personal

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Marital (Separation / Divorce / Custody)	573	7,796	8,369	9,591
Regulations (Family / Name Change)	39	49	88	78
Misc. Problems (Young People)	17	60	77	109
Misc. Problems (Adults)	134	661	795	1,102
Food & Material Needs	82	36	118	117
Deaths, Funerals, Wills, Probate, etc	1,331	6,771	8,102	8,918
Power of Attorney	442	608	1,050	1,012
Total	2,618	15,981	18,599	20,927

Money Matters

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Mortgages & Loans	50	136	186	149
Debts / Hire Purchase / Credit Accounts	56	200	256	301
Financial Counselling	83	156	239	257
Investment & Superannuation	30	56	86	97
Taxation (Personal, Land, Stamp Duty)	652	821	1,473	1,446
Banking Complaints	9	23	32	59
Bankruptcy	31	87	118	84
Total	911	1,479	2,390	2,393

Housing & Land

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Home or Land Purchase & Sale	61	787	848	773
Home Building Advice & Disputes	39	299	338	290
Landlord & Tenant	103	1,452	1,555	1,742
Accommodation	36	42	78	106
Strata Titles, Corporate Bodies	22	80	102	125
Total	261	2,660	2,921	3,036

Statistical Returns Detail continued...

Consumer, Trade & Business

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Unsatisfactory Goods & Services	62	1,360	1,422	1,733
Small Business Information	62	115	177	115
Professional Fees and Complaints	8	37	45	61
Consumer Information	29	164	193	310
Total	161	1,676	1,837	2,219

Law

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Enquiries	2,325	2,276	4,601	5,466
Motor Vehicle Accidents	18	104	122	138
Traffic Offences	33	99	132	166
Restraining Orders	29	84	113	154
Legislation	21	65	86	106
Complaints	11	24	35	39
Total	2,437	2,652	5,089	6,069

Social Security Benefits

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Social Security Benefits	50	82	132	141
Veterans' Affairs Benefits	2	8	10	6
Overseas Pensions	12	10	22	22
Seniors Cards	55	46	101	142
Total	119	146	265	311

Government

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
By-laws (Fencing, Dogs, Trees, Noise)	57	761	818	1,094
Members of Parliament	3	7	10	17
Local Government Information	12	13	25	45
Justice of the Peace	3,342	2,032	5,374	4,898
Electoral Matters	4	2	6	21
Copyright & Patents	1	2	3	3
Total	3,419	2,817	6,236	6,078

Medical

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Mental & Physical Health	31	57	88	112
Information & Support Groups	25	26	51	53
Alcohol & Drugs	6	4	10	9
Hospital & Medical Benefits	4	12	16	8
Hospital & Nursing Homes	7	16	23	24
Medical Complaints	7	15	22	42
Total	80	130	210	248

Employment

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Employment & Unemployment	34	183	217	205
Self-Employment	1	9	10	16
Employer & Employee Disputes	28	91	119	172
Union Matters	5	4	9	6
Wages & Awards	6	41	47	74
Discrimination & Harassment	11	22	33	28
Occupational Health & Safety	3	7	10	10
Total	88	357	445	511

Education & Training

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Financial Assistance	5	15	20	9
Education	6	4	10	31
HECS	0	1	1	6
Total	11	20	31	46

Migrants

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Specific Problems	23	28	51	82
General Queries	22	86	108	127
Total	45	114	159	209

Statistical Returns Detail continued...

Travel

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Passports, Visas, Consulates	23	35	58	50
Travel Agencies	1	4	5	8
Accommodation	0	3	3	1
Tourism	6	6	12	4
Total	30	48	78	63

CAB Services

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Public Relations	927	3,048	3,975	4,954
Pamphlets, Information	301	107	408	319
CAB Legal Appointments	48	1,270	1,318	2,211
CAB Legal Appointments Cancelled	13	453	466	757
Query on status of documents	9	70	79	210
Missing Persons	4	11	15	54
Mediation: The Process	2	851	853	1,289
Mediation: Relationships, Matrimonial	5	709	714	446
Mediation: Intra Family	1	597	598	71
Mediation: Community	0	256	256	131
Mediation: Commercial	0	38	38	18
Total	1,310	7,410	8,720	10,460

Clubs & Organisations

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Total	82	75	157	452

Local & General Information

Subject	Interview	Telephone	Total 2014-15	Total 2013-14
Total	875	673	1,548	2,057

Auditor's Report

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Independent Auditor's Report
Statement of Financial Performance
Statement of Financial Position
Statement of Cash Flows
Notes to the Financial Statements

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 2015 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:

Name: **Margaret Dixon**

Dated this 31 day of August 2015



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 T +61 8 9261 9100 F +61 8 9261 9111
 www.rsmi.com.au

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

We have audited the accompanying financial report, being a special purpose financial report, of Citizens Advice Bureau of Western Australia (Inc.), which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income 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.

