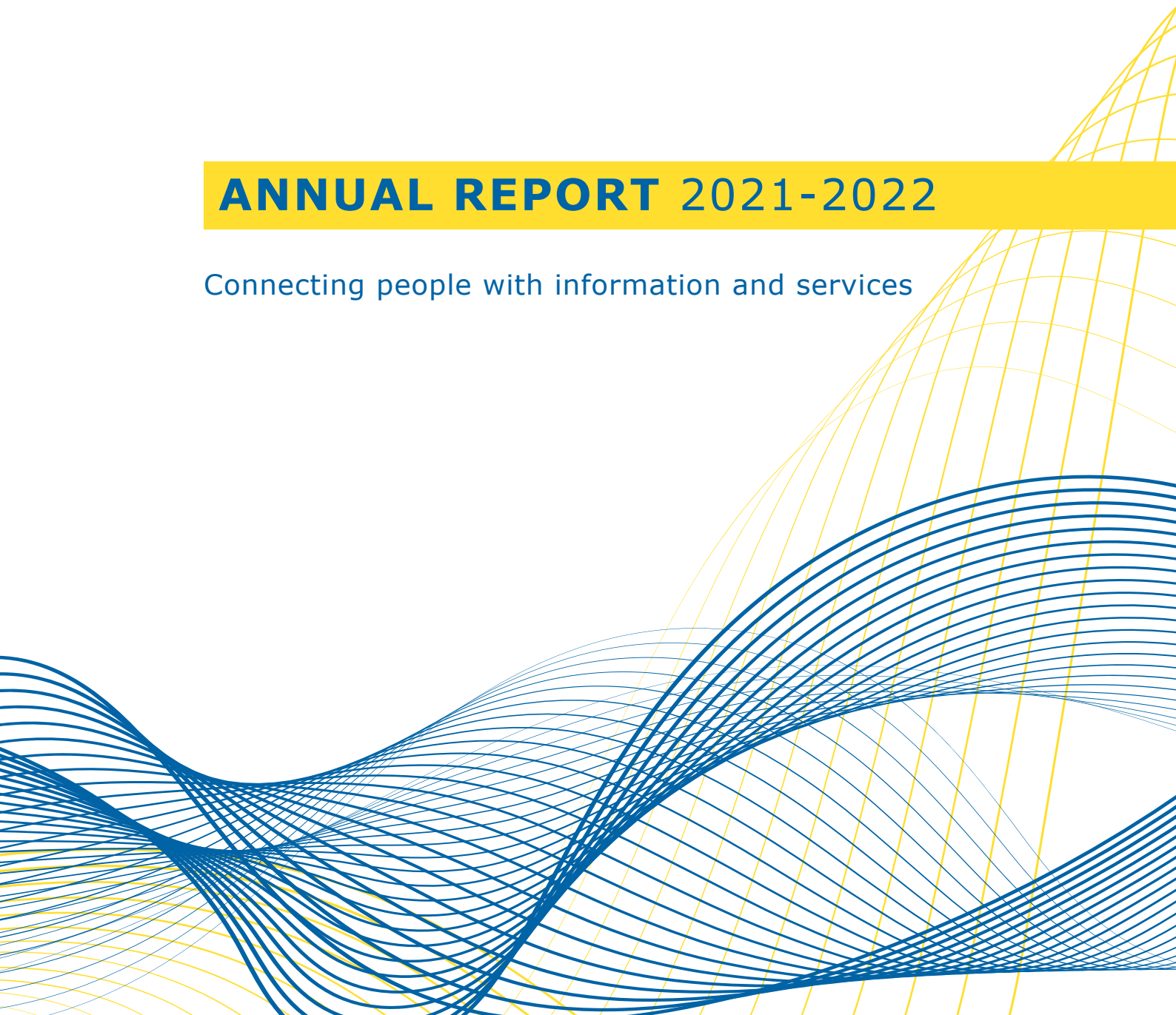




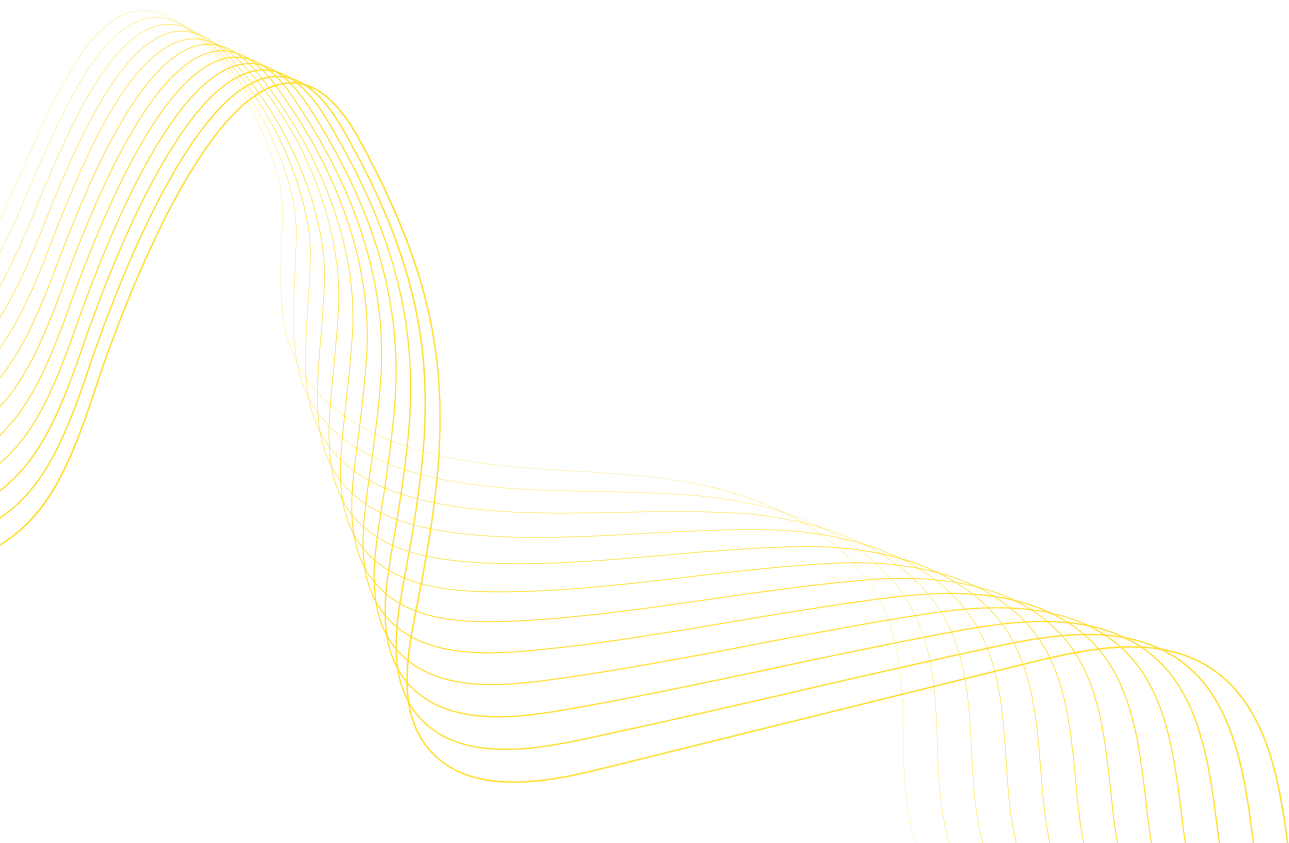
ANNUAL REPORT 2021-2022

Connecting people with information and services



ACKNOWLEDGEMENT OF COUNTRY

We respectfully acknowledge Aboriginal people as the Traditional Custodians of the lands on which we deliver our services to the communities throughout Western Australia. We acknowledge their enduring connection to the lands, waterways and communities and pay our respects to Elders past, present and emerging.



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LEADERSHIP AND FUNDING PARTNERS

CITIZENS ADVICE BUREAU OF WA (INC) as at 30 June 2022

PATRON

The Hon. Len Roberts-Smith RFD KC

BOARD OF MANAGEMENT

PRESIDENT

Sandra Brown

VICE PRESIDENT

Barry Mendelawitz

SECRETARY

Barbara Kwiecien (Acting)

TREASURER

Vacant

MEMBERS

Margaret Dixon

Eric Tan

Linda Elezovich

LIFE MEMBERS

Hazel Butorac OAM JP

Noel Harding

Diana Terry

Judith Tuckey

Noray Jones

Margaret Dixon

INTERIM CHIEF EXECUTIVE OFFICER

Maree Arnason

AUDITORS

AMW Audit

Funders and supporters of Citizens Advice Bureau of WA



Government of Western Australia
Department of Communities



The Law Society
OF WESTERN AUSTRALIA
Public Purposes Trust



BOARD OF MANAGEMENT PROFILES

BOARD OF MANAGEMENT PROFILES



SANDRA BROWN (President)

Sandra Brown has been President of CAB since November 2021 and previously served as the CAB Chief Executive Officer from 1994 until her retirement in 2011. Sandra has extensive experience in the not-for-profit sector. Since 1970 she has been employed in management positions, having worked for the Blood Transfusion Service, Cerebral Palsy Association and Diabetes WA. She has been an active member of the community including, Harold Hawthorne Community Centre, Family Support WA, Carlisle Ratepayers and a member of Rotary Club of Heirisson.

In 2008, Sandra was appointed by the State Government to the Consumer Advisory Committee and held this position until her retirement in 2011. Sandra received the Federal Centenary Medal in 2001 for service to the community and was awarded the Rona Oakley Award from the WA Department of Consumer Protection in 2014. Sandra has a Bachelor of Science in Social Science and a Graduate Diploma in Marketing.



BARRY MENDELAWITZ (Vice-President/Volunteer Representative)

Dr Barry Mendelawitz was appointed to the role of CAB Vice President in November 2021, and has been a long-time CAB volunteer since 2004. Barry is a retired gynaecologist and was an Emeritus Senior Gynaecologist at Fremantle Hospital for many years. Barry has also practiced in the UK, USA and Timor Leste, and for many decades was committed to remote and rural women's health in Western Australia.

Barry is a former councillor in the City of Melville, a former President of the Rotary Club of Applecross and an Honorary Consul to Timor Leste in Perth. Barry is also a trained Mediator, Senior Sessional Member of the State Administrative Tribunal, the Chair of Antimicrobial Resistance Education Group (AMR Aware Inc), a Director of Lab Without Walls, and the Chair of Ability Heroes Ltd. Barry is a graduate from the University of Western Australia.



BARBARA KWIECIEN (Member/Acting Board Secretary)

Barbara Kwiecien has been a Member of CAB's Board of Management since October 2012, has filled the role of President from 2014-2020, and is currently Acting Secretary for CAB. Barbara has volunteered her services at CAB since 2004, serving on the Mediation panel, Mediation sub-committee as well acting in the Mediation Coordinators role.

Barbara's expertise derives primarily from the private corporate sector, and is a member of several national and international professional bodies and boards. Barbara is also director of a horticultural company that holds commercial operations in Gingin, and her current work obligations 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, and is a member of various organisations including the Australasian Institute of Mining and Metallurgy, the Geological Society of Australia, WADRA and the Resolution Institute. She brings a wealth of skills and experience in governance, management, finance and government liaison to the Board. Barbara has a BSc (Hons) and a post graduate diploma in alternate Dispute Resolution and Family Dispute Resolution.



MARGARET DIXON (Member/Volunteer Representative)

Margaret Dixon is a life member of CAB and has served as a Member of the Board of Management since 2002, including the roles of President, Vice President and Volunteer Representative. Margaret is an accredited mediator and has a post graduate diploma in Family Dispute Resolution. She has volunteered her services as Mediator/Family Dispute Resolution Practitioner at CAB since 1997. In addition to this, she has acted in the roles of Office Manager and Mediation Coordinator.

Margaret represents CAB on the WA Family Law Pathways Network, and is actively involved in various organisations. She is Chair of the Harold Hawthorne Community Centre Management Committee and is Convenor of Schools Conflict Resolution and Mediation (SCRAM), a program that teaches young people (Year 9 and 10) life skills in alternate ways to resolve conflicts. CAB is a valued sponsor of this worthwhile program. Margaret has a sound knowledge of corporate governance. Prior to her retirement in 2005, Margaret's career with the Australian Government spanned 27 years, 15 of which she held a variety of positions at Management and Executive Officer level in several government departments.



