

**Citizens Advice  
Bureau**

**Annual Report  
2016-17**

**citizens  
advice  
bureau**



*Established in Western Australia*  
1963

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## Overview

### MISSION STATEMENT

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

### VISION

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

### 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

### PERTH

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

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

### ARMADALE

2 Hobbs Drive  
ARMADALE WA 6112  
Branch Co-ordinators: Rae Wright &  
Kerrie Schilling  
Office Hrs:  
9.00am - 3.00pm Mon to Fri  
Phone: (08) 9497 5311  
Fax: (08) 9497 5344  
Email: [armadale@cabwa.com.au](mailto:armadale@cabwa.com.au)

Justice of the Peace  
Tax help - Jul to Oct  
Legal Service - by appointment  
WA NILS

### BUNBURY

1 Stirling Street or  
PO Box 703  
BUNBURY WA 6230  
Branch Co-ordinator: Kostandious (Lou) Milordis  
Office Hrs:  
9.00am - 1.00pm Mon - Fri  
Phone: (08) 9721 6008  
Fax: (08) 9721 8008  
email: [bunbury@cabwa.com.au](mailto:bunbury@cabwa.com.au)

Tax help - Jul to Oct  
Legal Service - by appointment

### BUSSELTON

Unit G4, 19 Cammilleri Street or  
PO Box 313  
BUSSELTON WA 6280  
Branch Co-ordinator: Kevin Douglas  
Office Hrs:  
10.00am - 1.00pm Mon - Fri  
Phone: (08) 9751 1199  
Fax: (08) 9752 1764  
Email: [busselton@cabwa.com.au](mailto:busselton@cabwa.com.au)

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

### FREMANTLE

Currently closed  
Branch Co-ordinator: Pat Baxter  
Phone: (08) 9335 4522  
Email: [fremantle@cabwa.com.au](mailto:fremantle@cabwa.com.au)

### JOONDALUP

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

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

## Branches continued ...

### **KWINANA**

2 Robos Way or

PO Box 516

KWINANA WA 6966

Branch Co-ordinator: Kerry Smith

Office Hrs:

10am to 3pm Tue - Thur

Phone: (08) 9439 1251

Fax: (08) 9439 4499

Email: [kwinana@cabwa.com.au](mailto:kwinana@cabwa.com.au)

Legal Service - by appointment

Tax Help - July to Oct

WA NILS

### **ROCKINGHAM**

Room 4, 14 Council Avenue

ROCKINGHAM WA 6168

Branch Co-ordinator: Beryl Hunter

Office Hrs:

9.30am - 3.30pm Mon - Thurs

Closed Fri

Phone: (08) 9527 6671

Fax: (08) 9527 1445

Email: [rockingham@cabwa.com.au](mailto:rockingham@cabwa.com.au)

Tax help - July to Oct

WA NILS

### **MANDURAH**

Mewburn Centre, Sholl Street,

Or

PO Box 1326

MANDURAH WA 6210

Branch Co-ordinator: Phil Gilbey

Office Hrs:

9.00am - 2.00pm Mon - Fri

Phone: (08) 9535 3101

Fax: (08) 9535 2652

Email: [mandurah@cabwa.com.au](mailto:mandurah@cabwa.com.au)

Justice of the Peace

Tax Help - July to Oct

WA NILS

### **MIDLAND**

23 Great Old Northern Highway

MIDLAND WA 6056

Branch Co-ordinator: Mary Shaw

Office Hrs:

9.00am - 3.00pm Mon - Thur

9.00am to 1.00pm - Fri

Phone: (08) 9274 3000

Fax: (08) 9274 3110

Email: [midland@cabwa.com.au](mailto:midland@cabwa.com.au)

Justice of the Peace

Legal Service - by appointment

Tax help - Jul to Oct

## Leadership & Funding Partners

### CITIZENS ADVICE BUREAU OF WA (INC)

**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 (ex officio)

#### Members

Sandra Brown  
Noray Jones  
Eric Tan

#### Life Members

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

#### Auditors

RSM Australia

### Citizens Advice Bureau assisted by our funding organisations



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



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

## Board of Management



### **BARBARA KWIECIEN (President)**

Member of the Board of Management since October 2012 and filled the role of President since 2014. She has volunteered at CAB as a mediation panel member since 2002, and at times as the acting Mediation Coordinator. Barbara also sits on the mediation sub-committee. Her background is primarily in the private corporate sector where she is a member of other panels and boards, in addition to CAB. Barbara's current work takes her into the regional and remote parts of Western Australia where she publicises CAB services within the communities in these regions. Since 2006, she has lectured at Notre Dame University, Fremantle. She is a member of several national and international professional bodies, including the Australasian Institute of Mining and Metallurgy, the Geological Society of Australia, and the Resolution Institute. She brings a wealth of skills and experience in governance, management, finance and government liaison to the Board.



### **MARGARET DIXON (Vice President)**

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

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

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

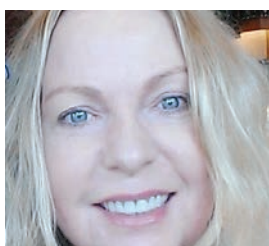
Margaret believes that the skills and attributes that she has acquired during her career in the Australian Government, (leadership, management, financial) and in her volunteering roles since her retirement holds her in good stead to be an active Board member as CAB moves forward to achieve excellence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



### **JOHN MCEVOY (Treasurer)**

Member of the Board and Hon. Treasurer since June 2014. John has an honours degree in Mathematics from Southampton University and is a Chief Financial Officer and Company Secretary with over twenty-five years of experience in finance.

He is a Member of the Institute of Chartered Accountants in England and Wales (ICAEW) and the Australian Institute of Company Directors (AICD).



### **KATHRYN LAWRENCE (Secretary)**

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

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

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

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





### **SANDRA BROWN (Member)**

Member of the Board since June 2014. Sandra was a previous CEO of CAB until 2011. Sandra has been associated with the organisation since 1994. In 2003 she became the CEO of CAB and remained so until her retirement in 2011. During her time as CEO, CAB established itself as a leader in the provision of information services to the community of Western Australia and cultivating ten branches in regional Western Australia. She administered the development of the two auspice services of Legal and Mediation.

Sandra is currently Director of Family Support WA, Inaugural Councillor of Town of Victoria Park, Member of the Consumer Advisory Committee, Member of the Retail Shops Advisory Committee, State Vice President of the Liberal Party, Secretary of the Harold Hawthorne Retirement Village and Adult Centre and Secretary of the Carlisle Ratepayers Association.

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



### **NORAY JONES (Member)**

A CAB volunteer for thirty-six 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.



### **ERIC TAN (Member)**

Member of the Board since March 2014. Eric is a legal practitioner with over eighteen years of experience providing estate planning, estate litigation, estate administration, property and commercial law advice and representation for his clients. Eric has been involved with CAB for many years as a visiting lawyer and as a member of the Board of Management. In the past two years, he continued his involvement as a visiting lawyer but did not re-nominate to be on the Board of Management in order to make way for fresh faces and ideas. In view of the challenges that CAB had faced more recently, he has nominated to be a member of the Board of Management

to assist in representing the interest of all its members throughout the State. He strongly believes that the focus of community organisations such as the CAB should be to value its members who have given dedicated service to it, and a motivated membership will enable CAB to continue providing good, relevant services to our Western Australian community.

Eric takes a keen interest in the issues affecting our community and is involved with various other community groups. He was formerly a member of the Prisoner's Review Board, and is currently the honorary Legal Advisor to the Bible Society of WA Inc. and Sonshine Radio.

## President's Report

*I am pleased to deliver my fourth annual report as President. Since the last AGM, CAB has continued to grow and establish itself as a leading organisation within the not-for-profit sector in Perth despite an increasingly difficult funding environment. I would also like to report that we have managed to declare a small profit of approximately \$15,000, despite losing our PPT funding of about \$81,000. CAB has continued to deliver its existing services and also established new services. We have been able to broaden our information and referral support within the local Perth community and also into rural and remote areas of Western Australia through our updated website and by using digital technology. All this activity has resulted in a very busy year for staff and volunteers alike.*

*Each and every one of our loyal members, our dedicated staff, our helpful volunteers, our supportive and faithful funding organisations and the members of the Board of Management, have contributed and worked towards this result. On behalf of the Board of Management I would like to thank all of you for your commitment, energy and the dedication that you have shown to CAB over the past year. Special thanks go to the CEO who has continued to lead the organisation with great enthusiasm. Her team of dedicated staff members have kept the organisation running smoothly, enabling our services to expand and grow. Our ability to continue to expand in the current market place has resulted in our operational model being adopted by other organisations. I am immensely proud of what we have all achieved.*

### Board of Management

*"What is the essence of life? To serve others and to do good." (Greek philosopher Aristotle)*

The small Board of Management has worked cooperatively and has overseen the initiatives that have been developed and presented. I would again like to express my appreciation to the current Board of Management members who have given their time so generously, despite their own business or personal commitments, meeting regularly, allowing for telephone consultations and putting CAB's best interests at the forefront of the decisions made. I would like to thank Margaret Dixon, Vice President and Volunteer Representative, John McEvoy, Treasurer, Eric Tan, Sandra Brown and Noray Jones for their continued commitment to the Board of Management and to CAB. These Board Members have brought diverse skills, expertise and knowledge and willingly give up their time to serve the organisation and its members.

I would especially like to recognise the special contributions of our Treasurer, John McEvoy and Garry Bleakley, our Accounts Officer, for monitoring our finances and providing the Board with accounts that reflected our current fiscal position, enabling the Board to make sound decisions on behalf of the organisation.

### Staff

The success of any organisation is mirrored by the strength and loyalty of its staff. On behalf of the Board of Management, I would like to thank the salaried staff who have steadfastly undertaken their duties with professionalism and dedication to CAB. Kathryn Lawrence, our CEO has done an exceptional job in maintaining the balance between our existing services and exploring new areas of need. Congratulations also go to Kathryn, who has been appointed a member of the Consumer Advisory Committee and a member of the Electricity Code Consultative Committee. Selva Stenross, our Principal Solicitor, has built upon our existing legal services and extended our network of pro bono lawyers. Selva continues to keep everyone in line with her gregarious presence. We welcomed Colleen Gleeson who has joined the mediation service as Mediation Coordinator. It is a very busy position and Colleen is already across the responsibilities. Elena Mauen, as Volunteer Coordinator, is also kept very busy with attending to all the needs of the branches as well as Head Office. She continues to introduce efficiencies and initiatives resulting in an expanding Information and Referral Service. Thank you to Garry Bleakley, Marilyn Martion, and Judy Fetherston for their unfailing commitment and hard work. Nothing is ever too difficult for them to undertake. We also welcomed Daniel Pritchard as full time paralegal as part of the Legal team. He

was a loss to the Mediation department but we congratulate him in his new position. Thank you to Caroline Kibui who has done an outstanding job as solicitor and as acting Principal Solicitor when Selva was on leave. The solicitors continue to visit selected branches as part of CAB's outreach legal program in addition to their work in the Perth office. The branches and the communities that they serve greatly anticipate their visits and I thank them for sharing their legal expertise.

### **Voluntary staff**

For some people volunteering is a way of giving back, however for our long-standing steadfast volunteers, volunteering is a way of life. On behalf of the Board of Management, thank you for allowing CAB to be a part of your lives and for your continued commitment, loyalty and dedication to the organisation and our clients. Thanks to our many volunteers, CAB continues to be able to provide its services to the communities. I would like to thank the core of volunteers that enable CAB to provide the information and referral services that we do.