Board of Management's Responsibility for the Financial Report

The board of management is responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the constitution and the *Australian Charities and Not-for-profits Commissions Act 2012* and is appropriate to meet the needs of the members. The board of management's responsibility also includes such internal control as the board of management determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board of management, as well as evaluating the overall presentation of the financial report.

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

Liability limited by a
 scheme approved under
 Professional Standards
 Legislation

Birdanco Nominees Pty Ltd
 ABN 33 009 321 377
 Practising as
 RSM Bird Cameron
 ABN 65 319 382 479

Major Offices in:
 Perth, Sydney,
 Melbourne, Adelaide,
 Canberra and Brisbane

RSM Bird Cameron is a member of the RSM network. Each member of the RSM network is an independent accounting and advisory firm which practises in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.



Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commissions Act 2012*.

Opinion

In our opinion, the financial report of the Citizens Advice Bureau of Western Australia (Inc.) is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commissions Act 2012*, including:

- (a) giving a true and fair view of the entity's financial position as at 30 June 2015 and of its performance 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 of accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Citizens Advice Bureau of Western Australia (Inc.) to meet its financial reporting requirements. As a result, the financial report may not be suitable for another purpose.

RSM Bird Cameron
RSM BIRD CAMERON


Perth, WA
Dated: 31 August 2015

TUTU PHONG
Director

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2015

	Note	Consolidated		Perth	
		2015	2014	2015	2014
		\$	\$	\$	\$
REVENUE					
Donations		11,209	9,558	5,675	6,407
Grants	3	728,789	730,882	725,395	724,265
Interest received		7,056	9,011	7,021	8,964
Legal fees	4	400,015	449,951	357,805	392,196
Membership fees		1,558	3,980	1,130	3,275
Mediation revenue		40,518	32,815	40,518	32,815
Other income		1,822	1,196	-	809
Sale of resource material		8,497	9,426	3,552	4,347
TOTAL REVENUE		<u>1,199,464</u>	<u>1,246,819</u>	<u>1,141,096</u>	<u>1,173,078</u>
EXPENSES					
Annual General Meeting		998	720	998	720
Advertising and publicity		3,906	6,673	2,609	5,065
Audit and accountancy fees		5,900	5,950	5,700	5,500
Bank charges		2,182	2,538	2,031	2,207
Depreciation		28,226	37,362	25,804	34,597
50 th Anniversary		-	18,612	-	18,612
File fees expense		12,000	10,000	12,000	10,000
Grants to branches		-	-	99,712	78,677
Honorariums		3,465	4,325	-	-
Insurance		36,370	16,954	36,370	16,954
Legal advice		34,845	48,096	-	-
Loss on disposal of assets		971	48	971	48
Repairs and maintenance		5,451	8,694	4,024	7,394
Motor vehicle expenses		9,623	10,660	9,623	10,660
Organisation review		13,080	46,323	13,080	46,323
Postage		6,903	8,403	5,500	7,299
Printing and stationery		28,709	25,993	23,556	22,677
Reference and resource		2,030	678	625	678
Rent electricity and services		264,666	229,581	200,279	175,122
Salaries and wages		593,147	668,959	593,147	668,959
Seminar expenses		8,858	13,068	7,168	13,068
Staff amenities		6,906	8,265	2,767	4,907
Staff recruitment		3,561	-	3,561	-
Subscriptions		24,769	27,621	24,659	27,401
Sundry expenses		7,374	5,546	2,064	1,888
Carried forward		<u>1,103,940</u>	<u>1,205,069</u>	<u>1,076,248</u>	<u>1,158,756</u>

The accompanying notes form part of these financial statements

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2015

	Consolidated		Perth	
	2015	2014	2015	2014
	\$	\$	\$	\$
EXPENSES (Cont.)				
Brought forward	1,103,940	1,205,069	1,076,248	1,158,756
Superannuation	63,984	72,096	63,984	72,096
Telephone	24,926	24,607	13,482	13,625
Travelling expenses	12,943	8,253	3,347	4,053
Volunteers' expenses	<u>32,483</u>	<u>40,596</u>	<u>20,851</u>	<u>24,818</u>
TOTAL EXPENSES	<u>1,238,276</u>	<u>1,350,621</u>	<u>1,177,912</u>	<u>1,273,348</u>
NET DEFICIT FOR THE YEAR	(38,812)	(103,802)	(36,816)	(100,270)
Accumulated funds at beginning of the year	<u>371,387</u>	<u>475,189</u>	<u>342,709</u>	<u>442,979</u>
ACCUMULATED FUNDS AT END OF THE YEAR	<u>332,575</u>	<u>371,387</u>	<u>305,893</u>	<u>342,709</u>