ERIC TAN (Member)

Eric has served on the Board since March 2014. Eric is a legal practitioner with over 24 years' experience providing estate planning, estate litigation, estate administration, property and commercial law advice and representation. He also advises community organisations on governance issues and assists with disputes resolution. Eric has been involved with CAB for about 20 years as a pro bono lawyer but more recently his various colleagues have taken his place as pro bono lawyers with CAB.

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



LINDA ELEZOVICH (Member)

A member of the board since 2022, Linda's professional work is in Work, Health and Safety specialising in risk management, leadership, training and governance. Linda has a strong volunteering background, being the State Commissioner of Girl Guides from 2016 to 2019. This introduced her to the not-for-profit sectors, and understanding of the many challenges and opportunities for a member-based organisation. Her current volunteering includes Vice President of the National Council of Women and a Justice of the Peace.

BOARD OF MANAGEMENT ATTENDANCE

BOARD OF MANAGEMENT ATTENDANCE

BOARD MEMBERS	ELIGIBLE TO ATTEND	ATTENDED	AGM MEETINGS ELIGIBLE TO ATTEND 2021	AGM MEETINGS ATTENDED
Sandra Brown	13	13	0	1
Barry Mendelawitz	13	13	0	1
Barbara Kwiecien	16	16	1	1
Margaret Dixon	16	16	1	1
Eric Tan	16	12	1	1
Linda Elezovich*	2	2	0	0
Malcolm Sandman*	11	11	1	1
Jill Mustard*	4	4	0	0

PAST BOARD MEMEBERS 2021-2022	ELIGIBLE TO ATTEND	ATTENDED	AGM MEETINGS ELIGIBLE TO ATTEND 2021	AGM MEETINGS ATTENDED
Wendy Stephens*	3	3	1	1
Peter McKerracher*	3	3	1	1
Noray Jones*	3	3	1	1
Paul Setchell*	3	3	1	1
Kerrie Schilling*	3	3	1	1
Paul Kelly*	3	1	1	1

*Elena Elezovich joined CAB in May 2022; Malcolm Sandman was eligible to attend 11 meetings, resigning 9 March 2022; Jill Mustard was eligible to attend 3 meetings, resigning 9 March 2022; Wendy Stephens was eligible to attend 3 meetings and resigned 15 November 2021; Peter McKerracher was eligible to 3 meetings and resigned 15 November 2021; Noray Jones was eligible to attend 3 meetings, and retired 28 October 2021; Paul Setchell was eligible to attend 3 meetings and resigned 15 November 2021; Kerrie Schilling was eligible to attend 3 meetings and retired 28 October 2021; and Paul Kelly was eligible to attend 3 meetings, and resigned 15 November 2021.

PRESIDENT'S REPORT

PRESIDENT'S REPORT

– Sandra Brown

It is a pleasure to deliver my first annual report as elected President for the Citizens Advice Bureau of Western Australia Incorporated (CAB) for the 2021-2022 financial year. It has also been an honour to preside over a great organisation that positively assists the lives of so many people throughout our nine branches across Western Australia.

Thanks to the fabulous efforts of our staff and volunteers, CAB has emerged from COVID-19 (COVID) times well placed to continue its dedicated work connecting people with information and services to assist them in making informed and independent decisions. The not-for-profit sector has been no less challenging than previous years with an increase of volunteer and staff movements.

During COVID, our volunteer numbers declined, however, I am pleased to report that our volunteers are returning recharged and ready to assist our clients. Staff changes have also occurred and CAB has been very fortunate to seamlessly welcome new staff members in a very tight labour market.

In addition, as a sector, there remains a strong focus on sustainability of services and their value to the WA community. CAB is proud of its focused services that benefit many across Information and Referral Services, low-cost Legal Services and dispute resolution services via our Mediation team.

The Mediation Service was revitalised during the year and my special thanks to Margaret Dixon and Barbara Kwiecien for your sustained efforts and our wonderful and professional Mediation volunteers.

The Board of Management welcomed Maree Arnason who expertly assumed the position of Interim CEO in January 2022, and has undertaken an exemplary role in leading the organisation. Maree replaces Kathryn Lawrence who departed CAB after nine years' service.

The past year has also been one of consolidation and regeneration for CAB. It has become apparent that CAB needed to become more progressive with the use of technology, and direct greater attention to data and statistics to drive innovation and change. This has included also investigating new ways of implementing

technology to assist in the provision of our services, including the integration of databases to capture and report data, use of virtual conferencing within the legal and mediation units, and to identify training opportunities that will place CAB at the forefront of providing quality services.

Working in partnership with the Board of Management, Maree has worked to uplift CAB's governance and operational obligations. This has included a focus on ensuring our accreditation requirements are met, our volunteers are valued and we create a safe and respectful work place culture.

The Branches provide an integral connection within the communities that they service assisting clients with services that are current and local. The branches continue to be at the forefront of facilitating the provision of Legal Aid's virtual legal services with the services now operational in our branches. This collaboration with Legal Aid has been very successful and the service is heavily utilised. The dedication and work undertaken by the



Left to right: CAB President Sandra Brown, CAB Patron the Hon. Len Roberts-Smith RFD KC and Board of Management members Margaret Dixon, Barbara Kwiecien and Barry Mendelawitz.

“CAB is proud of its focused services that benefit many across Information and Referral Services, low-cost Legal Services and dispute resolution services via our Mediation team.”

Branch Coordinators and the Branch Volunteers is greatly appreciated and acknowledged.

A special acknowledgement to one of our Honorary Life Members Mrs Beryl Black, who sadly passed away earlier this year. Beryl was a well-regarded volunteer, who was always an interested and active member of the Association.

Post this reporting period, CAB amended a number of clauses in its Rules of Association in response to changes in the *Association Incorporation Act (WA) 2015* (the “Act”) and to clarify clause improvements identified during a review of its Rules. The current Board sought guidance from the Commissioner for Consumer Protection, within the Department of Mines, Industry Regulation and Protection regarding its proposed amendments, and it was comforting to note that the response from

the Commissioner confirmed the procedures that CAB had in place were correct. The amendments were approved at a Special General Meeting held on 17 October 2022.

I would like to extend my appreciation to our funding bodies and supporters. Your contribution enables the Bureau to continue to provide quality services in a diverse range of areas. Finally, a very special and sincere thanks to all the staff and volunteers – without your commitment, skills and expertise, CAB would not be able to function. Thank you to my fellow Board Members for their dedication and support over the past year. Sincere thanks also, to CAB’s long-time Patron, the Hon. Len Roberts-Smith RFD KC for your guidance and support.

Sandra Brown

– President



Armada Branch Coordinator Kerrie Schilling and CAB President Sandra Brown at the International Volunteer Day Garden Party December 2021.



CAB Vice President, Barry Mendelawitz, CAB President Sandra Brown and 3DHR Legal Special Counsel Cara Leavesley at a WHS training session for Board members and staff.

CAB SNAPSHOT

SERVING & INFORMING WA SINCE

1963



+9

BRANCHES
METRO & REGIONAL

192

ACTIVE VOLUNTEERS



INFORMATION AND REFERRAL SERVICE

- PHONE LINE
- FACE-TO-FACE
- ONLINE



LEGAL SERVICE

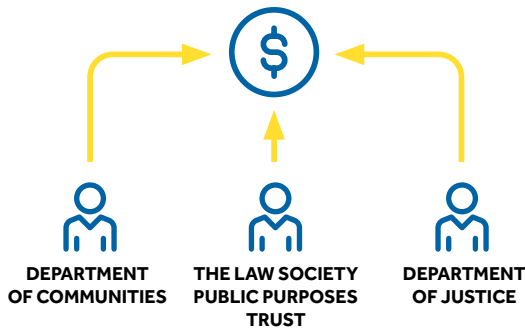
- WILL/EPA/EPG
- FAMILY LAW
- LOA
- PROBATE



MEDIATION SERVICE

- DISPUTE
 - FAMILY
 - COMMUNITY
 - COMMERCIAL
- CONFIDENTIAL PROCESS

WA FUNDING BODIES



ADDITIONAL FREE SERVICES

- WA NILS
- CRIMINAL INJURIES COMPENSATION
- TAX HELP
- JUSTICE OF PEACE (WITH OUR THANKS)

COMMUNITY EDUCATION



GOVERNANCE

COMPLIANT: REGULATORY REQUIREMENTS



NATIONAL ACCREDITATION SCHEME FOR CLC'S

- ACCREDITED
- CERTIFIED



CHIEF EXECUTIVE OFFICER'S REPORT

CHIEF EXECUTIVE OFFICER'S REPORT

– Maree Arnason

The Citizens Advice Bureau (CAB) was established in 1963 and has a rich and proud history serving and informing the Western Australian community. From our first office in Perth's old Boans building in Murray Street, we now deliver diverse services from our Perth office and across nine active branches operating in the metropolitan and regional areas in Western Australia.

CAB is an accredited organisation with the National Accreditation Scheme for Community Legal Centres. Our sought-after services include Information and Referral, low-cost Legal Advice and Mediation Services such as dispute resolution.

We value the continued funding support from the Western Australian Department of Community Services and WA Department of Justice that ensures we deliver quality and timely services to the public. While our funding cycle with the Public Purposes Trust (PPT) concluded this year, we are grateful for their contribution and support. Recognition of the benefits and value of the sector remains a challenge, and its viability and sustainability has been an important focus during the financial year led by Community Legal Western Australia.

Like other not-for-profit organisations, it has been a challenging 12 months emerging from COVID and finding ways to continue our priority services. It is a wonderful testament to CAB's staff and volunteers who worked incredibly hard to continue to provide critical community services throughout this period.

The Information and Referral Unit is the backbone of CAB. During the year we have seen an increase in the diversity of volunteers from retirees to university students volunteering on our phone lines. We receive thousands of calls annually with queries ranging from property disputes, family law, and tax to requests for wills. We believe the comprehensive training provided to volunteers is an important foundation of our success in providing professional and timely information and referrals.

Our Legal Unit worked tirelessly during the year. The Department of Justice's CLASS

system was implemented to expand the statistical data captured. The data is also useful for service improvement and identifying trends. We are also fortunate to have a group of excellent independent pro-bono lawyers that actively contribute to our client services. We hope to expand this service in the next financial year. In addition, we have a long-term partnership with the Justice of Peace and this is a highly valued service, appreciated by our clients.

The Mediation Unit has reinvigorated and expanded its service. Virtual mediation conferencing will complement existing mediation services such as conciliation and facilitations, and expanding the facilitated dispute resolution services into regional and remote areas. The Mediation Panel of pro-bono mediators has continued to support clients across diverse issues including parenting and property, community, associations, commercial, elder and aged care disputes.

About 200 active volunteers across our branches provide an outstanding quality of services. A wonderful feature of our volunteers is their diversity of life experiences and expertise. We also have a dedicated group of Branch Coordinators and I wish to acknowledge their amazing contribution and professionalism. It was pleasing to see that 93 per cent of participants in a recent WA Department of Communities survey would recommend CAB services.

While we have had many challenges including managing COVID, an increase in compliance and costs, and staff and volunteer turnover, we continued to successfully operate. We are delighted with the wonderful high-quality staff we have been able to attract to CAB who value its mission, purpose and workplace



“ A wonderful feature of our volunteers is their diversity of life experiences and expertise. ”

culture. I sincerely thank the staff for their professionalism and commitment.

Post this reporting period, several long-term employees departed - Garry Bleakley, our IT and Accounts Officer after 24 years and our Principal Legal Officer Selva Stenross after eight years. We wish them well with their future endeavours.

It has been a pleasure working with the CAB Board of Management this year. Together, we have focused on governance, our accreditation and workplace culture to modernise the organisation.

In 2023, CAB will celebrate its 60-year milestone! Underpinning this significant achievement is recognition of our wonderful staff and volunteers and their contributions over the years in helping and supporting the WA community.

Marce Arnason

– Interim CEO



From the Archives, CAB staff at the old Boans building in Murray Street, Perth, 1963.



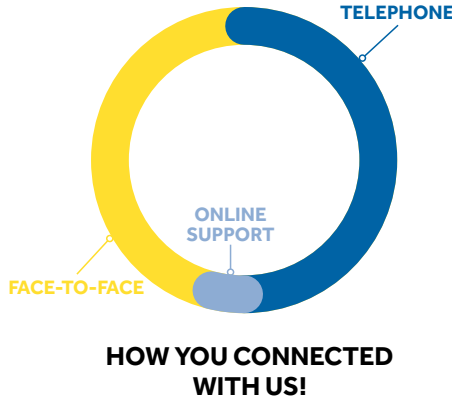
From the Archives.