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

We are fortunate to be able to partner with some other agencies such as University of Western Australia, Technical and Further Education, Edith Cowan University and At Work 'Work for the Dole' where CAB accepts placements and we are able to provide work experience and life skills to various individuals and students who may not otherwise have had the opportunity.

It is with great sadness that I report the passing of two of our much loved and long standing members and volunteers. Majorie Easton OAM, had been a volunteer at CAB's Head Office since 1972 and only retired last year. Claire Hielkema commenced volunteering with CAB in 1990 and remained in her position as Treasurer of Fremantle Branch until 2017. Our heartfelt thoughts remain with their family and friends.

It is with great sadness that I report the passing of some of our much loved and long standing members or volunteers: Laura Scrimgeour from Perth; Des Cantwell and Peter Johnson from Busselton; Ann Pratt from Fremantle and Jean Brown from Joondalup. Our heartfelt thoughts remain with their family and friends.

### **Branches**

Our branches provide an integral connection within the communities they are part of, assisting clients with services that are current and local. This year the Fremantle Branch celebrated its 50th year in operation. However, sadly the lease on the Fremantle Branch was terminated by the City of Fremantle and the Branch has been closed temporarily pending sourcing of new affordable accommodation in the Fremantle area. Some Fremantle volunteers are assisting at the Kwinana Branch. The Board of Management extends its appreciation for maintaining the services that they provide for their local communities. Thank you to the continuing Branch Coordinators Rae Wright and Kerrie Schilling for Armadale, Pat Baxter from Fremantle, Diane Cook from Joondalup, Kerry Smith from Kwinana, Philip Gilbey from Mandurah, Mary Shaw from Midland, Kevin Douglas from Busselton and Beryl Hunter from Rockingham. Welcome and thank you to the new Branch Coordinator Kostandious (Lou) Milordis from Bunbury. Your contribution to the branches over the past year has been greatly appreciated by the Board of Management.

### **Strategic directions going forward**

CAB is now in the final stages of the implementation of the strategic plan that was established at the beginning of my presidency. The Board of Management is now planning for the next review and the establishment of a new strategic plan that will take CAB into new areas that are heralded by its members, funders and consumers of our services.

I am pleased to report that all the changes and initiatives set by the previous strategic review have been well received by our clients, our funding organisations and the broader community. We have established ourselves as a leading organisation providing services to the community. In the past year, we have accomplished, in part:

- A small profit for the 2016-17 year with a proposed balanced budget for 2017-18 year.
- We have increased our "online presence" adding information onto and constantly updating the website. CAB also has a presence on Facebook and Twitter, where we have over 650 followers worldwide.
- The move of the Mediation Service to the 4th Floor has resulted in increased mediations and the pro bono mediation panel has been increased to cater for the increased workload.

## President's Report continued ...

- With the loss of the legal funding, it has been a challenge to maintain legal services and document generation in the branches. The legal team is providing legal services to Armadale, Joondalup, Midland, Bunbury and Busselton. We are currently making an application for additional PPT funding to expand our legal document generation services in the branches.
- Midland Branch has moved into new premises, co-located with People Who Care, Midlas and Valued Life.
- Our lease for Fremantle was terminated and the office was closed. We are looking at other localities in Fremantle that are affordable. Currently the Fremantle volunteers are assisting at the Kwinana Branch.
- Tax Help is again continuing this year in most of our branches, with support from the ATO.
- CAB continues to participate in WA NILS – no interest loans, across the Branches.
- CAB has established links with several community newspapers and with the West Australian, Sunday Times and the Australian. Kathryn, our CEO, continues to provide commentary and relevant stats for news articles and media. CAB has become the 'go-to' agency for community issues and statistics.
- A new initiative which CAB will be undertaking is in cooperation with Wanslea. It is a programme assisting grandparents who are bringing up their grandchildren and assisting these wonderful people with the application for funding for each grandchild.
- The Victims of Crime programme has been trialled but has taken more time than originally anticipated. CAB's continued participation is currently being reviewed.
- CAB continues to support SCRAM – School Conflict Resolution and Mediation.
- An initiative that CAB has developed is a listing of Community Legal Centres and detailing the areas of law that they are providing legal advice in, the centre's eligibility requirements and their fees. This information has been well received by the Family Court and has been linked to various websites as a resource.
- The program "Work for the Dole" is a collaboration between unemployed individuals and CAB where CAB hosts unemployed people, helping them meet their 'looking for work requirements' and upskilling them.
- An immigration handbook has been developed to help volunteers with immigration queries.
- Various legal information sheets have been developed and updated by the Legal Department and can be found on our website
- CAB participated in the Homeless Connect Event again this year where we provided information and referral and free legal advice.
- CAB has continued to increase training of its staff and volunteers with regular training sessions at Head Office throughout the year. Training is now compulsory for all new volunteer recruits, ensuring that CAB meets a high standard of professionalism in providing quality customer service.
- The ACNC has awarded CAB with a "Tick of Approval" showing that CAB has complied with all requirements needed for the Not-for-Profit designation.

As you can no doubt see, we have had a very busy year and the current year is shaping up to be just as eventful.

### Looking forward

*"We are all moving forward together with purpose."*

In the coming year, CAB will be able to look at the communities in which our branches are located and explore ways to meet some of the needs that each community presents. Planning for the new strategic plan and its funding are well underway. This will present opportunities and direction for CAB to continue to work and provide services within the community. Work on updating of the Constitution and the Branch By-laws is continuing. Once the process is completed it will be presented to the members for approval and ratification. The Board will need to ensure the continued compliance with our existing funding arrangements and look at innovative ways of securing our financial position. This new direction will hopefully bring new Board members onto the Board with the necessary expertise for implementation.

CAB will continue to be involved in the Schools Conflict Resolution and Mediation Programme, which is in its 17th year. SCRAM is an interactive dispute resolution role play competition for Western Australian Years 9 and 10 high school students, where the students mediate simulated disputes that relate to their everyday lives. CAB provides a Teamwork Award, the use of photocopiers, printers and provides stationery for the competition and Margaret Dixon does an outstanding job as the current coordinator of the committee that manages the programme. Thank you Margaret for raising CAB's profile within this worthy endeavour.

The Legal team will continue to provide community education by way of presentations and talks on topics such as probate, wills and other topics of interest and need within the community. Thank you to our lawyers who provide their time and prepare the information, sometimes after hours.

Some of CAB's policies and procedures are due for review to ensure best practice in corporate governance. To support these changes, training for all our staff, both salaried and voluntary, will continue to be developed, updated and rolled out to maintain the Board of Management's commitment to ensure the best possible services for our clients. Thank you to those involved in the facilitation and delivery of training.

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

### Conclusion

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

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

Heartfelt thanks to Margaret Dixon, Vice President, for sharing her knowledge of CAB and her advice during my year as president. Her experience with CAB, wisdom and support, has assisted me to continue in the role of President.

Finally, to CAB's members, thank you for your continued support, loyalty and commitment to the organisation during the past year. It has been an extremely busy but gratifying year for us. My sincere appreciation to all staff and volunteers for the loyalty, dedication and commitment shown to the organisation. Thank you for the honour of leading such an extraordinary organisation with such a dedicated and committed team of individuals.

**Barbara Kwiecien**  
President



*"Armadale staff with Chairperson Dr Tony Buti, President Barbara Kwiecien and CEO Kathryn Lawrence"*



*"Kathryn Lawrence CAB's CEO and Elena Mauen CAB's volunteer manager"*

## Chief Executive Officer's Report

*"A well-functioning civil justice system serves more than just private interests – it promotes social order and communicates and reinforces civic values and norms."*

*"Productivity Commission 2014, Access to Justice Arrangements"*

In 1963 Mrs Gwen Rushton initiated the opening of the Citizens Advice Bureau of WA ('CAB'). The service in WA, similar to its counterpart in England, focused on linking people in their respective communities with required information. Over the following 54 years CAB adapted and changed its model of service provision numerous times, adding services as required, opening branches, ending services that were no longer relevant, closing branches and generally keeping up with what was needed in the community.

Fast forward to the 2016/17 financial year - a time when many not-for-profits that provide information and legal services to the community are struggling to maintain funding and have reduced services - CAB has once again had an extremely successful year. We recorded a small profit for the year and provided services to nearly 75,000 members of the community.

CAB has always had a unique model of service delivery, one that doesn't fit in with more traditional models, but one that has shown itself to be resilient and in high demand. CAB has established partnerships with other agencies that allow it to provide a holistic service to clients and it continues to assist members of the community who, without CAB, would be left to manage without support.

In 2014 the "Access to Justice Arrangements"<sup>1</sup> inquiry (the inquiry) report was released by the Productivity Commission (The Commission). The Commission was specifically inquiring into access to justice in civil law matters including family law, the areas of law that CAB specialises in. Volume 1 of the report looked at the accessibility of the justice system and the use of alternative forms of dispute resolution.

The inquiry found that the capacity of individuals to deal with the costs of significant court action is regarded as particularly difficult for the "missing middle". Those on high incomes are thought to be able to manage the costs, while those on lower incomes are thought to be covered by publicly funded assistance schemes such as legal aid or community legal centres that are solely Government funded and free to use. The

Commission estimated that only eight per cent of households would likely meet income and asset tests for these, leaving the majority of low and middle income earners with limited capacity for managing large and unexpected legal costs.

The Commission noted that the "unbundling of legal services" would help. So, rather than engage a lawyer from start to finish, in situations where clients cannot afford full representation, they at least have the option of some level of assistance with their issues, rather than none at all.

And this is where CAB fits in. Incorporated in 1968, CAB offers services to all Western Australians, services that are not asset or income tested. CAB has an integrated three service model and each of these services interact to ensure the best possible outcome for clients. Most CAB clients fit into the definition of the "missing middle" and the model of these services is exactly the concept recommended by the inquiry.

Since 1986 CAB has been providing a "shop front" lawyer service, a service that isn't asset or income tested and covers all areas of civil law including estate, contract and family law matters. CAB can also assist with the drafting of documents and can provide clients with support and guidance when they are self-representing. A small fee is charged for this service and this ensures that CAB remains resilient in times of funding stress and also allows it to provide, if required, services free of charge to those who are most vulnerable and cannot afford to pay even the smallest fee.

The inquiry noted that the civil law system has many options for resolution that do not involve litigation and often matters can be resolved without the need for the courts to become involved. So what may present as a legal issue can often be resolved with early intervention.

CAB's information and referral service assists in these matters. Face to face or telephone information and referral can be provided on many matters. This can be done through CAB's network of branches or, if preferred, via an on-line service through its website. The information and referral service also provides community education and

<sup>1</sup> Productivity Commission 2014, *Access to Justice Arrangements: Overview*, Inquiry Report No. 72, Canberra.



*"Mrs Gwen Rushton (seated) in CAB's first premises in 1964"*

self-help kits in varied estate matters together with information sheets on most areas of law. The service offers assistance in providing appropriate referrals for clients who may be in the early stages of a dispute and direct them to alternatives, such as negotiating and writing to or discussing the matter with the other party (if appropriate) rather than going straight to court. This is particularly important in neighbourhood disputes where small issues can become huge issues if left undiscussed. This service is entirely free of charge and is available to anyone who wishes to access it.

For those who would like to use it CAB also has its own dispute resolution service. The service commenced in 1988 (way before it was fashionable!) and since then has become a wonderful safe place for people to come and resolve their disputes and improve communication without incurring excessive costs. A small fee is charged to parties who are mediating and again this allows CAB the freedom to provide a service that is not restricted by Government funding alone.