The accompanying notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION

As at 30 June 2015

	Consolidated		Perth	
	2015	2014	2015	2014
	\$	\$	\$	\$
ACCUMULATED FUNDS	<u>332,575</u>	<u>371,387</u>	<u>305,893</u>	<u>342,709</u>
Represented by:				
CURRENT ASSETS				
Cash assets	296,269	320,921	279,505	302,755
Debtors	16,365	18,110	16,365	18,110
Prepayments	<u>65,598</u>	<u>43,403</u>	<u>65,598</u>	<u>43,402</u>
	<u>378,232</u>	<u>382,434</u>	<u>361,468</u>	<u>364,267</u>
NON CURRENT ASSETS				
Plant and equipment				
Cost	471,243	478,540	379,846	388,972
Accumulated depreciation	(382,665)	(374,372)	(301,186)	(295,315)
Bond for Branches	<u>615</u>	<u>615</u>	<u>615</u>	<u>615</u>
	<u>89,193</u>	<u>104,783</u>	<u>79,275</u>	<u>94,272</u>
TOTAL ASSETS	<u>467,425</u>	<u>487,217</u>	<u>440,743</u>	<u>458,539</u>
CURRENT LIABILITIES				
Payables	29,184	51,279	29,184	51,279
Provision for employee entitlements	78,778	53,707	78,778	53,707
Income received in advance	<u>13,619</u>	<u>570</u>	<u>13,619</u>	<u>570</u>
	<u>121,581</u>	<u>105,556</u>	<u>121,581</u>	<u>105,556</u>
NON CURRENT LIABILITIES				
Provision for employee entitlements	<u>13,269</u>	<u>10,274</u>	<u>13,269</u>	<u>10,274</u>
TOTAL LIABILITIES	<u>134,850</u>	<u>115,830</u>	<u>134,850</u>	<u>115,830</u>
NET ASSETS	<u>332,575</u>	<u>371,387</u>	<u>305,893</u>	<u>342,709</u>

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOWS

For the year ended 30 June 2015

	Note	2015 \$	Consolidated 2014 \$	Perth 2015 \$	Perth 2014 \$
Cash flows from operating activities					
<i>Payments</i>					
Wages and salaries		(584,405)	(774,014)	(578,576)	(770,655)
Suppliers		(640,898)	(510,401)	(588,784)	(439,251)
<i>Receipts</i>					
User charges		452,333	452,680	417,798	406,738
Interest received		7,056	9,011	7,021	8,964
Other		13,031	10,755	5,675	(10,561)
<i>Cash flows from government</i>					
Receipts from appropriations / grants		<u>741,838</u>	<u>730,702</u>	<u>725,395</u>	<u>724,265</u>
Net cash used in operating activities	5(b)	<u>(11,045)</u>	<u>(81,267)</u>	<u>(11,471)</u>	<u>(80,500)</u>
Cash flows from investing activities					
Payments for purchase of plant and equipment		<u>(13,607)</u>	<u>(2,437)</u>	<u>(11,779)</u>	<u>(1,847)</u>
Net cash used in investing activities		<u>(13,607)</u>	<u>(2,437)</u>	<u>(11,779)</u>	<u>(1,847)</u>
Net decrease in cash held		(24,652)	(83,704)	(23,250)	(82,347)
Cash at the beginning of the financial year		<u>320,921</u>	<u>404,625</u>	<u>302,755</u>	<u>385,102</u>
Cash at the end of the financial year	5(a)	<u>296,269</u>	<u>320,921</u>	<u>279,505</u>	<u>302,755</u>

The accompanying notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2015

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%

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2015

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.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2015

	Consolidated		Perth	
	2015	2014	2015	2014
	\$	\$	\$	\$
3. GRANTS				
Department of Local Government and Communities	464,572	432,514	464,572	432,514
The Law Society of Western Australia	100,000	100,000	100,000	100,000
Local Government grants	6,394	6,250	3,000	3,500
Lotteries Commission	15,000	49,210	15,000	49,210
Legal Aid (LCT)	81,400	81,400	81,400	81,400
Legal Aid (Mediation)	61,423	57,641	61,423	57,641
Other	-	3,867	-	-
	<u>728,789</u>	<u>730,882</u>	<u>725,395</u>	<u>724,265</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	134,876	148,659	115,910	119,012
Income received from the preparation of simple legal documents	<u>265,139</u>	<u>301,292</u>	<u>241,895</u>	<u>273,184</u>
	<u>400,015</u>	<u>449,951</u>	<u>357,805</u>	<u>392,196</u>

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

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	<u>296,269</u>	<u>320,921</u>	<u>279,505</u>	<u>302,755</u>
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(b) Reconciliation of net cash provided by operating activities to net deficit for the year

Net deficit for the year	(38,812)	(103,802)	(36,816)	(100,270)
Loss on sale of asset	971	48	971	48
Depreciation	28,226	37,362	25,804	34,597
Movements in assets and liabilities				
Debtors	1,745	(17,777)	1,745	(17,777)
Prepayments	(22,195)	(25,715)	(22,195)	(25,715)
Creditors and accruals	(22,095)	40,422	(22,095)	40,422
Provision for employee entitlements	28,066	(11,625)	28,066	(11,625)
Income in advance	<u>13,049</u>	<u>(180)</u>	<u>13,049</u>	<u>(180)</u>
Net cash used in operating activities	<u>(11,045)</u>	<u>(81,267)</u>	<u>(11,471)</u>	<u>(80,500)</u>



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