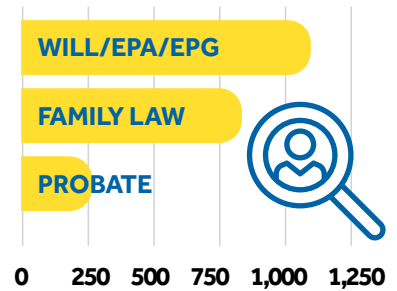
From the Archives, The Hon. Charles Hopkins, Lord Mayor, tries out the IBM equipment donated to the Citizens Advice Bureau by the R&I Bank of WA.

CAB IN THE COMMUNITY

43,489 PEOPLE HELPED



OUR TOP 3 AREAS OF LAW BY APPOINTMENT



94%
CLIENTS SAID WE HELPED
THEM WHEN THEY NEEDED IT



96%
CLIENTS WERE HAPPY
WITH OUR SERVICE

CUSTOMER PERCEPTION SURVEY
WA DEPARTMENT OF COMMUNITIES
JUNE 2022



93%
CLIENTS WOULD RECOMMEND
OUR SERVICES TO OTHERS



CLIENTS RECEIVED USEFUL INFORMATION

A PANEL OF
12
ACCREDITED
MEDIATORS



9
QUALIFIED FAMILY
DISPUTE RESOLUTION
PRACTITIONERS



3
LOCAL
GOVERNMENT
PARTNERSHIPS
WITH MEDIATION
SERVICE



INFORMATION AND REFERRAL SERVICE REPORT

INFORMATION AND REFERRAL SERVICE

– Rebecca Ray

CAB's mission is to connect people with information and services so they can make independent and informed decisions. We strive to ensure that this is provided to the community by our volunteers, who endeavour to assist any client that interacts with our services to the best of their ability with a wealth of knowledge, a kind smile and an open heart.

This year has provided its own unique challenges, but has also given us numerous opportunities for expansion and development.

At the heart of all that CAB does, there is a strong commitment to achieve the best positive and enduring outcomes for the Western Australian community.

Elena Mauën started maternity leave in December 2021. To fulfil her Volunteer and Client Services Coordinator position we initially utilised the immense experience that Agnes Beaton, Ted Anthony and Kerrie Schilling had acquired during their time at CAB and during their previous careers. We were extremely grateful for their support in this role and the subsequent assistance provided when Rebecca (Becci) Ray was appointed to the interim position.

Following the waves of COVID, we have been resource challenged. However, CAB continues to have the support of the local community, with 193 volunteers (information & referral, mediation, visiting lawyers and board members included) currently assisting the Western Australian public through CAB.



Branch Coordinators Meeting November 2021: Martha Linke, Max Stewart, Deborah Wade-Marshall, Frances, Cain, Volunteer and Client Services Coordinator Elena Mauen, Greg Blake, Toni Jacobsen, Ron Beurteaux, Kerrie Schilling and Sandra Stevenson.

“At the heart of all that CAB does, is a strong commitment to achieve the best positive and enduring outcomes for the Western Australian community.”

We are very appreciative of our volunteers for their continuous support and commitment.

Client Services

WA Department of Communities Perception Survey data (June 2022) has shown us that 94 per cent of clients said we helped them when they needed it, with 93 per cent of clients stating they would recommend this service to others. Although the last year has provided us with difficulties when it comes to the provision of our resources, we have continued to provide so many fantastic and accessible services.

Unlike other similar agencies, CAB continued to successfully operate in a COVID environment throughout the 2021-2022 financial year. We updated the e-mail queries service on our website this year, which enabled us to provide our clients with an even better experience and response time to queries when we had staffing resource issues during COVID.

Although at reduced capacity, CAB was able to adapt and respond to minimise any disruptions. We received 1,456 email queries this year. Clients have been thoroughly



impressed with their experience, informing us that we “dealt with affairs that I could never have done myself - so helpful” and being able to have “someone to discuss a matter and offering helpful information and staying neutral”.

The 2021-2022 financial year has shown a major increase in WA No Interest Loans Scheme applications through our CAB services. We facilitated 113 applications, in comparison to 32 in the previous financial year – an incredible effort from our volunteers who attended NILS training provided by Anglicare, enabling us to expand these services to the public.

In collaboration with Legal Aid, we were able to facilitate the Legal Aid Virtual Office in most of our branches across Perth. Legal Aid Virtual appointments have increased by 50 per cent, an extremely valued partnership that will continue to grow.

Information and Referral continues to assist clients with a wide range of matters, providing the support to clients to direct them “to other organisations and legal aid services they didn’t know about”. Our fact sheets are available in branches and online for all members of the public to access – a great resource that guides clients through legal processes and provides invaluable information on a range of issues that the community face.

Volunteers

Our volunteers are essential to the success of CAB. We are incredibly grateful to work alongside such devoted, skilled, diverse and enthusiastic volunteers across the Perth and Peel regions, who have one thing in common: a passion to help others. This is strongly reflected in all of our volunteers

and is a blessing to be surrounded by such knowledgeable and caring individuals.

We are very focused on the culture within CAB, ensuring all staff and volunteers respect and support one another. We are continuously improving our services by implementing branch registers to track queries and requests, ensuring training and WHS legislation are current and supporting better communication between Perth Office and Branches.

I would like to acknowledge the volunteers for their significant contribution to CAB ranging from 5 to 40 years service.

Post the reporting period, Armadale Branch Coordinator Kerrie Schilling and Mandurah Branch Coordinator Frances Cain will resign from their voluntary positions in December 2022. We thank them for their contribution over the years as valued members of the organisation.

In March 2022, Kerrie Schilling organised the annual Volunteer Week Tour of the Optus Stadium with lunch afterwards, making for a very successful day. Even the rain couldn’t deter the involvement and enthusiasm of our volunteers.

Many law students are attracted to volunteering at CAB as it provides a fantastic opportunity to gain experience. Phone lines, front desk and reception, mediation and paralegal roles all offer invaluable exposure to



Left to right: Perth volunteers Kala Chander, Dharsshhan Reddy, Yishan Dai, Joshua Saikilld-Campbell, Edd Black, the Hon. Reece Whitby, CAB President Sandra Brown and Armadale Coordinator Kerrie Schilling at the International Volunteer Day Garden Party.



the legal field and provide a strong foundation for when they begin to seek paid employment in their profession. Hands-on experience at CAB provides a strong recommendation when it comes to job applications, and many of our fabulous volunteers have gone on to careers in other Community Legal Centers such as Legal Aid and Circle Green.

Our senior volunteers bring invaluable skill sets to our organisation through their varied employment background. Without their dedicated assistance, impressive expertise and life experience, we couldn't provide our remarkable services to WA. We are so appreciative of the time they 'give back' to the community – aiding the public with a wealth of knowledge in so many areas and aspects of life.

Training

We endeavour to ensure all our volunteers are up to date with training to meet the requirements of clients. Training in Criminal Injuries Compensation (CIC) with the Department of Justice and No Interest Loan Scheme (NILS) with Anglicare are some of the external training we organised this year to expand the availability of these services in Perth and Branches.

Our in-house training for new volunteers is updated regularly to stay current, and is held every two months in the Perth Office. Ted and Kerrie facilitated a two-day South West training in June 2022 with amazing feedback. Ted has continued to facilitate this training alongside Rebecca Ray – Ted's past work experience and his insights as a volunteer works well when training the new starters.

Our thanks to Samantha Hayes at Anglicare who always finds time in her busy schedule to train our volunteers to assist clients with WA NILS applications.

“ Many law students are attracted to volunteering here at CAB as it provides a fantastic opportunity to gain experience to further their careers in the law sector. ”



New Perth Volunteers Josh Yip and Scott Jefferies.



Perth Reception Volunteers Monique Tuffnell and Kala Chander.



Perth volunteer Christine Hatfull being trained by Carole Baetge.



Document Compiling Officer Anne Davies and Volunteer and Client Services Coordinator Rebecca Ray.



CAB Volunteers and Staff at *Thank a Volunteer Day* at Optus Stadium.



Perth volunteer Mason Ku.

Conclusion

It fills me with great joy that I am able to witness the remarkable service our volunteers provide for the community. In an ever-changing environment, our volunteers excel and consistently show up for the clients no matter what. I am enormously proud to be a part of CAB and so thankful for the warm welcome I have received.

I would like to take this opportunity to sincerely thank the volunteers, Branch Coordinators, Board members, staff and partner agencies for their ongoing support and dedication to CAB.

Rebecca Ray

– *Interim Volunteer and Client Services Coordinator*

LEGAL SERVICE REPORT

LEGAL SERVICE REPORT

- Selva Stenross

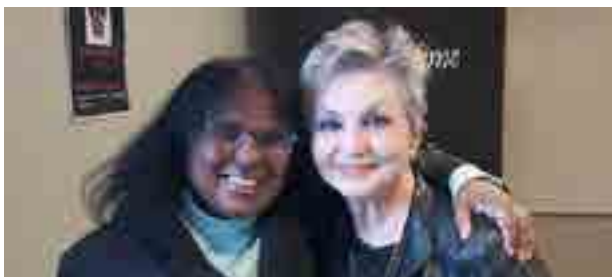
The Unit comprises well-trained lawyers and we pride ourselves on providing advice to a high standard and this includes contributing to CAB's Volunteer Training Program. In addition, we have active contact with all CAB's branches. The visiting lawyers who attend CAB to provide legal advice are all experts in the respective areas of law. All lawyers, both CAB and visiting lawyers, fully comply with all the requirements set down by not only the relevant legislations, but also CAB's policies about provision of legal services.

To empower the community, CAB lawyers are always invited by community organisations to deliver community legal education. The number of clients we service continues to increase. We receive a large volume of referrals from not only not-for-profit organisations but also the Supreme Court of Western Australia and other court services.

At the start of the financial year, we had three staff lawyers including the Principal Solicitor Selva Stenross, one unrestricted practitioner, Daniel Pritchard and restricted practitioner Stacey Price. During the financial year, Stacey Price became an unrestricted practitioner and Daniel Pritchard resigned towards the end of 2021. We recruited a restricted practitioner Priyanka Phillip, who returned to private practice towards the end of the financial year.

After many years of dedicated service Judy Featherstone, our administration staff member, retired. Anne Davies has been employed as a Compiling Officer. Janet Harding, a long-standing volunteer at CAB, assisted with compiling legal documents.

I take this opportunity to thank all the people who worked hard and assisted the Legal Unit



Principal Legal Officer Selva Stenross with Curtin Radio Host Jenny Seaton.

- staff lawyers, visiting lawyers, support staff and volunteers - to ensure that the service continued to function efficiently.

Document production in the Legal Unit

Documents	Number of documents produced
Wills	819
Enduring Power of Attorneys	476
Enduring Power of Guardianship	488
Letters of Administration	95
Probate	61
Family Court documents	7
Total	1,946

Legal Services in CAB Branches

The demand grew for legal advice and assistance in outreach branches such as Armadale, Bunbury, Busselton, Joondalup and Midland. CAB lawyers serviced these branches on a regular basis.

Legal appointments and document provision services continued to be in high demand and the appointments were filled once they became available. CAB lawyers are able to deliver an efficient service thanks to the collaboration between the Perth Office, the Branch Coordinators and the branch volunteers. I take this opportunity to thank all the volunteers and Branch Coordinators for their valuable support and hard work.

I also take this opportunity to thank the WA Department of Justice which provides some of the funding for our outreach service.

There are plans to provide and promote Legal Aid's Virtual Office legal service appointments in the Fremantle, Rockingham and Kwinana branch offices. An additional service is to expand CAB's video conferencing into the branches. The solicitor in the Perth head office and the clients in respective branches will be connected by video conference undertaking legal appointment, virtually.

Appointments conducted at the Legal Unit

Areas of Law	Number of appointments
Family	814
Wills, Enduring Power of attorneys and guardianships	1,052
Probate	275
Letters of Administration	180
Estate	78
Neighbourhood disputes	2
Contract	42
Restraining order matters	45
Criminal	15
Consumer matter	5
Finance	0
Negligence	0
State Administrative Tribunal matter	2
Dividing Fences	7
Civil	0
CIC	0
Debt	0
Domestic Violence	0
Housing Tenancy	0
Insurance	2
Personal Injury	3
Property	56
Spent convictions	1
Traffic	11
Vehicle Accident	0
Workers compensation	0
Other	13
Total	2,603



CAB Solicitor Stacey Price and Volunteer and Client Services Coordinator Rebecca Ray.



New Restricted Practitioner Ajay Sahota.

Visiting Lawyer Service

As in the past CAB has continued to receive expressions of interest from private lawyers who want to provide visiting lawyer legal service at CAB. Currently we have a number of visiting lawyers who provide legal service from the Perth Office and in our branches of Armadale and Joondalup. I would like to thank these wonderful professionals for their time and are looking to expand this service.