With this in mind, it needs to be noted that the other unique aspect about CAB's service delivery model, and one that has been in place since it started over 50 years ago, is its use of professional volunteers. Engaging volunteers from many professions and diverse backgrounds who give their time freely to help the community is the reason CAB is able to operate as it does.

I often wonder if Mrs Rushton had any idea of the potential success of what she was creating in 1963. The service she started is now ahead of the game over 50 years later and already using a model that a Commonwealth inquiry recommended as being a possible solution to an extensive problem of unequal access to justice.

CAB has had a great year financially and has launched some additional services for the community. This does not happen without hard work and a massive team effort. My sincerest thanks always to our Patron, His Honour Len Roberts-Smith RFD QC who, much to the delight of staff and volunteers, pops in and visits and offers his support as required, to the wonderful Board of Management, in particular Barbara and Margaret who are always happy to give me their time. To the staff in Perth who are kind, compassionate, dedicated, loyal and have created an exceptional working environment – it's an absolute pleasure to spend my work time with you and the sounds of laughter and good humoured banter that filter into my office on a daily basis warms my heart. To the branch coordinators who do so much within their own communities and to the nearly 300 volunteers who are CAB's core – thank you all so much - none of this could happen without you.

**Kathryn Lawrence**  
Chief Executive Officer

## Volunteer & Client Services Coordinator's Report

*The 2016/2017 financial year has been a challenging but fruitful year for CAB.*

*While the demand from the community has continuously been increasing and the resources available to provide services has been limited, the enthusiasm and generosity of our volunteers has been constant throughout.*

CAB is very fortunate to benefit from the skills and experience of volunteers coming from many and varied backgrounds and with so much to offer.

On that note, I would like to thank our wonderful volunteers for their commitment and willingness to help the community, including the branch coordinators for their fantastic work. I would also like to acknowledge the branch committees and board members for their ongoing support.

My thanks also go to the staff members for their collaborative approach and team spirit.

*"Alone we can do so little, together we can do so much"* Helen Keller.

### **Justice of the Peace Service**

Our partnership with the JP Association is going well. The service is still offered Monday to Friday in the Perth office and regularly at our Armadale, Mandurah and Midland branches.

### **Pro Bono Lawyers**

We are most grateful to our visiting lawyers for giving us their precious time and expertise. The areas of law offered range from civil to criminal matters, including breach of contracts, consumer issues, disputes and litigations.

Our Armadale, Kwinana, Midland and Perth offices are all visited by external practitioners.

### **Volunteers**

As a reputable volunteer organisation, CAB receives expressions of interest regularly from individuals and volunteer resource centres. Sadly, we don't always have the capacity to take on new recruits as we currently have over 280 volunteers spread across our branches. This includes our patron – His Honour Len Roberts-Smith RFD QC, our information and referral volunteers, admin and data entry volunteers, paralegals, visiting lawyers, mediators, board of management and branch committee members.

An internal volunteer survey established that 100% of our volunteers find the work they do at CAB meaningful and rate their overall experience as extremely satisfactory or satisfactory.

Over the year we have said goodbye to many beloved volunteers who have found employment or have retired. A special mention to Verna Chapman who joined the Busselton branch in 1990, Wendy Lee and Rebecca Andrews for their assistance in the Bunbury office while it is transitioning and Noah Le Tessier, Lien Phan and Olivia Rodrigues who have found employment. We wish them well.

On the other hand, we are constantly welcoming new volunteers to fill vacant positions and have seen an increase in the number of paralegals employed, which coincides with the rising demand for document preparation.



**New volunteer training process**

Our volunteers are now going through a standardised recruitment and training process which includes the following modules:

- CAB introduction and overview
- Information and referral
- Legal services
- Mediation
- Customer service
- Volunteer workshop

The training program has been delivered four times and is held in Perth every two months, spread over two days. Attendance is mandatory in accordance with volunteer requirements provided upon joining the organisation.

**Training**

CAB is regularly approached by other Community Legal Centres, not-for-profits organisations and governmental organisations to deliver training to volunteers.

I would like to thank the following organisations for their participation:

- Department of Commerce - Consumer Protection
- WA NILS
- WAAMH – Mental Health and De-escalation
- Lifeline – Domestic Violence Awareness
- Consumer Credit Legal Services

**Conclusion**

Once again, I would like to thank all the wonderful volunteers involved at CAB for their fantastic contribution. I would also like to acknowledge and recognise our funding bodies, both State and Local Government for their financial support and the Department of Communities in particular. We have been able to fulfil our mission and provide an excellent service to the community.

**Elena Mauén**  
 Volunteer & Client Services Coordinator



*"Fremantle volunteers enjoying lunch"*



*"CAB volunteers at Fremantle Prison for a Volunteer Week outing - thanks to Volunteering WA for sponsoring this!"*



*"Volunteering WA International Volunteer Day at Government House"*

## Principal Solicitor's Report

As of 30 June 2017 the Legal service comprised two staff lawyers, the Principal Solicitor Selva Stenross and an unrestricted practitioner, Caroline Kibui. We bade farewell to Verity Bateman who left CAB and we wish her success in her new job with the Public Trustee of Western Australia. We welcomed a new law clerk, Daniel Pritchard who joined CAB in April 2017. He is a valuable team member who knows the operation of CAB having volunteered with us previously. We are assisted by two experienced legal administrative assistants, Marilyn Martion and Judy Fetherston.

### Legal Service in CAB Branches

An increase in the demand for legal advice and assistance has resulted in outreach legal services continuing in Armadale, Bunbury, Busselton, Fremantle, Joondalup and Midland. CAB lawyers serviced these branches. Rockingham and Kwinana have visiting lawyers providing legal advice. We had to cease offering legal service at our Fremantle branch around Easter 2017 as the premises they occupied had to be vacated and we were unable to source alternative premises, but there is continuing effort to source an alternative venue.

Appointments are taken up immediately on becoming available for booking. Therefore our solicitors always have fully booked appointments in all the branches they attend for legal service. The efficient delivery of outreach legal services in the branches has been made possible through collaboration between Perth Office, the branch coordinators and the branch volunteers. We thank all the volunteers and branch coordinators for their valuable support.

We take this opportunity to thank Legal Aid Western Australia which distributes the Legal Contribution Trust funding that partly funds our outreach program.

### Visiting Lawyer Service

As in the past, CAB continues to receive expressions of interest from private lawyers who want to provide pro bono legal service from the Perth Office. The number of visiting lawyers continues to grow. There are also visiting lawyers who provide legal advice in Armadale, Midland and Rockingham.

### Community Legal Education

CAB believes very strongly in empowering people with knowledge so that they are aware of their rights and obligations and are able to make responsible decisions based on sound legal principles. To achieve this, CAB solicitors delivered a number of community legal education seminars to various community groups during the year.

### Paralegal Law Students

There is a small team of dedicated law students volunteering their time at CAB. They make legal appointments, provide information and referrals to clients who telephone our office or attend CAB in person. There are also law students who, after receiving training, are permitted to do limited paralegal work. They gain direct legal experience and obtain valuable work experience at CAB. These law students work under the direct supervision of our experienced staff solicitors. The documents they prepare are Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, Probate and Letters of Administration Applications and some simple Family Court documents.

### Hosting a Law Intern

The University of Western Australia offers a legal internship unit to its students in partnership with CAB. A student who is part of the program is given an opportunity to work in a legal environment attending CAB once a week over the duration of twelve weeks. The student has an opportunity to not only build legal skills but also receive academic credit for this unit. The student is closely supervised by the Principal Solicitor. Every student who has attended CAB as an intern has continued to volunteer their time doing paralegal work at CAB even after their placement had ended.

### Acknowledgement

The Legal unit takes this opportunity to thank The Legal Contributions Trust provided by Legal Aid Western Australia and the Association of Community Legal Centres of Western Australia for their continued support and assistance. We acknowledge the help provided by all volunteers, without whose assistance we would not be able to service the many clients who call or attend CAB. We also thank the many visiting lawyers who give their time to CAB. Thanks are also due to the Board of Management and our CEO for their continued guidance and support.

**Selva Stenross**  
Principal Solicitor



*"Selva Stenross CAB's Principal Solicitor at the opening of CAB's new premises in Midland"*



*"Pro bono lawyer Andrew Monisse and his assistant, former CAB volunteer James Barrett"*



*"CAB's amazing legal assistants - Marilyn Martion & Judy Fetherston"*

## LEGAL CASE STUDIES

### Family Law client

A client attended CAB for Family Law advice and assistance. He had a violence restraining order against him and the protected parties were his wife and their two children. The client had not spent time with his children for the past six months.

We assisted him, preparing all documents necessary to start proceedings in the Family Court. When he went to file his application, with the form exempting him from mediation, the counter staff at the Family Court refused to accept his application insisting that the client "must" do mediation in the first instance. He returned to CAB and our solicitor called the Family Court to discuss the matter, pointing out the impracticality of engaging in mediation when there are violence restraining orders covering both the children and their mother. The intervention of our lawyer resulted in his application being accepted for filing.

### Estate Matters

A client who was in a same-sex relationship for ten years did not have her name listed as a de facto partner in the death certificate of her partner. When the client attempted to claim her deceased partner's superannuation funds, her application was rejected as she was not listed in the death certificate as the deceased's de facto partner.

We assisted her on a pro bono basis, by preparing statutory declarations from family members and friends and government department staff, the client and the deceased had dealings with. The statutory declarations supported the client's assertion that she and the deceased had been in a de facto relationship for the past ten years. The statutory declarations, together with a letter from CAB requesting that the death certificate be amended and reissued was submitted to the Registrar of Births, Deaths and Marriages. The application was successful and the client was listed as the partner of the deceased. She then successfully applied for her partner's superannuation funds. We later assisted the client with her application for Letters of Administration and she was appointed the administrator of the estate of her deceased partner.

## Mediation Coordinator's Report

CAB's Mediation service is located on the 4th floor, 25 Barrack Street Perth. Mediation services have been delivered from this location since December 2015, the office space being configured purposely to allow for confidential and professional delivery of mediation services.

These services include our delivery of family dispute resolution mediation for parenting, property or parenting and property combined, along with community and commercial mediation services available to many local Government agencies and all other community members. Our location and service delivery has CAB well placed and held in high regard by both clients and many organisations seeking mediation service.

We have one full time staff member, the Mediation Coordinator, who coordinates the services on behalf of CAB, assisted by mediation administration volunteers. There are currently five volunteers on roster with three of these being law students who value their placement and the opportunity it provides in developing their experience of in alternative dispute resolution.

### Volunteer Mediators Panel

Our panel of mediators consists of thirteen accredited volunteer mediators, eleven of whom are registered Family Dispute Resolution Practitioners (FDRP). In early 2017 we completed interviews for new panel mediators and we are pleased to welcome three new panel members currently completing their supervised and mentored probation hours with CAB. Congratulations and a warm welcome are extended to Andrea Carter, Emerson Munro and Greg Mahney who, once their supervised placement is completed, will extend our panel to sixteen members, twelve of whom are FDRP qualified.

Our panel of mediators consists of fourteen nationally accredited mediators – eleven who are registered Family Dispute Resolution Practitioners (FDRP).