Community Legal Education

CAB believes in the importance of empowering people with knowledge so they can make responsible decisions based on sound legal principles. To achieve this ambition, CAB solicitors delivered community legal education seminars to various community groups during the past year. The topics ranged from Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, challenging Wills, applying for probate and Letters of Administration. These seminars have been well attended and the feedback has been positive.

Paralegal Law Students

At CAB we are fortunate to have a team of dedicated law students who volunteer their time. A number of law students are permitted to undertake limited paralegal work after they have received appropriate training. By undertaking such work at CAB, these law student volunteers gain practical legal experience. Under the supervision of our experienced staff solicitors the paralegals prepare Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, Probate and Letters of Administration Applications and some simple Family Court documents.

Acknowledgements

CAB's Legal Unit would like to thank the Department of Justice, Legal Aid Western Australia and the Association of Community Legal Centres of Western Australia for their continued support and assistance.

CAB acknowledges the help provided by all volunteers without whose assistance we would not be able to service the many clients who call or attend CAB with their various issues. CAB also thanks the many visiting lawyers who give their time to CAB. Thanks are also due to the Board of Management and our Interim CEO for their continued guidance and support.

Selva Stenross

– *Principal Legal Officer and Manager of the Legal Unit*



CASE STUDY 1

A client who was living in her car fearing for her safety approached CAB and wanted legal advice. Waiving the appointment fee, we gave her advice on Family Law and how to apply for a Family Violence Restraining Order. We then liaised with the Family Violence Service (FVS) at the Magistrate's Court, and when the client presented herself at FVS, the staff there assisted the client to complete the

application form. We then contacted the duty lawyer who then represented the client in an ex-parte hearing. A request was made to the duty lawyer to facilitate the client to apply for a grant of aid for her Family Law matter. While the client was in Court we liaised with a local Women's Refuge and obtained a placement for her there. She had some where to sleep at the end of the day.



CASE STUDY 2

An elderly couple booked an appointment for advice on applying for a grant of Letters of Administration to deal with the assets of their only son who had committed suicide. They had contacted a private lawyer who had quoted a fee of \$5,000.00 to prepare all the documents to be filed to get a grant of Letters of Administration to administer their deceased son's estate.

Paying the appointment fee of \$40.00 the elderly couple attended the appointment. There were only three assets of the estate – a superannuation interest with a healthy death benefit, a car and a nominal amount in the bank account of the deceased.

The client and her husband had not contacted the superannuation fund, the bank or the Department of Transport. The client was advised to contact the superannuation fund and ask the fund to send the client a Claim Form. The Claim Form was an application to the superannuation fund to release the funds there without a grant of letters of administration.

In relation to the car, an application could be made to the Department of Transport for the car to be transferred to the name of the client without a grant of Letters of Administration. The relevant form was downloaded and assistance was provided to client to complete the statutory declaration, and they were advised to submit the form to the Department for Transport.

Since the funds in the bank account of the deceased was only a nominal amount, section 139 of the Administration Act was provided to the client and they were advised that the section dictates that if funds in the account was a nominal amount, the bank could release the funds without a grant.

The client and her husband returned a few months later to thank CAB for the assistance. The couple advised that all the assets had been transferred to both of them or to one of them. The elderly couple made a healthy donation to CAB to show their appreciation.

MEDIATION SERVICE REPORT

MEDIATION SERVICE REPORT

- Matthea Konrad

Citizens Advice Bureau’s (CAB’s) Mediation Service offers mediation services that caters to three main areas – Family, Community and Commercial. Matters and disputes include, but are not limited to the following examples.

Family	Community	Commercial
<ul style="list-style-type: none"> • Children’s matters • Property and financial matters • Children’s and property matters combined • Grandparenting matters 	<ul style="list-style-type: none"> • Dividing Fences • Retaining walls • Tree roots and branches 	<ul style="list-style-type: none"> • Workplace disputes • Small business and association disputes

With our services, we support a significant number of Western Australians with their challenges. Mediations of various issues, group facilitations, provision of court-effective certificates and community education on the topic are some of the ways to engage with our society. The Mediation Service has reviewed their fees this Financial Year to offer mediation services at an affordable cost. The fees are transparent and not means-tested. We therefore cater to a niche market that is not eligible for Legal Aid’s services, but neither have the financial resources to engage private lawyers. In cooperation with Local Government Agencies (LGA’s), we have provided free mediation services for their respective residents for a retainer payment. This focus will continue to the next financial year.

The Mediation Service has a panel of twelve accredited volunteer mediators, eight of whom are registered Family Dispute Resolution Practitioners (FDRPs). CAB is a Recognised Mediation Accreditation Body (RMAB). This gives CAB’s Mediation Service the authority to accredit mediators who have fulfilled necessary requirements under the National Mediator Accreditation Standards, which includes maintaining levels of training, hours of mediation practice and supervision. CAB provides in-house training for mediators on a monthly basis on areas that are relevant to their work as mediators.

The Mediation Service has one salaried staff member, the Mediation Coordinator. The position vacated early in the financial year and was then filled by three CAB employees. The Mediation Coordinator is assisted by a team of volunteer mediators and administrators.

In the Financial Year 2021-2022, the Mediation Service was under review and operated at a reduced level. Funding requirements for Local Governments and the Department of Justice were met however.



Mediation Coordinator Matthea Konrad and Administration Volunteer Birute Greenhalgh.

“With our services, we support a significant number of Western Australians with their challenges. Mediations of various issues, group facilitations, provision of court-effective certificates and community education on the topic are some of the ways to engage with our society.”

Mediation Services Statistics for Financial Year 2021-2022

Mediation enquiries

The Mediation Service deals with many different enquiries every day over the phone, via email or face-to-face at CAB's head office. While some enquirers only request information about our areas of resolution, benefits of mediation, our processes and fees, most enquiries proceed to mediation.

All necessary paperwork must be received and checked prior to any process initiated. CAB strictly adheres to Family Violence Restraining Orders, Violence Restraining Orders, and other court orders that are in place. For example, in parenting matters we ensure children are not named as protected person on a Restraining Order as this matter would not be deemed suitable for mediation at CAB. A conflict of interest check is also conducted throughout the entire organisation before invitations to mediation are sent. Enquiries mark the start of an on-going process to consciously assess and reassess suitability of a case at CAB until the case is closed. Referrals are received from CAB's Information and Referral service, lawyers, Legal Aid WA, the Family Court and certain Local Government Agencies (LGA's).

Pre-mediations

In the Financial Year 2021-2022, 46 pre-mediation appointments were held. Each party is required to attend a pre-mediation



Volunteer Mediators Shannon Hayes and Robert Lilley.

appointment with a qualified mediator. As part of this appointment, risk factors (for clients, their families, mediators, and CAB) and the client's capacity to mediate are assessed. This is to ensure the suitability of the matter for mediation at CAB and that the parties are able to mediate their issues within a safe environment. Pre-mediation appointments take approximately one to two hours. Technology allows for CAB to offer pre-mediation and mediation appointments both over the phone and at our premises.

Mediations

In the Financial Year 2021-2022, 25 mediation sessions were facilitated. CAB uses a co-mediation model, where two mediators facilitate the mediation together. Family mediation sessions are scheduled for an average of three hours, whilst community and commercial mediations are estimated at an average of two hours.

Alike the entire mediation service, the mediation appointment itself is particularly case-based and client-focused. As a subject of each case, a gender balance between the two mediators or a process of a shuttle mediation can be appointed. Additional mediation or review appointments may be scheduled as long as suitability requirements are still met.

Conclusion

Continued and grateful thanks to the volunteer mediators, all of whom generously give their time and expertise. They are the beating heart of our service provision. We also acknowledge the hard work of all the mediators and mediation administration volunteers who provide support and assistance to the service.

After many years acting as Mediation Coordinator, CAB regrets to see Donna Quinn leave to embark on new endeavours. We appreciate and thank Donna for her contributions to the development of the Mediation Service. CAB also gives sincere thanks to Margaret Dixon and Barbara Kwiecien that have fulfilled the Mediation Coordinator's duties after the position first vacated.

Our extended appreciation to the Department of Justice and LGA's (City of Joondalup, City of Vincent, Town of Cambridge) for their funding of the service.

Matthea Konrad

– Mediation Coordinator



“With our services, we support a significant number of Western Australians with their challenges.”



CASE STUDY 3 - FAMILY DISPUTE RESOLUTION

The Mediation Service was contacted by a father to initiate mediation service with his ex-partner. The couple had been separated for five years, after a de-facto relationship of 15 years, but no formal parenting plan for their two children has been drafted. In the pursuit for the children's wellbeing and fulfilment of their needs, particularly stability, the couple have maintained amicable parenting arrangements.

One of the matters at the forefront is the initiating party's wish to review parenting arrangements. The children spend every weekend with their father, who wishes to have more time on the weekend to himself. However, the mother feels incapable of minding the children on the weekend after a busy week. Children-related finances have been unevenly distributed which shall be resolved in the mediation. The father also aims to be included in future decisions regarding schooling, medical and care arrangements. The sentiment climaxed when the parties were left with the life-altering decision whether to home-school during COVID restrictions. Generally, the communication between the parties is impinged by the ADHD and Autism of the

mother making her unable to focus and concentrate for a long period of time.

After conducting pre-mediations, a mediation appointment has been scheduled. As part of that, the parties laid out all their needs, wishes and other items they want to address. The mediators were conscious of the mother's sensitivity and created an environment that made her feel comfortable and acknowledged. At the end of the first mediation session, the parties have negotiated a draft agreement for the allocation of time and money. Allowing a few weeks between the mediation appointments gives both parties time to process and consider the draft agreement and gather more information for an informed decision on finances.

The parties returned for a second mediation session and agreed that they were both largely satisfied with the draft of time and financial allocation. With the support of the mediators, the parties were able to negotiate some minor amendments to their draft agreement and develop a final written agreement. The parties consented to use this agreement as a basis for their forthcoming parenting plans. A review date has been arranged.



CASE STUDY 4 - COMMUNITY MEDIATION

The Associations Incorporation Act 2015 was updated and now includes a dispute resolution requirement before taking any dispute to State Administration Tribunal (SAT). CAB was approached by a member of an association that had difficulties between certain members of the board of management. The issues polarised the other members of the Board and created an ineffective environment.

The mediators undertook two mediation sessions between the member and the representatives of the Board. The issues

were identified and thoroughly reflected upon between the two mediation sessions. A mutually acceptable agreement has been reached and the relevant clauses of their Rules of Association amended. Both sides were thankful and happy with the outcome. As a positive addition, the mediation sessions also helped to improve communication patterns and bring awareness to more efficient communication styles. The relationships were repaired not only between the parties but all members of the Board creating a future-focused working approach.

BRANCH REPORTS

ARMADALE BRANCH COORDINATOR'S REPORT 2021-2022

– Kerrie Schilling

BRANCH ESTABLISHED IN 2004

STATISTICS

Telephone: 1,816
Interviews: 1,909
TOTAL: 3,725

General

The Armadale CAB has just celebrated two years of being in the new office, located in the Armadale Central Shopping Centre. This central location of the Armadale Branch has allowed passing foot traffic, time to stop and find out what we are all about. It is amazing how many people say they didn't know we were here, until they need us.

The Centre Management allows us to put advertising signage in the mall. Being opposite a busy Café, many clients come in from seeing the sign.

Statistics

The statistics for 2021-22 are down by 500 from the 2020-2021 report. However, this can be accounted for; as the office was only operating four days per week for six months and also possibly COVID has played a hand in the total amount.

Volunteers

Our Pro Bono Lawyer of eighteen years, Keith Sorensen, retired in July. A morning tea was arranged and all volunteers, some old and current, from the branch attended. His lovely smiling face and vibrant personality will be missed around the office. Armadale Branch said goodbye to one of our other much-loved volunteers, Maria Klinger who had found permanent work. Maria's six years'



Branch Coordinator Kerrie Schilling and new Branch volunteer Edd Black.



Left to right: Armadale Volunteers Edd Black, Julie Gossage, Rae Wright, Sonia Soans and Louise Bowler.

experience as well as her giggle and laughter will be missed. Another volunteer Laurel was welcomed back with open arms after being on six months sick leave. It is good to see her back. We welcomed a new volunteer Edd Black, who comes from a School Principal background. It is a refreshing change to have a male volunteer in the ranks.

The Hon. Tony Buti our Chairperson for the past five years retired from the position due to heavy work load in Parliament. He had made himself available to Armadale CAB and was a great volunteer to the branch.

Meetings

Armadale CAB have their regular six-week staff meeting and three-month committee meetings. They are held in our local Dome Café upstairs for the price of a coffee in the meeting room. The volunteers are free to discuss issues and ideas which is always beneficial to us all.

Armadale is pleased to be again operating five days per week after a six-month period where the office was only open four days per week, due to volunteer shortage and also due to COVID.

Community participation

The City of Armadale have a Volunteer Networking Group which has been running for the past four years. It is a motivated morning with discussions and ideas of how the City of

Armadale can assist volunteer groups and the community. Annette Bowden, Chair, arranges a guest speaker that will talk on various topics either about what is happening in the area or a community group spokesperson to highlight what they do. An expo has been arranged and approved for March 2023 to be held in the Armadale Hall, for all volunteer agencies.

The Domestic Violence March (White Ribbon Day) held each year, and attended by The Hon. Tony Buti and the volunteers is always a great success. The local Police and different agencies and groups march through the Mall and to Memorial Park in Armadale. A speaker who has been through DV is invited to tell their story about where they have come from to where they are today. The last March it was suggested that I lead the large group.

Training

The Principal Lawyer, Selva Stenross provided refresher training to our branch volunteers in January 2022. It's always interesting and informative with something new to learn each time this training is provided. Armadale volunteers are all up to date with their training and any issues are discussed and resolved without any disruption.



Armadale Volunteers
Julie Gossage and
Sonia Soans.



Armadale Volunteers
Edd Black and
Louise Bowler.



The Annual Branch Meeting 2022: CAB Board
Member Barbara Kwicien and Armadale Branch
volunteers.

Conclusion

Sincere thanks must go to our Interim CEO Maree Arnason, who has promoted communication, ethics, inclusion, and respect at all times within CAB. Rebecca Ray who has taken on the role of Interim Volunteer and Client Services Coordinator, has a great manner in communication and always willing to assist with any issues presented to her. Sharon Thiel, involved in Projects – thank you for all your guidance and help. Thankyou Selva for your hard work and encouragement. To all other volunteers and staff in Perth Office thank you for your help that you provide in our time of need.

To have a well-run branch you need great volunteers which Armadale CAB has. Each volunteer is responsible and eager to help and assist in making the office run well. I would especially like to thank all the valued volunteers at Armadale CAB for their consistent help. While in Perth Office, the volunteers were able to run the office and also made sure they kept me in the loop and keep the office running smoothly. Your dedication, compassion and support certainly are what makes Armadale the branch it is today and positively makes for a great working environment.

Kerrie Schifling

– Armadale Branch Coordinator

BUNBURY BRANCH COORDINATOR'S REPORT 2021-2022

- Greg Blake

BRANCH ESTABLISHED IN 1974

STATISTICS

Telephone: 772
In Person: 344
TOTAL: 1,116

General

Bunbury Branch is situated in the same Stirling Street complex as the Geographe Seniors and Community Centre in Bunbury and is open Monday to Friday from 9am to 1pm with extra time to 4pm on lawyers' day, dependant on the number of appointments we have. Our clientele is primarily the elderly and people from a cross section of the community with queries related to Wills, EPA's, EPGs, and family, estate/tenancy concerns; purchase of Probate kits are also in great demand and the Lawyers' service provided is extremely valuable to the local community.

In addition to these services and, as authorised agents, our branch offered Tax Help to walk-in clients which was again extended from mid-July to November 2021; volunteer staff also provided assistance with WA NILS enquiries, administered via Anglicare.

From time to time, because of personal health and family commitments some volunteers have difficulty or are unable to fill the roster to open the branch for business. Our thanks to staff that have aided when required.



Left to right: Branch Volunteers Aileen Gardiner, Robyn Brown, Rae Little, Curtis Watts, Helen Castafaro Lou Milordis, and Acting Volunteer Coordinators Kerrie Schilling and Ted Anthony during a training session in June 2022.



Left to right: Maureen Briggs, Principal Legal Officer Selva Stenross, Rae Little, Greg Blake, Lou Milordis, Helen Castafaro and Robyn Brown at Volunteer Week Breakfast.

Successful face to face meetings with Food Bank (Administration) Leonie Jane at 5 Clifford Street, Davenport to establish local community contacts and to successfully promote CAB services has resulted in a positive outcome and the provision of donated face masks for distribution to our frontline staff and volunteers. The (PPE) consignment included (BYD Care) single use surgical and (Cole Workwear - Black) reusable masks. This delivery is allowing our branch to be prepared and better equipped to respond to any future health directives.

In other news, new furniture including desks, conference table, a storage cabinet and white boards were delivered and assembled on site at our branch by Furnx WA Pty Ltd on Monday, 28 March 2022. Our thanks to volunteer staff who made themselves available, assisting in clearing office floor space, dismantling and removal of old furniture and the installation of new wall mounted white boards. Many thanks to Garry Bleakley who aided in the purchase and distribution to our Branch.

Statistics

ATO Tax Help returns for 2021-2022 lodged on behalf of walk-in clients within our Branch for the financial year totalled twenty-one, including nineteen lodgements with two interactions. This was a decrease over the previous 2020-2021 financial year which recorded twenty-seven clients, including fourteen lodgements, with interactions at thirteen. The outcome was a marginal reduction in clientele late 2022. Results for Nils recorded four client interactions during this financial year.

Volunteers

We have nine active volunteers; the majority having been at the Citizens Advice Bureau for many years. Unfortunately, CAB Bunbury have lost several members, including departures: Barbara Brawls, Victoria Johnson and Myriam Stajkowski. To address our fall in numbers we have advertised our recruitment needs locally through Volunteer Southwest Incorporated with measured success.

Our branch Christmas function wind-up was held locally at The Dolphin Discovery Centre on Friday 3 December 2021, once again many thanks to Robyn Brown for her efforts in organising the luncheon and venue which was enjoyed by all eleven attending, including an invitation extended to Selva Stenross, Principal Legal Officer. Many thanks to our past CEO, Kathryn Lawrence.

In recognition our 'Volunteer Week' celebration was held at the local Koombana Bay Dome Restaurant in Holman Street, Bunbury on Wednesday 18 May 2022, where we enjoyed a light breakfast. This was an occasion where seven volunteer staff attended, welcomed and appreciated. Congratulations extended to Lou Milordis who was presented with a well-earned five-year service award. Many thanks to our Interim CEO, Maree Arnason.

Meetings

As a continuation and as required, informal staff meetings are arranged to discuss any matters raised in communications from Perth Office and by local staff. We also continue to enjoy telephone and face to face access with



Branch Coordinator Greg Blake (right back row) and Southwest Volunteer Manager Shamara Williams (left back row) and with other Volunteer Managers from the local community at Bunbury Volunteer Manager Network Breakfast December 2021.

the volunteer coordinators when seeking guidance in relation to training and procedural processes.

Community participation

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

In addition to the Citizens Advice Bureau, our members also have very active roles within the local community in organisations such as – Food Bank WA (Clifford Street, Davenport), Stirling Street/Home Instead (Senior Care), BREC, Bunbury Regional Hospital Support, Dolphin Discovery Centre and Volunteer Southwest providing general promotion of CAB services. Information has been well received resulting in very successful, positive outcomes.

Volunteer Southwest conducted a network breakfast at the Backbeach café located at 757 Ocean Drive, Bunbury. Coordinator Shamara Williams ran the forum on Friday 3 December 2021, involving representatives from several local volunteer organisations including the Citizens Advice Bureau in and around the Bunbury region. Greg Blake was in attendance to represent, promote and pursue recruitment.

Training

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

- ATO's Tax Help Officer Online Training 2021, facilitated by Cheryl Gordon.
- Legal Appointment Training (Part B) 2021-2022, facilitated by Selva Stenross.
- New volunteer Information and Referral Training (Part A) 2021, facilitated by Elena Mauen and Milo Bronleigh. 2022 facilitation continued by Kerrie Schilling and Ted Anthony.
- WA-NILS 15 August 2022 – Lou Milordis and Greg Blake scheduled to attend external

refresher and familiarisation training at 67 Spencer Street, Bunbury, facilitated by Samantha Hayes.

I take the opportunity on behalf of our local volunteers to extend our many thanks to Selva, Kerrie Schillings and Ted Anthony for the content of the training conducted on Thursday and Friday 16 and 17 June 2022. The sessions were well received by those attending.

Most of the above tuition was conducted at Bunbury then at Busselton and involved volunteers from both country branches. Preparation for the sessions listed below and similar has been via Branch Coordinators and facilitated by salaried staff. Information folders were provided during the sessions for new and existing volunteers attending. Participant feedback from all training provided indicated that the sessions were beneficial, appropriate and enthusiastically received by both new and existing volunteers.

- Volunteer CAB – 1 Day training (Completed) Friday 3 September 2021
 - staff in attendance: - two from Busselton Branch and ten Bunbury Branch.
- Volunteer CAB – 2 Day Training (Completed) Thursday and Friday 15-16 June 2022
 - staff in attendance: Day 1, seven from Bunbury.
 - staff in attendance: Day 2, one from Busselton and seven from Bunbury Branch.

ATO's TAX Help Program (on-line) training for volunteers was completed in June 2022, additional webinar tutoring sessions will be available later in the year.

Ref: Ms. Cheryl Gordon – ATO's Community Liaison Officer, with staffing in place, we now have three Tax Help Volunteers to assist clients, these are:

- Ray Little
- Helen Castafaro
- Greg Blake (Back-up Support)



CAB volunteers at CAB's Volunteer Christmas Party 2021.

Conclusion

Once again, I extend my warmest appreciation to our volunteers for the commitment and support they provide in maintaining the Bureau and connecting with our community.

Our organisation's success is not only attributed to the dedicated staff who manage and deliver services, it is also largely due to the commitment, support and professional skills volunteers bring. Volunteers, like staff, are the backbone of our Citizens Advice Bureau, sharing their knowledge and giving freely of their time. These efforts are sometimes challenging and appear to be insurmountable, and as Branch Co-ordinator I extend thanks and congratulate them on their efforts during 2021-2022.

Appreciation is also extended to – Maree Arnason Interim CEO, Agnes Beaton, Kerrie Schilling, Ted Anthony and Garry Bleakley for their ongoing support and invaluable help. Also thanks to Selva, the Principal Solicitor, for the expertise given our staff and to all our clients.

Greg Blake

– *Bunbury Branch Coordinator*

BUSSELTON BRANCH COORDINATOR'S REPORT 2021-2022

– Toni Jacobsen

BRANCH ESTABLISHED IN 1975

STATISTICS

Telephone: 370
In Person: 317
TOTAL: 687

General

Busselton branch is located on the ground floor of the Resource Centre behind the Busselton library, parking is available in Coles car park. Due to COVID, the Busselton community has been quiet with shops closing due to staff shortages and lack of trade. Busselton is an older community and many people are staying home. The Resource Centre has had many changes of tenants with a lot less people traffic and closed doors. This office has requested permission to fly the flags with CAB OPEN displayed and I am awaiting the final approval of placement. We still have a good response to the Lawyer day with most appointments booked for Wills, EPA's and EPG's keeping Selva Stenross' very busy.

Statistics

As we are a referral and information service we have many enquiries which require some follow up with the Google app or fact sheets and general local information. Lack of rental housing in Busselton has become a major issue for homelessness. Apart from enquires re. Wills and Executor duties etc our other level for enquiries is relationships and family law.



Branch Volunteers Gail Macauley, Valerie Hill, Branch Coordinator Toni Jacobsen, Principal Legal Officer Selva Stenross, Jenny Baker, Rodney Brennan, Joneen Edwards and Elizabeth Stevens.

Volunteers

Two of our volunteers have now been with CAB for more than 6 years and their knowledge and expertise with CAB has been invaluable to our Branch. Jenny Baker has been a great asset when training new volunteers, she is knowledgeable and patient and a great asset. Val Hill has also been a longtime volunteer, she is very loyal to CAB and encourages and reminds all volunteers of the importance of reading and acknowledging the emails and written material that adds to our knowledge. Gai Macauley has been in business and is very well qualified to assist with managing petty cash and lawyer day when money changes hands and requires banking etc. Each volunteer comes with their own talents making our branch a friendly and informative centre for people to visit.

We have nine volunteers and one of our newest volunteer's is a gentleman with a background in Australian Defence Force (ADF).

Our very dear friend and volunteer Rodney Brennan passed away earlier this year after suffering for many years with lung disease, he is very sadly missed.