### Panel

Ms Ann BEALE  
 Mr Peter BYRNE (FDRP)  
 Ms Andrea CARTER  
 Ms Margaret DIXON (FDRP)  
 Mrs Gillian EATELL (FDRP)  
 Mrs Shannon HAYES (FDRP)  
 Mrs Noray JONES (FDRP)  
 Ms Barbara KWIECIEN (FDRP)  
 Mr John McCARTNEY (FDRP)  
 Mr Greg MAHNEY  
 Mr Barry MENDELAWITZ  
 Mrs Margaret MENDELAWITZ (FDRP)  
 Ms Emerson MUNRO (FDRP)  
 Mrs Hilda O'CALLAGHAN (FDRP)  
 Mrs Christine PITTMAN (FDRP)  
 Mr David WARD (FDRP)

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

CAB receives requests regularly from mediators wishing to be on our panel as our reputation for ongoing training and supervision of mediators is highly regarded amongst mediation educators and providers alike. Applications are reviewed determining experience, suitability and availability for the role as a volunteer panel member. As a RMAB, CAB offers ongoing re-accreditation for mediators who are members of the panel. CAB is able to provide monitoring and recording of our members' service delivery and their continued professional development in accordance with accreditation requirements.

All mediators must complete a minimum of 25 hours in conducting mediations and 25 hours of Continual Professional Development (CPD) every two years to be re-accredited. CAB provides in-house training to mediators once a month on areas that are relevant to their work as mediators, including extensive debriefing sessions, and guest speakers working with family services and family law. All mediators are advised and encouraged to attend training opportunities external to CAB.

### Scope of Service

CAB offers 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 a neighbour's property

#### Commercial

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

### Mediation Services Statistics for Financial Year 2016/2017

#### Enquiries

Mediation services received on average 21 new enquiries a week with regard to commencing mediation or the process that is involved with mediation. This year, approximately 1068 calls and emails were received.

#### Pre-mediations

In 2016-2017 289 pre-mediations were held. Each party attending mediation is required to attend

a pre-mediation assessment appointment with a mediator. All necessary paperwork must be received and checked for court ordered restraints and safety requirements for individuals prior to any communication commencing. CAB strictly adheres to Family Violence Restraining Orders, Violence Restraining orders and other court orders that are in place. Pre-mediation appointments can take approximately two hours. For family matters, screening for suitability, risk factors (for clients, their families, mediators and CAB) and the client's capacity to mediate is determined by a qualified FDRP. This is to ensure the suitability of the matter for mediation and that the parties are able to mediate their issues within a safe environment without feeling pressured.

#### Mediations

In 2016-2017 184 mediation sessions were held. Family mediation sessions run for an average of three hours, and community mediations run for an average of two hours (longer if there a multiple parties involved). CAB uses a co-facilitative model which uses two mediators, co-mediating each mediation session. CAB is fortunate that its panel holds experienced male and female mediators allowing us to offer gender balance in mediations if required.

#### Family Dispute Resolution: Case Study

*One of the family matters involved paternal grandparents who wished to retain a relationship with their two grandchildren after their son's relationship with the mother of the children had broken down. Although mediation did not go ahead, the commencement of the process assisted in resolving the matter without the need for Family Court of WA intervention.*

*The grandparents contacted the Mediation Coordinator via telephone to enquire about the mediation process and the service CAB offered. They informed the Mediation Coordinator that they used to look after the children on a regular basis but had not seen the children in four months as the mother of the children was "stopping" them from seeing the children. They had tried emailing and writing to the mother of the children but they believed that she had stopped contact to "punish" them as the relationship between her and their son was acrimonious. They advised that they had previously visited the children when they were with their son but the mother had "found out" and now only "allowed" their son to see the children at her home. They also advised that*

## Mediation Coordinator's Report continued ...

the mother and father of the children were in the midst of Family Court proceedings for property and children's matters.

It was explained that in circumstances such as these all parties would need to attend mediation, so not only the children's mother but also the father of the children. It was also explained that all parties would need to have a pre-mediation assessment prior to mediation to ascertain suitability for mediation.

The initiating letters were sent to all parties with information about the process and costs. The father responded that he would attend mediation but no response was received from the mother of the children. As is normal CAB procedure another invitation was sent, and this time the mother of the children contacted CAB and said she wanted to speak to her lawyer before making a decision about what to do. This was noted on the file and it was explained that there would need to be a time period specified (a further ten days) otherwise it may unfairly extend the process beyond what is reasonable.. No further contact was made by the mother within the timeframe specified and the grandparents re-contacted CAB asking for a Certificate 60i to proceed to the Family Court. The mother of the children was advised of this (that a Certificate 60i may be issued) and then stated that her lawyer had said it was all right for her to attend mediation but only in regard to the grandparents' matter.

Pre-mediation assessments were held for all parties and the matter was deemed suitable for mediation. The grandparents were very willing to accommodate any requirements the mother had so that they could maintain a relationship with the children. A first session of mediation was booked but prior to this the grandparents contacted CAB to say they had received a letter from the mother's lawyer offering them an afternoon per fortnight with the children. To pick them up from school and have them in their home until the mother collected them at 7 pm. The lawyer stated that his client no longer wanted to attend mediation but he would draft up an agreement for the grandparents and both parents to sign if they were happy with the arrangement. The grandparents were extremely happy about this and advised they wished to cancel mediation.

The mediation session was cancelled and it was noted that at any point the grandparents wished to resume the mediation process they were welcome to do so.

### Community: Case Study

CAB received a referral for a community mediation matter from local Government. They had a dispute brought to them by the resident of a property who believed his neighbour's air conditioner was too loud. The issue the resident had was that the air conditioning unit was located next to the fence which bordered his property and where a "granny flat" was located. The noise of the air conditioner at night time was disturbing his elderly mother who liked to sleep with her window open. A representative from the local council had attended the property and measured the noise levels but had advised that they were within acceptable range and there was nothing further they could do to assist. The resident advised he had spoken with his neighbour but he was not going to turn his air conditioner off as it was for his child's room and the room became very hot in the evening during summer. The council then referred the resident to CAB's Mediation service.

The council had permission from both residents to give their details to CAB for mediation purposes so we were able to contact them and invite all parties to mediation. Both parties contacted the Mediation Coordinator to discuss the process and what time and financial commitment was involved. Both parties were advised that due to their local Government being part of CAB mediation's referral scheme there would be no charge to either resident. Both parties accepted the invitation to mediate.

Pre-mediation assessments were conducted and from those it was deemed a matter suitable for mediation. It was also noted that both parties were very keen to come to a resolution as it was making their relationship quite strained.

At the initial session, the clients were prepared and were communicating well with each other. The mediators guided the discussion and allowed 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 that stated

that the owner of the air conditioner would turn it off after 9 pm (when his son was asleep in bed and his room was cool enough) and the parties were happy that a solution that was agreeable to both parties was achieved. Although the written agreement is not a legally binding agreement, it shows their intention and is an act of good will that both parties appreciated. At the end of the session the parties discussed what would happen moving forward if either party was concerned things weren't working out.

### **Fly in Fly out (FIFO) Workers and remote areas**

We received an increasing number of FIFO families requesting mediation who have specific timeframes for availability. Processes have been adapted to ensure as much as possible that these families are not disadvantaged in service. We recently conducted a teleconference for two pre mediations and a mediation to assist clients in remote areas of WA, we have also conducted teleconferencing where one party was living in Neze Zealand. Through adapting our Mediation service to meet our client's needs using technology or adapting service delivery, we can confidently ensure that clients experience equal access to our services.

### **Debt Management Mediation**

Unemployment and sudden redundancies continue to be a catalyst for many family separations, with ongoing debt management as the main objective for many of the property mediations with which we are assisting our clients. We have noticed higher levels of referrals for debt management services and bankruptcy advice. We also assist with referrals to counselling services to assist clients struggling with the myriad of personal issues that surround these matters. We have noted an increase in property referral mediations from other agencies also experiencing increased demand for property mediation.

### **Networking**

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

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



*"the rowdy table at CAB's annual volunteer Christmas lunch includes some of our mediation administrative volunteers"*

### **Conclusion**

The location for our services continues to impress. We now have a purpose built space for mediation services and it has increased our capacity for high standards of service delivery to the community.

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

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

### **Colleen Gleeson**

Mediation Coordinator



*"Colleen Gleeson, CAB's fabulous mediation coordinator"*

## Schools Conflict Resolution And Mediation (SCRAM)



### Another successful SCRAM year!

This worthwhile program would not exist without the support of our valued sponsors. The Citizens Advice Bureau has been a proud sponsor of the Schools Conflict Resolution and Mediation (SCRAM) Program since 2002. Over the years the Bureau's sponsorship has assisted country schools to participate in the program, and provides a Team Award and meeting facilities together with administrative resources.



### **Congratulations to the 2016 SCRAM Grand Finalists**

Margaret River Senior High School was the Grand Final Winner and Perth College was the Grand Final Runner-Up.

The Grand Final was hosted by the Supreme Court of Western Australia in the David Malcolm Justice Centre. The two competing schools demonstrated their knowledge of conflict resolution principles in front of a panel of expert mediators, including representatives from the District Court of Western Australia, Federal Court of Australia and the Family Court of Western Australia who decided the competition winner and runner-up.

Congratulations to the SCRAM students at Swan View Senior High School who were the worthy recipients of the 2016 Team Award sponsored by CAB.

Edith Cowan University, School of Business and Law at Joondalup will host the 2017 Grand Final in their new state-of-the-art Moot Court. The competing schools this year are Perth College and Christ Church Grammar School.

The Western Australia Dispute Resolution Association of Australia (WADRA) and the SCRAM Committee are very appreciative of the Bureau's sponsorship, which not only enables students to learn life skills, but also gives them the opportunity to experience mediating in authentic court settings.

There has been consistent feedback from parents, students and teachers expressing their support for the program and the life skills that the students achieve through participating in SCRAM, such as negotiating, listening to others' points of view, learning of other ways to resolve conflict, and gaining the ability to have meaningful and respectful conversations.

### **Testimonials:**

*'I would like to thank you for your fantastic and ongoing effort and commitment shown again this year in providing a learning opportunity for our students. Many of them consider a law career now because of the positive experiences they obtained while participating in SCRAM'.*

*'As a student who participated in SCRAM in 2014, now studying law at Curtin University, SCRAM had a really big impact on my life and study choices'.*

A special thank you to Gillian Eattell, Noray Jones and Barbara Kwiecien who not only volunteer at CAB as mediators but also readily volunteer their time to SCRAM.

**Margaret Dixon**  
Convenor, WADRA-SCRAM

## Vale Marjorie Easton OAM



*"Marjorie photographed in 2013 with CAB's Patron, His Honorable Len Robert-Smith, at the 50th anniversary. She is showing her 40th Pin marking her years of volunteering at CAB"*

Marjorie Easton OAM has been CAB's longest serving volunteer, joining us in 1972 and retiring in 2016.

Sadly, Marjorie passed away on Friday 18th August 2017.

She was a much loved life member, former board member, branch volunteer and friend. We will miss her warmth and innate kindness and her wicked sense of humour.

Her personal contribution to CAB has been invaluable and she will always be remembered for her hard work and dedication to CAB and to the community.

Dear Marjorie, you will be missed.



*"What I like the most about volunteering at CAB is the interaction with a lot of different people and being able to assist them with empathy."*

Volunteer

*"As a volunteer, I gained a lot of knowledge at CAB. Being able to share information and make a difference in someone's life, be the first point of contact and pointing them in the right direction is an extremely rewarding experience."*

Volunteer

*"The reason I volunteer at CAB is to give back to the community and assist clients by providing confidential and impartial information and referrals. I like to listen to clients and try to help them solve their problems and empower themselves."*

Volunteer

*"CAB is not like any other place I have volunteered at. It's challenging, varied and I constantly need to use my brain and learn new things. It's important to keep active when you are retired and I am proud of what I do at CAB. It feels nice to help people and to benefit from the experience on a personal level."*

Volunteer

*"I like to volunteer at CAB because the tasks are varied; I can be involved in the community, interact with people of all age groups and keep my computer skills up to date."*

Volunteer



# *Branch Reports*



## Armadale Branch Coordinator's Report

### Branch established in 2004

#### Statistics

Telephone: 2,511  
In Person: 1,619  
Total: 4,130

#### General

The Armadale Branch opened in February 2004 and are still in a building within the grounds of Dale Cottages Retirement Village. Office hours remain the same, 9am to 3pm Monday to Friday.