We have volunteers with varied backgrounds who have made being a coordinator a very pleasant job. Our branch has planned some special times together to share and show appreciation for their contribution to CAB. Recently for Volunteers Week we met at a local café called Hippo Lakes for lunch, only one volunteer was unwell and couldn't attend. As a coordinator I like to provide a small gift that I present with a message of appreciation.



Branch volunteer, the late Rodney Brennan and Branch Coordinator Toni Jacobsen.



Branch volunteer Valerie Hill with her Long Service Acknowledgement.



Busselton volunteers Judith Kirkham, Lyn Yelland, Elizabeth Stevens, Jenny Baker, Toni Jacobsen, Carla Lewis, Joneen Edwards and Valerie Hill celebrating Volunteer Week.



Busselton Volunteers celebrating Christmas 2021: Lyn Yelland, Val hill, Toni Jacobsen, Jenny Baker, Elizabeth Stevens, Judith Kirkham, Gai Macauley, Carla Lewis and the late Rodney Brennan.

Meetings

Our team meetings are held every two months with some flexibility depending on availability for the best attendance.

These meetings are held in the office and we try to only take one hour of everyone's valuable time.

Community participation

I have some laminated notices re CAB and 'where to find us' ready to be displayed on appropriate notice boards around town.

Since COVID, I have not been involved in giving talks in the community but as things are opening up, this is an avenue for us to recommence.

When Selva has time, we are hoping to put an article in the paper perhaps monthly or fortnightly re legal issues on Wills, EPA, EPG and family law etc.

I attend the volunteer coordinator's meetings in Busselton, sadly the attendance is very low. This is run by SW volunteering.

I also attend the Vasse Human Services Alliance every two months, this is a great networking meeting and is held in the city chambers.

Training

I attended one day of training in Bunbury with the excellent team from Perth. Unfortunately, other staff were unable to attend but we are hoping another one-day session can be held in Busselton and the Bunbury volunteers will join us.

Conclusion

I see our stats are down but with COVID there has been much less foot traffic through the township and the resource centre.

I am always so thankful to our team and the way they respond to calls and manage the front desk. They always do their best to make sure the information given to callers offers some helpful advice or reassurance re the next lawyer visit. The volunteers are excellent in the way they work together and share the phone calls, making sure it is always the best advice they can give.

I feel the community has finally woken up to the idea to make Wills etc. as an important issue to be addressed early.

We have received great support from Selva Stenross for which we are so grateful. Rebecca Ray our new Perth Volunteer and Client Services Coordinator gives us encouraging weekly updates and the information is so relevant to what we are doing.

We couldn't get a volunteer this year for TAX help but have referred several people to Bunbury.

Despite the economic problems in general, we have not had any enquiries for NILS.

Our next Function at Busselton will be an event for Christmas and we appreciate very much the support financially for this as volunteers are giving so much of their time and feel very acknowledged at these events. I try to personalise a small gift for every staff member with their own special message.

Toni Jacobsen

– Busselton Branch Coordinator

FREMANTLE BRANCH COORDINATOR'S REPORT 2021-2022

– Rebecca Ray

BRANCH ESTABLISHED IN 1966

STATISTICS

Telephone: 949
In Person: 444
TOTAL: 1,393

General

The Fremantle branch is located in Woodsons Arcade, Shop 41, 13 Cantonment Street in Fremantle. Throughout the reporting period, the branch has been open Monday through to Wednesday between 9.30am and 3pm and Friday between 9am and 2pm. Fremantle CAB interacts with people from all over the south metropolitan area, phoning to request advice and information.

The branch is located in a small arcade in a relatively quiet part of Fremantle, subsequently there is not a high amount of foot traffic. However, we still assist a fair amount of people from the local community over the phones and face-to-face. Volunteers also spend many hours on the phone with members of the public.

The Legal Aid Virtual Office providing virtual appointments with Legal Aid lawyers is hosted every Friday and this service is extremely busy. CAB's Virtual Office launched in June 2022, where the Principal Solicitor for Citizens Advice Bureau, Selva Stenross, was available for Family Law and LOA appointments. We have not yet had appointment bookings for this service yet.

We are the busiest branch for No Interest Loan Scheme (NILS) applications, providing fantastic assistance to clients with the application process.

Statistics

The majority of our clients seek information and referral in regards to estate planning, money matters, family law, housing and property and general law matters. Most of our clients are in the age bracket of 60 and above.

Volunteers

During the year we said good-bye to the Branch Coordinators Margaret Marrone and



Volunteer Coordinator Becci Ray and Fremantle Volunteer Cyndie Innes.

Opal van Niekerk as well as three terrific volunteers – Pat Baxter, Kate House and Denise Tomizzi. We wish them all the best in their future pursuits and thank them for their service to CAB and the community.

The Branch now has 10 fabulous volunteers, of which three are new, and who commit themselves every week to providing the Information and Referral services as well as supporting the Legal Aid Virtual Office and NILS application service. A big thank you to these volunteers – Chrissie, Helen, Lina, Cyndie, Jim, Ray, Elise, Yovella, Manny and John. A special note of gratitude is given to the volunteers who have undertaken extra shifts or changed their regular days to help out when we had a shortage of staff – they were determined to minimise the impact on and disruption to services as much as possible.

Advertisements to recruit volunteers for our Branch was placed in the Fremantle Herald, Cockburn City Herald, Melville City Herald and Perth Voice and also on Volunteering WA. This helped recruit four new volunteers for the branch, but sadly two withdrew after recruitment due to personal circumstances.

Meetings

Fremantle Branch held a staff meeting in on 24 January 2022. Barry Mendelawitz (Volunteer Representative and Board Member) met with the Fremantle Branch on 22 February 2022.

Community participation

Unfortunately, again due to COVID, engagement with community events has been limited.

It would be useful to engage in community events such as *Coogee Live Expo* next year to promote CAB services

Training

New volunteers attended the New Volunteer Training held in the Perth office. The two-day training is mandatory and valuable in helping volunteers learn about the history of CAB, the inner workings of the organisation, how to make legal appointments and how to deal with the wide variety of queries that they will find themselves assisting with. It also provides a great opportunity for new volunteers to meet senior CAB staff as well as fellow volunteers from other branches.

All volunteers attended in-house training on the new procedures for Legal Office Virtual as well as a refresher on conflict checking. Volunteers also attended Criminal Injury Compensation (CIC) training with the Department of Justice, *A Walk in their Shoes* (Family Court) and NILS training A with Anglicare – special thanks to Samantha Hayes.

Training offered by Perth office was limited due to COVID lockdowns. However, now it runs every two months to ensure new volunteers are formally trained and current volunteers have access to refresher training.

Conclusion

There have been a number of challenges throughout the preceding 12 months, the least not being the impact of COVID. Our volunteers have risen to the challenge of providing services to the best of their ability during this time and are to be commended for this.

We look forward to the coming year and will actively seek ways to participate in community events, increase our in-house training opportunities and conduct regular branch meetings.



– Acting Fremantle Branch Coordinator

JOONDALUP BRANCH COORDINATOR'S REPORT 2021-2022

– Diane Cook

BRANCH ESTABLISHED IN 1999

STATISTICS

Telephone: 2,188
In Person: 473
TOTAL: 2,661

General

Joondalup Branch is still located in the Joondalup CBD which is close to the Lakeside Joondalup Shopping City, CAB's location is not likely to change in the near future as we have a two-year lease. The Northern Corridor is growing at a rapid pace which means we have more clients seeking the services of CAB. We are open 9am to 3pm and I am pleased to say we have not had to shut the doors due to lack of volunteers or for health reasons.

Rent for Lotteries House has been increased by three per cent for all tenants. CAB's telephone number is listed in the Little Aussie Directory. If we need volunteers, which we have lately, we do this with Joondalup Volunteer Resource Centre who are hand in glove with Seek. They have been very helpful with supplying us with many who were interested, some were simply not suitable but we did manage to gain a few that are very capable and have filled the vacancies, they have completed New Volunteer Training at Perth Office.

Volunteers continue to assist with WA No Interest Loan Scheme (WA NILS) every Wednesday when we do not have Lawyer's appointments.

Tax Help is available July to October in the office on Tuesday and Thursday afternoons by



Volunteer Coordinator Becci Ray and Joondalup Coordinator Diane Cook.

volunteer Liz McKinnell, who has been doing this for many years now for which we thank her.

Virtual Legal Aid appointments are every Tuesday and this is a great service to the community. These clients always say how they appreciate being able to speak to a Lawyer in a more personal type of appointment.

Legal service is always in demand and until now we have had a Lawyer from Head Office twice a month, sadly that is now finished for a while with the resignation of Stacey Price. We have a Pro Bono Lawyer Nerys Lloyd who has been with us for a while, we can always rely on Ms Lloyd for half day appointments, these are always filled with only Family appointments.

Statistics

We do have quite a number of walk-in clients with a lot of problems with which we assist, mainly younger people for separation appointments or clients that require new Wills and for the purchase of Probate Kits.

Occupational Health and Safety is completed every two months and sent off to Head Office.

Volunteers

Joondalup volunteers are 19 in all, we lost a few at one stage but very quickly gained through advertising with Joondalup Resource Centre, quite a few needed to apply for Centrelink reasons. Current volunteers, having other interests, belong to other organisations they volunteer with, some caravanning for a few weeks at a time, most of Joondalup volunteers have been with CAB



Left to right: Branch volunteers Chris Mahoney, Judy Ammon, Susan Stephens and Branch Coordinator Diane Cook.



Joondalup Annual Branch Meeting 2022.



CAB Joondalup Office.

for many years and are long term rather than short term. We have some that do specific jobs, like looking after the brochures, keeping the rosters current, and we have one that takes charge of the catering side especially for volunteer meetings.

We have another volunteer that sends out birthday cards as they come up. They all have skills and talents that we use and appreciate, no job is too hard for anyone. Law students that we had volunteering all secured permanent work with law firms, a few of them needed references which we gladly gave.

We have had four volunteers go down with COVID. Joondalup volunteers are a dedicated group and we are so lucky to have them working for CAB.

Meetings

We have had one meeting in January and two in May. Various guest speakers attended both

functions, some to do with CAB and others outside CAB's interests. Selva Stenross in January with guest speakers from Advocare, Virtual Legal Aid, Grandparents rearing grandchildren, and Paul Filing speaking on being a JP.

Coming up on 3 October 2022 we are having a person speaking on the issue of 'Strokes' and Emily Hamilton the MP in Joondalup. We have had a couple of Board Meetings with the Chairperson Trish Nelhams (JP) and five branch volunteers. We have also held a couple of coffee mornings this year and we are ready to resume again in September, we usually have quite a few turn up at the Dome coffee shop for this is purely social event.

Community participation

I am on the Board of Lotteries House where we have meetings with all the tenants every two months and also with the City of Joondalup representative.

Training

All new volunteers have undertaken Head Office training and are on permanent shifts.

Conclusion

In conclusion we thank Garry Bleakley for his continued support during the year; sincere thanks also to Selva Stenross, Rebecca (Becci) Ray and Interim CEO Maree Arnason for their help when needed. Our goal is to give information and referrals the best we can to the community and to help those less fortunate than ourselves.

Finally, many thanks to the Joondalup volunteers for their continued support to the Coordinator and for their dedication to the Branch, and also to the Joondalup Board members who give their time for meetings to oversee the Branch.

Diane Cook

– Joondalup Branch Coordinator

KWINANA BRANCH COORDINATOR'S REPORT 2021-2022

– Sandra Stevenson

BRANCH ESTABLISHED IN 1994

STATISTICS

Telephone:	324
In Person:	245
TOTAL:	569

General

The Kwinana branch of the Citizens Advice Bureau is located upstairs within the community supported Darius Wells Library and Resource Centre. Our usual opening hours of Monday to Thursday have been regrettably impacted by the lack of available volunteers recently and we will now open between Monday to Thursday until replacements can be enticed to assist.

Statistics

The majority of our clients can be classified as female Caucasian with a smaller group identifying as Aboriginal, of which 38 per cent are Male. The demand for our services includes enquiries about Wills, Family and Financial issues in addition to Local and General information.

Volunteers

Volunteers are our greatest asset and without them our office would no longer operate and the community would be denied a vital service.

Our volunteers come from many walks of life, some stay for the long haul and others are here to learn from us and we from them, eventually moving on to greater things. We have had two of our long-time volunteers leave this year, each securing paid work with Legal Aid, a testament their response to CAB's thorough training and I congratulate both Hannah Shultz and Leanne Russell wishing them all the best for their futures. I have engaged three more volunteers in the past week and when they are fully trained am confident they will be a great help to Kwinana office.