Earlier this year, work began on renovating the Senior Citizens Centre - The Greendale Centre - which is also within the grounds of Dale Cottages. Due to the extent of the building project and time it will take to complete, the hairdresser, the podiatrist and Stacey from Dale Cottages senior services have moved into our building and filled up some of the vacant rooms. Kerrie negotiated with Dale Cottages who agreed that CAB could rent the last remaining vacant room as a second office. This office is now used by lawyers for legal appointments and also for JP services, Tax Help and WA NILS appointments. Our Treasurer and Secretary now use the small room behind reception to carry out their duties undisturbed. Volunteers and lawyers are all very happy with the new arrangement.

#### Statistics

The Armadale Branch seems to be trending again towards family law queries and appointments, closely followed by requests for Wills and EPAs. Just when we think LOAs seem to be a bit rare, we will suddenly have five or six requests for one week. There appears to be an ever increasing demand for legal appointments and we feel that having a lawyer every week might ease our current demands. Now that we have our own resident JP, Kerrie, we have a lot more foot traffic including police officers from the local police station.

#### Volunteers

Armadale is still operating with eight volunteers who are all amazing. They are extremely capable and dedicated to the Branch and CAB. We feel very fortunate to be able to work with such a wonderful team. We thank the volunteers who have stepped up to cover vacancies and to all the staff for helping to keep things running smoothly.

#### Meetings

We try to keep the volunteers up to date with information from Perth office, as well as keeping them in the loop with any changes that might be implemented within our own Branch. Staff meetings are held every six weeks, followed by morning tea when team members are able to catch up and have a chat.

Committee meetings are also held on a regular basis, usually once every three months. Dr Tony Buti, our local MP, has brought a new perspective to the branch since becoming Chair of our Committee and we hope very much that he will agree to continue in that capacity.

#### Community participation

Community involvement seems to be less prevalent this year, although Kerrie is able to keep her finger on the pulse a little more due to her JP work.

#### Training

All of our volunteers at Armadale have now taken part in the new induction training in Perth. The whole team has made the effort to attend as many Talking Heads sessions as they possibly can. The information gathered from each session is always extremely valuable.

#### Conclusion

It seems that we have been even busier this year and time has flown by. We don't have any specific plans for next year, except that we will work more diligently to find some more volunteers.

We plan to use the \$5,000 Community Grant we received to refurbish our reception area and have invited the volunteers to suggest ideas that they feel could be included in the makeover.

We would like to extend our sincere thanks and gratitude to the most dedicated CAB team in WA. Their help and support over the years has once again been amazing, and their input and suggestions make it much easier for us to introduce new ideas designed to improve the running of the office and to further assist our local community.

We wish to extend a huge thank you to Caroline and Keith for their unwavering support of the Armadale Branch. A massive high-five for Elena who is always available and happy to provide support and assistance. Thank you to Garry and Marilyn for their continuous help and support which is always appreciated. Special thanks to Kathryn for her help and support. Nothing is ever too trivial or too much trouble and she is always willing to listen to ideas. Your support is invaluable to us. We would also like to make special mention to Barbara Kwiecien and Margaret Dixon who are always there to lend support and assistance whenever it is required.

Rae Wright and Kerrie Schilling  
Branch Coordinators, Armadale

## Bunbury Branch Coordinator's Report

### Branch established in 1974

#### Statistics

Telephone: 489  
In Person: 344  
Total: 833

#### General

The Bunbury Branch operates three days a week and Selva, the Principal Solicitor, attends the office three Fridays each month, including one to give legal advice.

Legal appointments are very sought after amongst the community and are filled quickly. With Selva working from the Bunbury office, we are sometimes able to assist walk-in clients with legal queries if their matter is urgent.

Tax Help appointments have been offered again by an in-house volunteer, Ingrid. There is a high demand for this service and bookings are available two weeks in advance.

#### Statistics

Phone and walk-in enquiries are mainly focused around the areas of:

- Wills, Enduring Powers of Attorney and Guardianship
- Probate advice
- Letters of Administration

#### Volunteers

There have been a few changes in the number of volunteers available, which resulted in ongoing recruitment and training to fill the vacant positions. The turn-over encountered is due to the high number of volunteers who were job seekers and found subsequent employment. We wish them well.

I would like to thank the dedicated volunteers who have offered to cover several days a week, in particular Wendy, Rebecca and Ingrid. I would also like to welcome the new volunteers and thank Lou, who has stepped in the role of Coordinator.

#### Meetings

Staff meetings are organised regularly with the Coordinator and volunteers to discuss any matters raised by staff and communications from the Perth office.

The Volunteer Coordinator, Elena, also hosted a number of meetings in Bunbury to discuss recruitment, training and procedures.

### Community participation

The Branch advertises the legal service in local newspapers and provides flyers and posters with detailed information to promote the services offered at the branch. The volunteers also liaise regularly with the Senior Citizens Centre and have established a relationship with the South West Volunteer Centre.

### Training

Volunteers from the Bunbury office have attended training on de-escalation and mental health issues. A visit from Elisha from the Employment Law Centre was also organised at the Branch. She delivered an overview of the services provided and discussed options for regional clients. Towards the end of June, volunteers from Bunbury and Busselton attended the new volunteer training organised by Selva and Elena. This was held in the Bunbury office and was very beneficial for both new and existing volunteers.

### Conclusion

The Bunbury Branch has experienced various changes in the last financial year and is currently in a transition phase.

The recruitment of volunteers has been fruitful and we are hoping to grow our team to be able to open five days a week in the coming year.

Thank you to all the volunteers who have committed their time and skills to CAB and to staff members from the Perth office who have willingly provided assistance whenever required.

### Elena Mauen

Volunteer & Client Services Coordinator  
on behalf of Kostandious (Lou) Milordis

## Busselton Branch Coordinator's Report

### Branch established in 1975

#### Statistics

Telephone: 552  
In Person: 545  
Total: 1,097

#### General

Busselton has been operating since 1975 and is located in the Community Resource Centre.

The Branch is open from 10am to 1pm Monday to Friday and primarily offers information and referral, although a legal service is organised once a month. The legal service is advertised in the local newspaper and attracts clients from Busselton, Augusta in the south and inland up to Nannup, Manjimup and Bridgetown.

#### Statistics

The most common queries seem to be related to family and estate matters. This includes estate planning such as making Wills and Enduring Powers of Attorney and Guardianship, Probate and Letters of Administration as well as family law matters.

#### Volunteers

Our volunteers are a group of dedicated and committed people residing in the area and coming from all types of professional and personal backgrounds. We are proud to benefit from the service of a long lasting volunteer, Verna Chapman, who has been with the Busselton branch for 27 years. The team has expanded and we have recruited a volunteer who is studying the area of community services.

#### Meetings

All volunteers are involved in monthly meeting where the Treasurer's and Coordinator's reports are discussed, along with any matters from the Perth office and any agenda items raised by Branch members.

#### Community participation

The Branch uses A4 size posters to advertise its services in Busselton. These are displayed at various locations around the area. We also have a discounted deal with a local newspaper that runs a public notice of our services monthly. Both of these initiatives have produced positive feedback and enquiries.

#### Training

Several information sessions were organised after our monthly staff meetings. They were very informative and volunteers were satisfied with the learning outcome. Some volunteers also attended training in Bunbury about de-escalation and mental health issues.

A training session for new volunteers was organised by Elena and Selva in the Bunbury Branch towards the end of June. This training is usually organised in Perth every two months, but was held locally for convenience.

#### Conclusion

I would like to thank the volunteers at the Busselton Branch for their time and skills. The various services that CAB offer couldn't be provided to the community without their assistance.

#### Elena Mauen

Volunteer & Client Services Coordinator  
on behalf of the Busselton branch



## Fremantle Branch Coordinator's Report

### Branch established 1966

#### Statistics

Telephone: 1,335  
In person: 734  
Total: 2,069

#### General

It has been a turbulent year for the Fremantle Branch, starting with the news that the Fremantle office would have to relocate due to the re-development of the area. There were no alternative premises available and despite all efforts by the staff at Fremantle and at the Perth office, the Branch had to temporarily close its doors.

CAB Fremantle received a donation of \$5,000 from the City of Cockburn which will be used towards re-establishing the Branch and providing services to those who live in the Cockburn area.

The volunteers and I have found it difficult to pack up decades of history but we are looking forward to a new start.

#### Statistics

Our audience has primarily been people from a low socio-demographic area with queries related to family, estate and tenancy.

#### Volunteers

CAB Fremantle has a very good team of dedicated volunteers, 13 in total. Last year we lost two of our long serving volunteers, a very sad loss of Anne Pratt and Claire Hielkema who both passed away. We miss them greatly.

A few changes have occurred. Margaret Maronne became our Secretary with Opal van Niekerk second in command, and Kaye Mattfield became our Treasurer. They are very dedicated and I thank them for their continuous help.

#### Meetings

We were having staff meetings monthly and have had an informal get together since the Branch has closed. I would like to thank Chrissie for providing an interim meeting place.

#### Community participation

We have attended quite a few meet and greet functions thanks to the City of Cockburn and they mentioned their gratitude for the help CAB offers to the local residents.

#### Training

We have attended at least three educational sessions put on by the City of Cockburn and have found them to be very helpful and insightful. Volunteers also continue to attend training sessions in Perth and positively benefit from new knowledge and skills.

### Conclusion

I want to take this opportunity to thank the Fremantle volunteers for their unwavering support and dedication to the Branch and for never losing sight of ultimate target. The volunteers have been delivering a good service to the community and shown empathy to many distressed clients.

**Patricia Baxter**  
Branch Coordinator

## Joondalup Branch Coordinator's Report

### Branch Established 1999

#### Statistics

Telephone: 2,805  
In person: 386  
Total: 3,191

#### General

Joondalup Branch has had a busy and productive year. We have seen a lot of changes with volunteers and the roster and have recruited others to fill the vacancies.

The northern corridor has opened up with lots of new housing and tenancy which has increased the local population.

Enduring Powers of Attorney and Enduring Powers of Guardianship kits have proven popular amongst our clients and stock goes quickly.

Tax Help is offered again at the Branch on Monday mornings and Tuesdays. The appointments are from 9am to 11am and are in high demand. This service has been advertised in the local community newspaper and is provided by two volunteers.

Caroline, CAB lawyer, has been visiting Joondalup fortnightly with all appointments filled quickly. As the demand for legal appointments is high, we sadly have to turn people away and offer other options or referrals.

WA NILS is ongoing and we provide this service on Wednesdays.

#### Statistics

Personal contact has increased since the last statistical report and it seems we are receiving more walk-in clients than ever before.

#### Volunteers

Since the beginning of the year we have seen a lot of changes in the roster. Between volunteers finding full-time employment or resignations for personal reasons, several vacancies had to be filled. Advertising was organised in the local community newspaper which provided us with a great response. Interviews were commenced and were very fruitful. We now have four new volunteers on board and they have all attended their induction training in Perth.