Meetings

The committee members for Kwinana meet approximately every three months and our annual AGM is held yearly during August. From time to time we get together for lunch or drinks, always a welcome and social activity

Community participation

Volunteers from the branch have attended many community events over the past year including the Market Open Day held at the Market Place Shopping Centre and Information Day Help at the Senior Centre in the popular Medina Hall Complex.



Branch volunteer Leanne Russell promoting CAB at the Marketplace in Kwinana.



Branch volunteers Linda McKeown, Rosemary Ledder, Carol Adams (Branch Chair), Dennis Woods, Melinda Mead, Leanne Russel and Sherri Wood at Kwinana's Branch Christmas Party.

Training

Staff are updated weekly with training information together with six-monthly review sessions. All Staff have updated their knowledge in relation to Virtual Lawyer appointments with Selva Stenross and Garry Bleakley.

Conclusion

2022 has been an interesting year so far, impacted by COVID affecting staff shortages, and many clients with tears and smiles; luckily in most cases we change those tears to smiles. Our Virtual Lawyer appointments started well but due to unforeseen circumstances, stopped very shortly after. Most clients have wanted to make Will appointments or sought assistance with paperwork in relation to Family issues.

We are all looking forward to 2023 financial year with a compliment of new staff and a fresh look to build the Kwinana Branch. I take this opportunity to thank the Mayor of Kwinana, and our Committee President, Carol Adams for all her help and also Tanya Sander the volunteer centre coordinator for Rockingham Kwinana District and the person who helps us find our lovely volunteers for CAB. Looking forward to Christmas 2022 to see out the old year and welcome in the new year in 2023.

Sandra Stevenson

– Kwinana Branch Coordinator

MANDURAH BRANCH COORDINATOR'S REPORT 2021-2022

– Frances Cain

BRANCH ESTABLISHED IN 1977

STATISTICS

Telephone: 1,015
In Person: 2,865
TOTAL: 3,880

General

The Mandurah Branch operates from the Mewburn Centre at 11 Sholl Street, which is provided by the Mandurah City Council and is located at the top end of the Smart Street Mall. We are open Tuesday to Friday between 9am and 2pm. There is sufficient space for our visiting Justice of the Peace (JP) on Fridays, equipment and seating for our Legal Aid Virtual Office service on Wednesdays and for our Tax Help agent on selected Tuesdays and Thursdays from July to October.

Statistics

We seem to have been a lot quieter this year with regard to walk-ins which I think is mainly due to COVID. We continue to support the duty lawyers at the Magistrates Courts. This service, along with Legal Aid Virtual Office appointments, Tax Help and JP attendance is included in our total.

Volunteers

We have lost quite a few of our volunteers this year due to retirement and COVID restrictions. Our volunteers are crucial to the ongoing operations and we are grateful for their ongoing support which without we would not have a Mandurah Branch of CAB.

We have had to reduce our operating days from five to four days due to our lack of volunteers. Our new Chairman is Ernie Gobby, who is also one of our volunteers. We decided to split the role of Treasurer/Secretary and Jean Bamford, who was doing both tasks will remain as our Treasurer and Denise Robinson has taken on the role of Secretary. I would like to say a big thank you to both of them for taking on these roles.

Meetings

We try to have meetings at least once every two months. We understand that not everyone is available to attend these meetings but ask for their attendance where possible. The meetings are important for volunteers to get together as many do not see one another due to the rosters.



Mandurah Coordinator Frances Cain (centre) and Branch Volunteer Deborah Wade-Marshall engage with the local (Dawesville) MP Lisa Munday, Mandurah Mayor Rhys Williams and his deputy, Caroline Knight.

Community participation

I recently gave a talk to Mandurah Seniors at their Coffee and Discussion Meeting about CAB and what services we offer. Deborah Wade-Marshall and I attended a Budget Meeting hosted by the Peel Development Commission as representatives of CAB. It was an interesting meeting and attended by the Premier. Ernie Gobby, Deborah Wade-Marshall and myself attended the volunteer's week lunch which was held at the Mandurah Performing Arts Centre. It was very well attended. We were also guests at a networking function hosted by Peel Connect MACS, a support service for the disadvantaged, and this enabled us to promote our services and learn more of other local organisation's activities.

Training

Computer Training was delivered to all our volunteers in the Mandurah Office by Natalia. New volunteers attended the volunteer training held in Perth.

Conclusion

It has been a difficult year due to COVID restrictions but we feel that we have achieved our goals in reaching out to people who have needed our assistance either by face to face interviews or on the telephone.

We are grateful to the City of Mandurah for awarding us the partnership grant to assist us over the next three years.

Frances Cain

– Mandurah Branch Coordinator

MIDLAND BRANCH COORDINATOR'S REPORT 2021-2022

- Agnes Beaton

BRANCH ESTABLISHED IN 1993

STATISTICS

Telephone: 1,430
In Person: 582
TOTAL: 2,012

General

The Midland branch is located in Tuckers Arcade Shop 6, 4 Old Great Northern Highway in Midland. Throughout the reporting period the branch has been open Monday through to Friday between 9am and 3pm. Midland CAB interacts with people from all over the north-east metropolitan area and has people living as far as Geraldton phoning to request advice and information and seeking to make legal appointments.

Despite the branch being located in a small arcade in a relatively quiet part of Midland, a high number of people still drop in for face-to-face service or to attend their legal appointments. Volunteers also spend many hours on the phone with members of the public just to provide directions on the office location and the best places to park. Advertisements regarding the services available and branch opening hours were placed in the local ECHO newspaper each month and this helped increase the number of people that we had contact with.

The Legal Aid Virtual Office providing virtual appointments with Legal Aid lawyers is hosted every Monday. The Principal Solicitor for Citizens Advice Bureau, Selva Stenross, attends fortnightly to provide legal advice and document preparation on Family Law, Wills, Enduring Power of Attorney and Enduring Power of Guardianship, Letters of Administration, Probate and Estate matters.

Statistics

Our statistics show the highest demand is for assistance with Estate Planning – mainly Wills, Enduring Power of Attorney and/or Guardianship and Probate matters. Family and Personal Law matters make up the second highest category. The largest demographic group contacting the branch identifies as female, aged 60 years and above.



CAB President Sandra Brown, Board Member Margaret Dixon, Volunteer and Client Services Coordinator Rebecca Ray with Branch volunteers Evelyn Gordon and Heather Skinner.

Volunteers

During the year we said good-bye to the Branch Coordinator Martha Linke as well as four terrific volunteers Josh, Gavin, Caitlin and Emily. We wish them all the best in their future pursuits and thank them for their service to CAB and the community.

The Branch now has 14 fabulous volunteers, of which five are new, and who commit themselves every week to providing the Information and Referral services as well as supporting the legal service provided by CAB lawyers. A big thank you to these volunteers – Janet, Aleesha, Alice, Linda, Gill, Heather, Evelyn, Enid, Mary, Kimberley, Elaine, Chandrika and Agnes who returned as the new Branch Coordinator. A special note of gratitude is given to the volunteers who have undertaken extra shifts or changed their regular days to help out when we had a shortage of staff – they were determined to minimise the impact on and disruption to services as much as possible.

We also sincerely thank the City of Swan Volunteer Resource Centre for their ongoing assistance with our recruiting.

Meetings

Our branch committee comprises Chairperson Rev Ken Duffy, Treasurer Janet Harding, Treasurer and Secretary Gill Wood and members Mary James, Heather Skinner and Enid Freeman. The committee was only able to meet once since the 2021 AGM due to COVID concerns however it is anticipated that the next 12 months will see regular committee

meetings if circumstances allow. We thank the Committee for their ongoing commitment to the branch.

Community participation

Unfortunately, again due to COVID, engagement with community events has been limited. Nevertheless, the branch has organised two community education sessions at the Helena Valley Lifestyle Village and at the Swan Justices of the Peace Annual General Meeting. The branch is always looking for the means to provide information regarding the services that are on offer.

Training

New volunteers attended the New Volunteer Training held in the Perth office. The two-day training is mandatory and valuable in helping volunteers learn about the history of CAB, the inner workings of the organisation, how to make legal appointments and how to deal with the wide variety of queries that they will find themselves assisting with. It also provides a great opportunity for new volunteers to meet senior CAB staff as well as fellow volunteers from other branches.

Conclusion

There have been a number of challenges throughout the preceding 12 months, the least not being the impact of COVID. Our volunteers have risen to the challenge of providing services to the best of their ability during this time and are to be commended for this.

We look forward to the coming year and will actively seek ways to participate in community events, increase our in-house training opportunities and conduct regular branch meetings.

Agnes Beaton

– Midland Branch Coordinator

ROCKINGHAM BRANCH COORDINATOR'S REPORT 2021-2022

- Max Stewart

BRANCH ESTABLISHED IN 1979

STATISTICS

Telephone: 932
 In Person: 997
 TOTAL: 1,929

General

The branch is located across the road from the busy Rockingham Shopping Centre in the St Nicholas Church administration building with other services such as Anglicare and Scales. We are fortunate to have a reasonable traffic flow due to these services housed in the same building as CAB.

Our office is open from Monday through to Thursday from 9.30am to 3.30pm. When our volunteer numbers stabilise we will again consider re-opening on Friday mornings.

Volunteers

We continue to have a good cohesive group of volunteers spread across a range of ages. The important aim is to function with a friendly and knowledgeable group who are willing to help the public with their enquiries.

We currently have 15 volunteers, and had two new people commence this year. Unfortunately, one has had to resign due to family health and Marlene, a long-term volunteer who had been with the branch since January 2018, has since retired.

I have been in touch with the Rockingham Volunteer Employment service for an extra member and hopefully we will be successful soon.



Rockingham Coordinator Ron Beurteaux and Branch volunteers Ray Dunsire, Gail Mountain and Beryl Hunter.



Rockingham Treasurer Gordon Crane and Branch volunteers Margaret Crane and Anne Moran.

During our winter months, we have a few volunteers who follow the sun north. That group, together with the usual holidays taken by the remaining volunteers, provides a challenge for Joan to organise the roster and often requires volunteers to do additional shifts.

I wish to acknowledge two volunteers in particular who go above and beyond performing their duties:

Firstly, Gordon our Treasurer, who puts in the most hours here every week and applies himself to the task religiously year after year without hesitation. He has been a volunteer since 2 March 2000, a commendable 22 years six months! We all appreciate your dedication to the job, a big thank you to you, Gordon.

Secondly, Joan Fulford, who has been at CAB since October 1995 or an outstanding 26 years 11 months. Joan has been a fully dependable and reliable volunteer who I have relied upon on many occasions. She also has been in charge of the Roster for approximately 10 years, for which I am very grateful as this has freed myself up for concentrating on the administration with the assistance of Ron.

We have nine volunteers trained to take NILS applications. Recently, demand has slowed and the administration, which is now held by Anglicare, has experienced some computer problems.

It is intended to train two more Volunteers to take NILS applications.

Legal Aid Virtual Office has been found to be an excellent aid and of benefit to CAB's clients.



CAB President Sandra Brown and Rockingham Branch Joint Coordinator Ron Beurteaux.

Usually our bookings are full each week and we recommend this service for many of our enquirers.

CAB's Virtual Office service is expected to pick up once the word is around that we again have this service to offer the public. As we have informed all our enquirers for the last 8 months, we do not have a Lawyer Service, this aspect of our service will take time to reboot!

Meetings

Due to COVID we had some irregular meetings, however now that we are back on a more "normal" footing, our regular meetings will continue. During the office closure last year, I maintained contact with the volunteers through email and phone to ensure they were kept in the loop.

A Committee Meeting was held on 21 June 2022 and 9 September 2022.

The main item discussed at the 21 June meeting was supposedly the "Will complaint" and Head Office was advised of all details.

Ron and I have discussed the workings of the Committee and he will be organising future regular quarterly meetings.

Details of the 9 September meeting will be advised separately.

The next Committee meeting date is to be determined.

Committee Chairman – Ray Dunsire.
Members - Beryl Hunter, Gordon Crane,
Max Stewart, Ron Beurteaux and
Kathryn Hyde.



Rockingham Volunteers Lynn Scott and Joan Fulford.

Community participation

Every year in October, we attend the Seniors Expo which is organised by the City of Rockingham. The City has received applications and successful nominees will be notified soon.

We also have frequent contact with Scales and Anglicare, who direct enquiries to us, which is appreciated and is reciprocated.

Training

Our latest volunteer, Vanessa, completed the formal training in the Perth office in June.

We anticipate at least two more volunteers will need to complete the NILS training, however, the next session date is yet to be advised by Head Office.