We have 17 volunteers on the books, with two relief volunteers who are very helpful during school holidays. All Joondalup volunteers do other voluntary work, so it is pleasing that they devote three hours a week to CAB. I would like to thank them for their time and commitment.

Jasmine, our Treasurer, has been doing a monthly report and has organised the audit for the Joondalup branch.

#### Meetings

Volunteer meetings were held in February and a guest speaker from the Spier's Centre attended and spoke to all attendees.

I have attended three coordinator meetings, one each at Kwinana, Armadale and Midland. These are quite beneficial as the branches discuss how we can continue to grow.

#### Community participation

Kay and I attended the Joondalup Shire for a volunteer week function.

CAB appears in the Little Aussie Directories which is delivered to homes in the Joondalup area every two months and gives us great exposure to local residents.

Joondalup Health Campus has taken quite a few pamphlets on CAB which was pleasing.

#### Training

A local training session was organised by Selva and Elena to provide a refresher to all volunteers. This was very well received and very beneficial. A few volunteers also attended a domestic violence awareness session organised by Lifeline in the Perth office.

#### Conclusion

We seek assistance from Garry and Elena in Perth when needed, and their help is very much appreciated. Thanks go to all the volunteers who work with Joondalup Branch as well as the board members and to the Perth office for their continued support.

We look forward to another busy and exciting year with CAB.

**Diane Cook**

Branch Coordinator

## Kwinana Branch Coordinator's Report

### Branch established in 1994

#### Statistics

Telephone: 475  
In Person: 375  
Total: 850

#### General

Kwinana Branch is open Tuesday, Wednesday and Thursday from 10am until 3pm.

The Branch offers appointments for family law every Thursday morning and second Thursday afternoon. Other branches have referred clients to us for appointment which ensured that all available appointments were filled.

The Branch is kept busy with telephone and walk-in enquiries on varied matters.

Tax Help is available again this year and proving to be very popular with appointments filling up quickly.

We also offer WA NILS assistance on Tuesdays and hope to expand this service to Wednesdays too.

#### Statistics

The majority of our clientele is contacting us for family advice. Couples who have separated need help to start with divorce/separation procedures, children, and property settlement.

We also have a lot of enquiries regarding Wills and Probate and the fact sheets on our website are coming in handy to answer these queries.

Although there are a lot of new residential developments in the surrounding areas, there are still many elderly people in the older part of Kwinana who can't travel very far and have little computer and internet knowledge. As a result, Kwinana Branch receives many enquiries for advice on general law and community issues such as dividing fences, rubbish, neighbourhood disputes and consumer protection.

#### Volunteers

We have six volunteers at Kwinana. Three have been at the Branch since it re-opened and in the past 12 months three others have joined the team of dedicated volunteers. Volunteers do a whole day and this system is working well. The Kwinana Branch volunteers are working cohesively and doing an excellent job.

#### Meetings

Branch meetings are every six weeks with Chairperson Carol Adams, Secretary Bob Thompson and Branch volunteers attending. The meetings are generally casual and address issues related to the running of the Branch.

Coordinators meetings are organised every three months and very helpful. It gives us a chance to

see how other branches are going and discuss new ideas.

#### Community participation

Kwinana Branch has contributed to the community in various ways:

- Notices and pamphlets have been displayed in the foyer to the Darius Wells Building which also contains many not-for-profit organisations together with a Dome Café, Library and Resource Centre. We are lucky to be in such premises and very much feel part of the Kwinana community.
- Regular contact is made with the Coordinator of the City of Kwinana Volunteer Centre which allows us to work together to fill up vacancies and stay updated with new information.
- The Mayor of the City of Kwinana is on our committee which gives CAB a prime position to discuss various issues that affects the community. It also allows us to develop a long-lasting relationship between CAB and City of Kwinana.
- We often communicate with Darius Wells Centre Management and they sometimes refer clients to us.

#### Training

In the past when new volunteers started I have encouraged them to go the Perth office for training. Now it is compulsory and gives them a good grounding of how CAB operates, how to best assist clients for appointments and general information on the role of a volunteer within the organisation.

I have attended many Talking Heads sessions held after the coordinator meetings. Guest speakers from various organisations provide a general overview of their services and discuss community issues.

Kwinana hosted a talk with Palmerston and volunteers attended several other training sessions in Perth.

#### Conclusion

2016–2017 year has been a very busy and rewarding year. The Kwinana Branch is of considerable help to the community, with volunteers being able to answer a variety of enquiries.

Once again, sincere thanks to our volunteers who go out of their way to help and support CAB and myself.

To all in the Perth office, Kathryn, Elena, Garry, Marilyn and Selva, thank you for your support and help. It is very much appreciated.

**Kerry Smith**

Branch coordinator

## Mandurah Branch Coordinator's Report

### Branch established in 1977

#### Statistics

Telephone: 1,485

In Person: 5,747

Total: 7,232

#### General

Midland Branch is located in our own building, at 13 Sholl Street Mandurah and we are open Monday to Friday from 9am until 2pm.

We have six JPs on a roster system, coming in Thursdays and Fridays from 10am to 12pm and they are kept very busy.

Our volunteers assisted approximately 180 clients with Tax Help. We have two of our volunteers and one other provided by the ATO who are providing Tax Help from July to October, three days a week. It's a very popular service.

We have had to discontinue our legal service due to the lack of a visiting Lawyer. We are hopeful of resuming this valuable service as soon as a replacement can be found.

We have volunteers who attend to duties at the Magistrates Court on Tuesday and Friday each week and a volunteer who attends the Children's Court once a month on a Monday.

We are an agent for WA NILS applications, apparently now the only one in Mandurah. A total of 31 applications have been processed of which 19 have been approved.

#### Statistics

Our overall numbers are slightly down on last year. This is due to a marked decrease in clients seeking JP services. Other enquiries increased during the year.

#### Volunteers

We have recruited six new volunteers this year and now have 18 volunteers on roster. During the year we reluctantly said goodbye to several of our volunteers who had collectively given many decades of valuable service for which we sincerely thank them. Joan, another of our long-standing volunteers has also resigned, but is continuing to assist until the end of the Tax Help season. We thank her for her years of service and continued support. Jean has taken over the role as Secretary as well as Treasurer as a fill-in measure.

#### Meetings

The Branch committee and staff meets quarterly with an AGM in July.

#### Community participation

Our volunteers assist Legal Aid solicitors at the Court House on Tuesdays and Fridays.

#### Training

During the year we had a talk from the WA Police about safety in the office and handling of potentially aggressive clients.

WA NILS training was undertaken by an additional volunteer and we have another registered for the next session.

A training course in partnership with Lifeline was organised at the Senior Citizens Centre to discuss domestic violence. Unfortunately, due to unforeseen circumstances, the training didn't take place but the Mediation Coordinator from Perth provided us with a greater insight into this service.

#### Conclusion

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

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

#### Philip Gilbey

Branch coordinator

## Midland Branch Coordinator's Report

### Established in 1993

#### Statistics

Telephone: 3,349  
In Person: 2,041  
Total: 5,390

#### General

Last year, we moved from our old premises in Stafford Street to the current office. During this time we were closed for about a month and have taken some time to adjust to our new premises. The Midland Branch is now situated at 23 Old Great Northern Highway Midland (Opposite the 7th Avenue Tavern), in the People Who Care Building.

We have a staff lawyer visiting twice a month for family law, Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, Letters of Administration, probate advice and estate matters. Additionally, we are able to provide document preparation for the above matters. We also have a visiting lawyer once a month who provides advice on criminal law, neighbourhood disputes and personal injury.

We are fortunate to have the service of a Justice of the Peace every day, but as it is managed by an external organisation, we advise clients to call first.

#### Statistics

The biggest percentage of our clients is enquiring about family and personal matters at 46.35%, followed by government and statutory matters at 34.67%. The remaining 19% consists of a variety of matters for which we provide information and referral.

The community we serve is mainly working class and retirees.

#### Volunteers

We are in the fortunate position of having an abundance of volunteers committing their time to CAB. The roster varies with long leave, holidays and personal time off, but it is running smoothly. We have 13 volunteers coming from different backgrounds and age groups, but all are female. Our youngest volunteer is a student who is 21 and we also have retirees aged over 65 years. We are currently training all volunteers to work on different days when possible.

One thing I have noticed our volunteers, is that they are all proud of the work they do at CAB and are always happy to tell people about it.

#### Meetings

We have meetings regularly to consult as a group and discuss things that need to be communicated. As the Coordinator, I call the office each day to see how things are going and quite often call in for an hour or so over and above my normal shift. This year we probably have had a meeting every three months.

#### Community participation

One of our ladies attended a breakfast at Sandalford Winery, hosted by Landgate to celebrate International Women's Day.

We have a good relationship with Swan Volunteers Centre and they have been great in advertising for us. We have had a good amount of aspiring volunteers to choose from.

#### Training

Volunteers who have joined in the last six months have completed one or two days training in the Perth office.

After the Coordinator meeting hosted in the Branch in June, we had the chance to have a presentation and talk organised by Shalom House. Many of our volunteers attended along with other service providers in the People Who Care building and volunteers from other CAB branches.

Most volunteers have expressed a wish to have training in the Branch for convenience rather than having to travel.

#### Conclusion

After a difficult start to our year, we are now in a period of prosperity.

Special thanks to all the volunteers who put in extra hours when we were down in numbers, and a big thank you to our JPs whose job is not always easy.

*"Australia has the highest rate of volunteers per capita of any country in the world, and for this we should all be thankful!"*

#### Mary Shaw

Branch coordinator

## Rockingham Branch Coordinator's Report

### Branch established 1979

#### Statistics

Telephone: 1,032

In Person: 1,183

Total: 2,215

#### General

Rockingham Branch is located at 14 Council Avenue, in the Anglicare Community Centre. Our opening hours are 9.30am to 3.30pm Monday to Thursday and 9.30am to 12.30pm on Friday.

We offer WA NILS and Tax Help services and have had family law legal appointments available for a brief amount of time during the year.

#### Statistics

Most of our clients tend to have marriage or relationship breakups. We also have lots of queries regarding Justice of the Peace service and Wills as well as homelessness and people needing emergency relief.

#### Volunteers

We have 13 volunteers at the moment in Rockingham. Beryl is the Branch Coordinator; Gordon is our Treasurer and trained for WA NILS; Joan assists the Coordinator with various duties; Kathy is the Secretary and trained for WA NILS, Max is our Chairperson and provides Tax help; Ron and Barbara are both committee members; Lyn is part of the committee and trained for WA NILS and last but not least, Gail is the office organiser. Together, these nine volunteers have volunteered for over 100 years and the Branch runs very smoothly thanks to them. Trish, Jane, Margot and Ray, our newest volunteers, all bring years of work experience, education and training to our branch.

#### Meetings

We have had two committee meetings this year and I attended a Coordinator meeting in May.

#### Community participation

I am our Branch representative on the Saint Nicholas Community Centre Management Committee and a few of us attended an Anglicare networking day again this year.

#### Training

New volunteers have attended training in Perth.

Some volunteers attended a mental health suicide prevention workshop as well as various information sessions and presentations held in the Perth office.

#### Conclusion

We have welcomed three volunteers from the local college. Most of them fulfilled 100 hours of service and one placement decided to stay as a volunteer.

The Rockingham Branch continues to offer a wonderful service to the community and we look forward to new possibilities and more ways to assist the public in the new financial year.

#### Beryl Hunter

Branch coordinator

# *Statistics*



## Summary

Head Office	Client Enquiries			Last Year	
	Interviews	Telephone	Total		
General	345	17,466	17,811		20,933
Legal	4,308		4,308		5,134
Tax Help	16		16		0
Justice of the Peace	9,892		9,892		11,679
<b>Sub Total</b>	<b>14,561</b>	<b>17,466</b>	<b>32,027</b>	<b>32,027</b>	<b>37,746</b>

Branches	Client Enquiries			Last Year	
	Interviews	Telephone	Total		
Albany	0	0	0		292
Armadale	1,619	2,511	4,130		3,398
Bunbury	344	489	833		1,328
Busselton	545	552	1,097		1,033
Fremantle	734	1,335	2,069		2,769
Joondalup	386	2,805	3,191		2,340
Kwinana	375	475	850		767
Mandurah	5,747	1,485	7,232		7,622
Midland	2,041	3,349	5,390		5,627
Rockingham	1,183	1,032	2,215		1,845
<b>Sub total</b>	<b>12,982</b>	<b>14,033</b>	<b>27,015</b>	<b>27,015</b>	<b>27,021</b>
<b>Total</b>	<b>27,543</b>	<b>31,499</b>	<b>59,042</b>		

WA No Interest Loans	Client Enquiries			Last Year	
	Interviews	Telephone	Total		
Perth	19				7
Armadale	10				11
Bunbury	0				0
Busselton	1				0
Fremantle	32				31
Joondalup	13				10
Kwinana	2				5
Mandurah	29				26
Midland	0				4
Rockingham	12				12
<b>Total</b>	<b>118</b>			<b>118</b>	<b>106</b>
<b>GRAND TOTAL</b>				<b>59,160</b>	<b>64,873</b>



## Legal Advice

Perth and Branches		Last Year
Building dispute	0	1
Business	1	4
Consumer	46	12
Contracts	147	109
Criminal	33	32
Debt	3	1
Dividing fences	47	61
Domestic violence	0	1
Employment	3	3
Estate matters	347	296
Family law	1,695	2,202
Financial	6	9
Fraud	0	1
Guardianship	2	2
Harassment	0	1
Housing/tenancy	34	18
Insurance	20	6
Land sales	0	3
Letters of administration	271	332
Neighbour disputes	34	37
Personal injury	5	17
Probate	393	486
Professional negligence	7	2
Property	78	80
Restraining orders	14	16
State administrative tribunal	3	0
Traffic	25	20
Vehicle accident	15	19
Wills POA EPG	1,058	1,311
Workers compensation	0	2
Other	21	50
<b>Perth &amp; Branches Total</b>	<b>4,308</b>	<b>5,134</b>

## Documents Produced

	2017	Last Year
Family Court Documents	46	59
Enduring Power of Guardianship	410	385
Letters of Administration	132	117
Enduring Powers of Attorney	539	533
Probate Affidavits and Other	93	54
Wills	758	846

## Statistical Returns - Summary Branches

### Summary Head Office

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	207	9,039	9,246	10,877
2. Money Matters	18	383	401	432
3. Housing, Land, Accommodation	36	2,043	2,079	2,257
4. Consumer, Trade, Business	15	1,339	1,354	1,467
5. Law	17	1,431	1,448	1,697
6. Social Security Benefits, Veterans Affairs, Other Benefits	0	31	31	37
7. Insurance	4	79	83	103
8. Local, State, Federal Government and Statutory Bodies	2	992	994	1,125
9. Medical	5	23	28	36
10. Employment	10	172	182	242
11. Education, Training, Bursaries	1	9	10	10
12. Specific Migrant Requests	9	32	41	62
13. Travel	1	6	7	10
14. Requests for Cab Services	12	1,707	1,719	2,379
15. Clubs/Organisations and Associations	0	4	4	12
16. Local and General Information	8	176	184	187
<b>TOTAL</b>	<b>345</b>	<b>17,466</b>	<b>17,811</b>	<b>20,933</b>
Males	172	6,760	6,932	8,210
Females	173	10,706	10,879	12,723

## Summary Branches

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	3,146	7,700	10,846	10,502
2. Money Matters	879	1,069	1,948	2,012
3. Housing, Land, Accommodation	259	469	728	767
4. Consumer, Trade, Business	130	277	407	377
5. Law	650	727	1,377	1,289
6. Social Security Benefits, Veterans Affairs, Other Benefits	99	56	155	147
7. Insurance	19	52	71	96
8. Local, State, Federal Government and Statutory Bodies	3,509	1,388	4,897	4,309
9. Medical	67	65	132	124
10. Employment	67	120	187	207
11. Education, Training, Bursaries	6	3	9	22
12. Specific Migrant Requests	58	44	102	108
13. Travel	24	23	47	47
14. Requests for Cab Services	2,585	1,105	3,690	4,684
15. Clubs/Organisations and Associations	18	4	22	50
16. Local and General Information	1,458	941	2,399	2280
<b>TOTAL</b>	<b>12,974</b>	<b>14,043</b>	<b>27,017</b>	<b>27,021</b>
Males	5,913	4,416	10,329	10,585
Females	7,061	9,627	16,688	16,436

## Statistical Returns - Summary Branches continued ...

### Perth and Branches combined - Explanatory detail

Category Headings		Client Enquiries			Last Year
1.	Family and Personal	Interviews	Telephone	Total	
(a)	Marital: Separation, Divorce, Custody	895	8,779	9,674	10,670
(b)	Regulations: Family, Name Change	28	52	80	112
(c)	Miscellaneous Problems: Young People	18	61	79	89
(d)	Miscellaneous Problems: Adult Persons	134	311	445	516
(e)	Food and Material Needs	50	29	79	99
(f)	Deaths, Funerals, Wills, Probate, etc.	1,674	6,808	8,482	9,021
(g)	Power of Attorney	554	699	1253	872
<b>TOTAL</b>		<b>3,353</b>	<b>16,739</b>	<b>20,092</b>	<b>21,379</b>

2.	Money Matters	Interviews	Telephone	Total	
(a)	Mortgages /Loans	42	165	207	146
(b)	Debts /Hire Purchase /Credit Accounts	59	205	264	362
(c)	Financial Counselling	79	204	283	233
(d)	Investment /Superannuation	33	46	79	96
(e)	Taxation (Personal, Land, Stamp Duty)	514	570	1084	1,085
(f)	Banking Complaints	0	0	0	48
(g)	Bankruptcy	170	262	432	474
<b>TOTAL</b>		<b>897</b>	<b>1,452</b>	<b>2,349</b>	<b>2,444</b>

3.	Housing and Land	Interviews	Telephone	Total	
(a)	Home or Land Purchase or Sale	77	822	899	970
(b)	Home Building Advice /Disputes	26	221	247	290
(c)	Landlord /Tenant	138	1,355	1,493	1,591
(d)	Accommodation	33	33	66	68
(e)	Strata Titles, Corporate Bodies	21	81	102	105
<b>TOTAL</b>		<b>295</b>	<b>2,512</b>	<b>2,807</b>	<b>3,024</b>

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

Category Headings		Client Enquiries			Last Year
4.	Consumer, Trade, Business	Interviews	Telephone	Total	
(a)	Unsatisfactory Goods & Services	82	1,388	1,470	1,488
(b)	Small Business Information	7	48	55	73
(c)	Professional Fees & Complaints	13	28	41	58
(d)	Consumer Information	43	152	195	225
	<b>TOTAL</b>	<b>145</b>	<b>1,616</b>	<b>1,761</b>	<b>1,844</b>

5.	Law	Interviews	Telephone	Total	
(a)	Enquiries (e.g. Summons, Referrals)	563	1,709	2,272	2,379
(b)	Motor Vehicle Accidents	12	94	106	137
(c)	Traffic Offences	39	148	187	179
(d)	Restraining Orders	20	110	130	144
(e)	Legislation (What the Law says)	21	57	78	89
(f)	Complaints (e.g. Fees, Lawyers)	12	40	52	58
	<b>TOTAL</b>	<b>667</b>	<b>2,158</b>	<b>2,825</b>	<b>2,986</b>

6.	Social Security Benefits	Interviews	Telephone	Total	
(a)	Social Security Benefits	52	75	127	111
(b)	Veterans' Affairs Benefits	0	1	1	7
(c)	Overseas Pensions	5	1	6	6
(d)	Seniors Cards	42	10	52	60
	<b>TOTAL</b>	<b>99</b>	<b>87</b>	<b>186</b>	<b>184</b>

7.	Insurance	Interviews	Telephone	Total	
(a)	Property	7	60	67	68
(b)	Personal Insurances	10	49	59	85
(c)	Public Risk	4	9	13	17
(d)	Workers Compensation	2	13	15	29
	<b>TOTAL</b>	<b>23</b>	<b>131</b>	<b>154</b>	<b>199</b>

## Statistical Returns - Summary Branches continued ...

### Perth and Branches combined - Explanatory detail continued ...

Category Headings		Client Enquiries			Last Year
8.	Government	Interviews	Telephone	Total	
(a)	By-Laws: Fencing, Dogs, Trees, Noise	78	649	727	724
(b)	Members of Parliament	8	4	12	8
(c)	Local Government Information	275	47	322	66
(d)	Justice of Peace	3,128	1,669	4,797	4,610
(e)	Electoral Matters	20	9	29	23
(f)	Copyright and Patents	2	2	4	3
<b>TOTAL</b>		<b>3,511</b>	<b>2,380</b>	<b>5,891</b>	<b>5,434</b>

9.	Medical	Interviews	Telephone	Total	
(a)	Health: Mental and Physical	29	33	62	51
(b)	Information and Support Groups	15	15	30	32
(c)	Alcohol and Drugs	9	11	20	8
(d)	Hospital and Medical Benefits	7	2	9	4
(e)	Hospital and Nursing Homes	5	6	11	33
(f)	Medical Complaints	7	21	28	32
<b>TOTAL</b>		<b>72</b>	<b>88</b>	<b>160</b>	<b>160</b>

10.	Employment	Interviews	Telephone	Total	
(a)	Employment /Unemployment	28	110	138	169
(b)	Self-Employment	5	12	17	11
(c)	Employer-Employee Disputes	25	108	133	153
(d)	Union Matters	0	1	1	3
(e)	Wages and Awards	14	43	57	77
(f)	Discrimination, Harassment	4	11	15	27
(g)	Occupational Health & Safety	1	7	8	9
<b>TOTAL</b>		<b>77</b>	<b>292</b>	<b>369</b>	<b>449</b>

11.	Education & Training	Interviews	Telephone	Total	
(a)	Financial Assistance	0	4	4	14
(b)	Pre-School, Primary, Second, Tertiary	6	6	12	16
(c)	HECS (Higher Educ Cont Scheme)	1	2	3	2
<b>TOTAL</b>		<b>7</b>	<b>12</b>	<b>19</b>	<b>32</b>

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

Category Headings		Client Enquiries			Last Year
12.	Migrants	Interviews	Telephone	Total	
(a)	Specific Problems	36	42	78	86
(b)	General Queries (e.g. Citizenship)	31	34	65	84
	<b>TOTAL</b>	<b>67</b>	<b>76</b>	<b>143</b>	<b>170</b>
13.	Travel	Interviews	Telephone	Total	
(a)	Passports, Visas, Consulates	20	16	36	42
(b)	Travel Agencies	1	6	7	4
(c)	Accommodation	1	0	1	5
(d)	Tourism	3	7	10	6
	<b>TOTAL</b>	<b>25</b>	<b>29</b>	<b>54</b>	<b>57</b>
14.	CAB - Requests to CAB	Interviews	Telephone	Total	
(a)	Public Relations	2,032	1,150	3,182	4,154
(b)	Pamphlets, Information about Bureau	149	46	195	232
(c)	CAB Legal appointments made	356	902	1,258	1,541
(d)	CAB Legal appointments cancelled	8	180	188	285
(e)	Query on status of documents	32	49	81	151
(f)	Missing Persons	2	0	2	2
(g)	Mediation: The Process	9	127	136	240
(h)	Mediation: Relationships: Matrimonial	4	285	289	302
(i)	Mediation: Intra Family	3	47	50	114
(j)	Mediation: Community	2	23	25	41
(k)	Mediation: Commercial	0	3	3	1
	<b>TOTAL</b>	<b>2,597</b>	<b>2,812</b>	<b>5,409</b>	<b>7,063</b>
15.	Clubs & Organisations	Interviews	Telephone	Total	
		18	8	26	62
	<b>TOTAL</b>	<b>18</b>	<b>8</b>	<b>26</b>	<b>62</b>
16.	Local & General Info	Interviews	Telephone	Total	
		1466	1,117	2,583	2,467
	<b>TOTAL</b>	<b>1466</b>	<b>1,117</b>	<b>2,583</b>	<b>2,467</b>
	<b>GRAND TOTAL</b>	<b>13,319</b>	<b>31,509</b>	<b>44,828</b>	<b>47,954</b>





# *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 2017 and the results of its operations and cash flows for the year then ended in accordance with accounting policies described in Note 1;
- (iii) The operations of the Bureau have been carried out in accordance with its Constitution; and
- (iv) At the date of this statement, there are reasonable grounds to believe that the Bureau will be able to pay its debts as and when they fall due.



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

Kathryn Lawrence  
Name:

Dated this      day of September 2017

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

**Opinion**

We have audited the financial report of Citizens Advice Bureau of Western Australia (Inc), which comprises the statement of financial position as at 30 June 2017, the statement of financial performance and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the Board of Management.

In our opinion, the financial report of Citizens Advice Bureau of Western Australia (Inc) has been prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the entity's financial position as at 30 June 2017 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

**Basis for Opinion**

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

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

**Basis of Accounting**

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

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

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

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

### Auditor's Responsibilities for the Audit of the Financial Report

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

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

A handwritten signature in black ink, appearing to read 'Tutu Phong', written over the printed name.

RSM AUSTRALIA PTY LTD

A handwritten signature in black ink, appearing to read 'Tutu Phong', written over the printed name.

TUTU PHONG  
Director

Perth, WA  
Dated: 4 September 2017

**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**STATEMENT OF FINANCIAL PERFORMANCE**

**For the year ended 30 June 2017**

	<b>Note</b>	<b>Consolidated</b>	<b>Perth</b>
		<b>2017</b>	<b>2016</b>
		<b>\$</b>	<b>\$</b>
<b>REVENUE</b>			
Donations		10,258	8,762
Grants	3	652,747	743,556
Interest received		4,696	5,297
Legal fees	4	758,375	706,982
Membership fees		1,190	1,755
Mediation revenue		56,023	42,330
Other income		9,075	1,949
Sale of resource material		<u>12,351</u>	<u>12,769</u>
<b>TOTAL REVENUE</b>		<u><b>1,504,715</b></u>	<u><b>1,523,400</b></u>
<b>EXPENSES</b>			
Annual General Meeting		3,303	595
Advertising and publicity		3,371	5,678
Audit and accountancy fees		6,000	5,800
Bank charges		4,353	2,354
Depreciation		30,158	26,868
File fees expense		21,750	18,600
Fringe Benefits Tax		2,683	2,351
Grants to branches		-	-
Honorariums		5,373	3,869
Insurance		36,859	36,428
Legal advice		185,432	189,452
Loss on disposal of assets		1,711	341
Repairs and maintenance		9,347	8,198
Motor vehicle expenses		12,532	11,021
Organisation review		-	8,700
Postage		10,473	10,020
Printing and stationery		41,118	40,623
Reference and resource		579	570
Rent electricity and services		272,873	263,893
Salaries and wages		580,339	640,016
Seminar expenses		8,625	8,961
Staff amenities		7,968	6,864
Staff recruitment		540	673
Staff - contract temporary		51,122	-
Subscriptions		30,229	26,131
Sundry expenses		18,007	6,675
Superannuation		61,388	65,842
Telephone		26,437	27,921
Travelling expenses		12,611	12,913
Volunteers' expenses		<u>45,084</u>	<u>42,199</u>
		<u><b>1,289,108</b></u>	<u><b>1,309,287</b></u>

**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**STATEMENT OF FINANCIAL PERFORMANCE**

**For the year ended 30 June 2017**

	<b>Consolidated</b>		<b>Perth</b>	
	<b>2017</b>	<b>2016</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
SURPLUS FOR THE YEAR	14,450	49,844	13,076	50,786
Accumulated funds at beginning of the year	<u>382,419</u>	<u>332,575</u>	<u>356,679</u>	<u>305,893</u>
ACCUMULATED FUNDS AT END OF THE YEAR	<u>396,869</u>	<u>382,419</u>	<u>369,755</u>	<u>356,679</u>

The accompanying notes form part of these financial statements

**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**STATEMENT OF FINANCIAL POSITION**

**As at 30 June 2017**

	<b>Consolidated</b>		<b>Perth</b>	
	<b>2017</b>	<b>2016</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>ACCUMULATED FUNDS</b>	<u>396,869</u>	<u>382,419</u>	<u>369,755</u>	<u>356,679</u>
Represented by:				
<b>CURRENT ASSETS</b>				
Cash assets	413,625	414,099	395,280	398,262
Debtors	227	240	227	240
Prepayments	<u>67,600</u>	<u>49,451</u>	<u>67,600</u>	<u>49,451</u>
	<u>481,452</u>	<u>463,790</u>	<u>463,107</u>	<u>447,953</u>
<b>NON CURRENT ASSETS</b>				
Plant and equipment				
Cost	515,368	528,147	441,692	434,462
Accumulated depreciation	(411,152)	(407,125)	(346,245)	(323,343)
Bond for Branches	<u>615</u>	<u>615</u>	<u>615</u>	<u>615</u>
	<u>104,831</u>	<u>121,637</u>	<u>96,062</u>	<u>111,734</u>
<b>TOTAL ASSETS</b>	<u>586,283</u>	<u>585,427</u>	<u>559,169</u>	<u>559,687</u>
<b>CURRENT LIABILITIES</b>				
Payables	30,421	48,722	30,421	48,722
Provision for employee entitlements	100,026	93,338	100,026	93,338
Income received in advance	<u>38,190</u>	<u>39,470</u>	<u>38,190</u>	<u>39,470</u>
	<u>168,637</u>	<u>181,530</u>	<u>168,637</u>	<u>181,530</u>
<b>NON CURRENT LIABILITIES</b>				
Provision for employee entitlements	<u>20,777</u>	<u>21,478</u>	<u>20,777</u>	<u>21,478</u>
<b>TOTAL LIABILITIES</b>	<u>189,414</u>	<u>203,008</u>	<u>189,414</u>	<u>203,008</u>
<b>NET ASSETS</b>	<u>396,869</u>	<u>382,419</u>	<u>369,755</u>	<u>356,679</u>

The accompanying notes form part of these financial statements

**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**STATEMENT OF CASH FLOWS**

**For the year ended 30 June 2017**

	<b>Note</b>	<b>Consolidated</b>	<b>Perth</b>	
		<b>2017</b>	<b>2016</b>	<b>2017</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
				<b>2016</b>
				<b>\$</b>
Cash flows from operating activities				
<i>Payments</i>				
Wages and salaries		(591,485)	(633,745)	(585,698) (629,672)
Suppliers		(897,374)	(754,148)	(672,819) (545,469)
<i>Receipts</i>				
User charges		827,953	779,960	608,860 600,537
Interest received		4,696	5,297	4,674 5,286
Other		19,333	10,711	11,160 6,634
<i>Cash flows from government</i>				
Receipts from appropriations / grants		<u>651,467</u>	<u>769,407</u>	<u>644,997</u> <u>738,806</u>
Net cash from operating activities	5(b)	<u>14,590</u>	<u>177,482</u>	<u>11,174</u> <u>176,122</u>
Cash flows from investing activities				
Payments for the purchase of plant and equipment		(15,064)	(59,653)	(14,156) (57,365)
Proceeds from sale of Assets		<u>-</u>	<u>-</u>	<u>-</u> <u>-</u>
Net cash used in investing activities		<u>(15,064)</u>	<u>(59,653)</u>	<u>(14,156)</u> <u>(57,365)</u>
Net (decrease)/increase in cash held		(474)	117,829	(2,982) 118,757
Cash at the beginning of the financial year		<u>414,099</u>	<u>296,270</u>	<u>398,262</u> <u>279,505</u>
Cash at the end of the financial year	5(a)	<u>413,625</u>	<u>414,099</u>	<u>395,280</u> <u>398,262</u>



**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**NOTES TO THE FINANCIAL STATEMENTS**

**For the year ended 30 June 2017**

**SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**(a) Basis of presentation**

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

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

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

**(b) Depreciation**

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

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

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



## THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

### NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2017

#### 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Cont.)

##### (c) Branches

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

##### (d) Employee entitlements

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

##### (e) Revenue

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

##### (f) Comparative figures

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

#### 2. INCOME TAX

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

**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**NOTES TO THE FINANCIAL STATEMENTS**

**For the year ended 30 June 2017**

	<b>Consolidated</b>		<b>Perth</b>	
	<b>2017</b>	<b>2016</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>3. GRANTS</b>				
Department of Local Government and Communities	480,973	473,399	480,973	473,399
The Law Society of Western Australia	-	100,000	-	100,000
Local Government grants	15,250	9,750	7,500	6,500
Lotteries Commission	-	13,029	-	13,029
Legal Aid (LCT)	81,400	81,400	81,400	81,400
Legal Aid (Mediation)	60,942	59,933	60,942	59,933
Other	<u>14,182</u>	<u>6,045</u>	<u>14,182</u>	<u>4,545</u>
	<u>652,747</u>	<u>743,556</u>	<u>644,997</u>	<u>738,806</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	315,022	356,562	137,227	161,463
Income received from the preparation of simple legal documents	<u>443,354</u>	<u>350,420</u>	<u>430,539</u>	<u>350,420</u>
	<u>758,376</u>	<u>706,982</u>	<u>567,766</u>	<u>511,883</u>

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

**THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)**

**NOTES TO THE FINANCIAL STATEMENTS**

**For the year ended 30 June 2017**

	<b>Consolidated</b>		<b>Perth</b>	
	<b>2017</b>	<b>2016</b>	<b>2017</b>	<b>2016</b>
	\$	\$	\$	\$
<b>5. NOTES TO THE STATEMENT OF CASHFLOWS</b>				
<b>(a) Reconciliation of cash</b>				
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	413,625	414,099	395,280	398,262
<b>(b) Reconciliation of net cash provided by operating activities to net deficit for the year</b>				
Net surplus for the year	14,450	49,843	13,077	50,786
Loss on sale of asset	1,711	341	1,711	341
Depreciation	30,159	26,868	28,116	24,564
Movements in assets and liabilities				
Debtors	14	16,125	14	16,125
Prepayments	(18,149)	16,147	(18,149)	16,147
Creditors and accruals	(18,302)	19,538	(18,302)	19,538
Provision for employee entitlements	5,987	22,769	5,987	22,769
Income in advance	<u>(1,280)</u>	<u>25,851</u>	<u>(1,280)</u>	<u>25,851</u>
Net cash from operating activities	14,590	177,482	11,174	176,122
	_____	_____	_____	_____

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