A Fire Drill training and information meeting was organised and held on Wednesday 20 July 2022.

Ron attended the sessions and will advise us about the exercise in a future meeting. Vanessa and I also attended the drill.

Conclusion

The COVID pandemic has been understandably disruptive to CAB's operations particularly for staffing, however, we have managed and look forward to continuing offering a quality service to the public.

With changes in products and procedures, we need to keep up with Training and applying ourselves to the task.

I wish to acknowledge the assistance received from Head Office, particularly Garry Bleakley and also Selva Stenross. Both are always most helpful and this is much appreciated.

Max Stewart

– Rockingham Branch Joint Co-Coordinator
(with Ron Beurteaux)

BRANCH CONTACT AND SERVICE INFORMATION

BRANCH CONTACT AND SERVICE INFORMATION

– As at November 2022

ARMADALE

Shop 6, Armadale Plaza Shopping Centre
(10 Orchard Avenue), ARMADALE WA 6112

Coordinator: Kerrie Schilling
Office Hours: 9am-3pm Mon-Fri
Phone: (08) 9497 5311
Fax: (08) 9497 5344
Email: armadale@cabwa.com.au
Legal Service: Friday by appointment
(triweekly)
Tax Help: Jul-Oct
WA NILS
Justice of the Peace: Monday and Wednesday
10.30am-1.00pm
Legal Aid
Virtual Office: Monday

BUNBURY

1 Stirling Street or PO Box 703
BUNBURY WA 6230

Coordinator: Greg Blake
Office Hours: 9am-1pm Mon-Fri
Phone: (08) 9721 6008
Fax: (08) 9721 8008
Email: bunbury@cabwa.com.au
Legal Service: To resume in 2023
Tax Help: Jul-Oct
WA NILS

BUSSELTON

Unit G4, 19 Cammilleri Street or PO Box 313
BUSSELTON WA 6280

Coordinator: Toni Jacobsen
Office Hours: 10am-1pm Mon,
Wed & Thurs
9am-1pm Fri
Phone: (08) 9751 1199
Fax: (08) 9752 1764
Email: busselton@cabwa.com.au
Legal Service: To resume in 2023
Tax Help: Jul-Oct
WA NILS
Legal Aid
Virtual Office: Wednesday

FREMANTLE

Coordinator: Rebecca Ray
Office Hours: 9.30am-3pm
Mon-Wed
9am-2pm Fri
Phone: (08) 9335 4522
Fax: (08) 9433 6061
Email: fremantle@cabwa.com.au
Legal Service: Wednesday by
appointment (monthly)
via Virtual Office

WA NILS
Legal Aid
Virtual Office: Friday

JOONDALUP

Lotteries House
Suite 5, 70 Davidson Terrace
JOONDALUP WA 6027

Coordinator: Diane Cook
Office Hours: 9am-3pm Mon-Fri
Phone: (08) 9301 2833
Fax: (09) 9301 1414
Email: joondalup@cabwa.com.au
Legal Service: Friday by appointment
(triweekly)
Tax Help: Jul-Oct
WA NILS
Legal Aid
Virtual Office: Tuesday

KWINANA

2 Robbos Way or PO Box 516
KWINANA WA 6167

Coordinator: Sandra Stevenson
Office Hours: 10am-3pm
Mon-Wed
Phone: (08) 9439 1251
Fax: (08) 9439 4499
Email: kwinana@cabwa.com.au
Legal Service: Wednesday by
appointment (monthly)
via Virtual Office
Tax Help: Jul-Oct
WA NILS
Legal Aid
Virtual Office: Tuesday

MANDURAH

Mewburn Centre 11 Sholl Street or
PO Box 1326
MANDURAH WA 6210

Coordinators: Frances Cain
Office Hours: 9am-2pm Tue-Fri
Phone: (08) 9535 3101
Fax: (08) 9584 8988
Email: mandurah@cabwa.com.au
Tax Help: Jul-Oct
**WA NILS
Justice of
the Peace:** Friday
**Legal Aid
Virtual Office:** Wednesday

MIDLAND

Shop 6 Tuckers Arcade,
4 Old Gt Northern Highway
MIDLAND WA 6056

Coordinator: Agnes Beaton
Office Hours: 9am-3pm Mon-Fri
Phone: (08) 9271 2500
Fax: (08) 9271 1643
Email: midland@cabwa.com.au
Legal Service: Friday by appointment
(triweekly)
**WA NILS
Legal Aid
Virtual Office:** Monday

PERTH

Level 1 & 4, 25 Barrack Street
PERTH WA 6000

Office Hours: 9am-4pm Mon-Fri
Phone Hours: 9.30am-4pm Mon-Fri
Enquiries: (08) 9221 5711
Admin: (08) 9325 4217
Fax: (08) 9221 5356
Email: cab@cabwa.com.au
Legal Service: By appointment
Tax Help: Jul-Oct
**Justice of
the Peace:** Mon-Fri
**Criminal
Injuries
Compensation:** Thursday

ROCKINGHAM

Room 4, 14 Council Avenue
ROCKINGHAM WA 6168

Coordinator: Max Stewart &
Ron B Beurteaux
Office Hours: 9.30am-3.30pm Mon-Thu
Phone: (08) 9527 6671
Fax: (08) 9527 1445
Email: rockingham@cabwa.com.au
Legal Service: Wednesday by
appointment (monthly)
via Virtual Office
Tax Help: Jul-Oct
**WA NILS
Legal Aid
Virtual Office:** Thursday

STATISTICS

SUMMARY

PERTH	CLIENT ENQUIRIES				LAST YEAR
	Interviews	Telephone	Total		Total
GENERAL	908	15,651	16,559		15,099
LEGAL	2,603		2,603		3,557
TAX HELP	20		20		23
JUSTICE OF THE PEACE	6,335		6,335		6,935
SUB TOTAL	9,866	15,651	25,517	25,517	25,614

BRANCHES	CLIENT ENQUIRIES				LAST YEAR
	Interviews	Telephone	Total		Total
ARMADALE	1,909	1,816	3,725		4,244
BUNBURY	344	772	1,116		985
BUSSELTON	317	370	687		630
FREMANTLE	444	949	1,393		1,612
JOONDALUP	473	2,188	2,661		2,582
KWINANA	245	324	569		726
MANDURAH	2,865	1,015	3,880		3,995
MIDLAND	582	1,430	2,012		2,473
ROCKINGHAM	997	932	1,929		1,941
SUB TOTAL	8,176	9,796	17,972	17,972	19,188
TOTALS	18,042	25,447	43,489		44,802

BRANCHES	WA NO INTEREST LOANS			LAST YEAR
	Online Only			Total
PERTH	1			0
ARMADALE	36			7
BUNBURY	0			0
BUSSELTON	0			0
FREMANTLE	42			16
JOONDALUP	4			3
KWINANA	5			1
MANDURAH	7			0
MIDLAND	0			1
ROCKINGHAM	18			4
TOTAL	113		45	32

GRAND TOTAL		43,489	44,834
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LEGAL ADVICE

PERTH & BRANCHES		LAST YEAR
CIVIL	0	0
CONSUMER	5	26
CONTRACTS	42	56
CRIMINAL	15	27
CRIMINAL INJURIES COMPENSATION	0	0
DEBT	0	1
DIVIDING FENCES	7	42
DOMESTIC VIOLENCE	0	0
ESTATE MATTERS	78	164
FAMILY LAW	814	1,461
FINANCIAL	0	1
HOUSING/TENANCY	0	2
INSURANCE	2	10
LETTERS of ADMINISTRATION	180	248
NEIGHBOUR DISPUTES	2	26
PERSONAL INJURY	3	5
PROBATE	275	278
PROFESSIONAL NEGLIGENCE	0	2
PROPERTY	56	21
RESTRAINING ORDERS	45	50
SPENT CONVICTIONS	1	4
STATE ADMINISTRATIVE TRIBUNAL	2	1
TRAFFIC	11	12
VEHICLE ACCIDENT	0	2
WILLS POA EPG	1,052	1,103
WORKERS COMPENSATION	0	0
OTHER	13	15
PERTH & BRANCHES TOTAL	2,063	3,557

DOCUMENTS PRODUCED

DOCUMENTS		LAST YEAR
Family Court Documents	7	14
Enduring Power of Guardianship	488	529
Letters of Administration	95	118
Enduring Powers of Attorney	476	589
Probate Affidavits and Other	61	64
Wills	819	868

STATISTICAL RETURNS

PERTH		CLIENT ENQUIRIES			LAST YEAR
	Category Headings	Interviews	Telephone	Total	Total
1.	FAMILY & PERSONAL	123	3,689	3,812	
2.	MONEY MATTERS	52	217	269	
3.	HOUSING & PROPERTY	88	2,259	2,347	
4.	COMPLAINTS 7 OMBUDSMAN	29	1,149	1,178	
5.	LAW	121	2,108	2,229	
6.	GOVERNMENT	63	1,056	1,119	
7.	INSURANCE	15	111	126	
8.	ESTATE PLANNING	250	2,378	2,628	
9.	ELDER MATTERS	5	538	543	
10.	CAB SERVICES	69	1,588	1,657	
11.	MEDIATION	8	377	385	
12.	SUPPORT 7 COUNSELLING	5	20	25	
13.	LOCAL & GENERAL INFORMATION	80	161	241	
	TOTAL	908	15,651	16,559	15,099
	Males	491	6,201	6,692	6,458
	Females	414	8,854	9,268	8,605
	Email	3	596	599	36

BRANCHES		CLIENT ENQUIRIES			LAST YEAR
	Category Headings	Interviews	Telephone	Total	Total
1.	FAMILY & PERSONAL	452	1,500	1,952	
2.	MONEY MATTERS	392	581	973	
3.	HOUSING & PROPERTY	278	771	1,049	
4.	COMPLAINTS 7 OMBUDSMAN	59	135	194	
5.	LAW	1,641	1,063	2,704	
6.	GOVERNMENT	1,770	831	2,601	
7.	INSURANCE	22	68	90	
8.	ESTATE PLANNING	1,708	3,204	4,912	
9.	ELDER MATTERS	74	84	158	
10.	CAB SERVICES	720	683	1,403	
11.	MEDIATION	13	45	58	
12.	SUPPORT & COUNSELLING	44	30	74	
13.	LOCAL & GENERAL INFORMATION	1,003	801	1,804	
	TOTAL	8,176	9,796	17,972	19,188
	Males	3,807	3,255	7,062	7,532
	Females	4,362	6,470	10,832	11,584
	Email	7	71	78	72

STATISTICAL RETURNS - EXPLANATORY DETAIL

	PERTH & BRANCHES COMBINED	CLIENT ENQUIRIES			LAST YEAR
	Category Headings	Interviews	Telephone	Total	Total
1.	FAMILY & PERSONAL				
(a)	Divorce	209	3,161	3,370	
(b)	Children's matters	132	610	742	
(c)	Property Settlement	172	1,130	1,302	
(d)	Child support	7	42	49	
(e)	Court processes	26	161	187	
(f)	Domestic violence	29	85	114	
	TOTAL	575	5,189	5,764	
2.	MONEY MATTERS				
(a)	Financial Hardship	78	197	275	
(b)	Bankruptcy	7	14	21	
(c)	Investment /Superannuation	152	237	389	
(d)	Mortgage/Loans	19	74	93	
(e)	Taxation (Personal, Land, Stamp Duty)	29	80	109	
(f)	NILS	159	196	355	
	TOTAL	444	798	1,242	
3.	HOUSING & PROPERTY				
(a)	Neighbour dispute	142	849	991	
(b)	Tenancy (tenant)	71	808	879	
(c)	Tenancy (landlord)	26	711	737	
(d)	Strata matters	24	151	175	
(e)	Real estate/building	68	488	556	
(f)	Homelessness	35	23	58	
	TOTAL	366	3,030	3,396	
4.	COMPLAINTS & OMBUDSMAN				
(a)	Financial institution	11	510	521	
(b)	Telco	7	487	494	
(c)	Medical	10	33	43	
(d)	Legal Service	12	32	44	
(e)	Government department	20	60	80	
(f)	Education	2	19	21	
(g)	Other	26	143	169	
	TOTAL	88	1,284	1,372	

STATISTICAL RETURNS - EXPLANATORY DETAIL

PERTH & BRANCHES COMBINED		CLIENT ENQUIRIES			LAST YEAR
	Category Headings	Interviews	Telephone	Total	Total
5.	LAW				
(a)	Consumer issues	108	693	801	
(b)	Restraining orders	44	407	451	
(c)	Traffic Offences	45	484	529	
(d)	Criminal Spent conviction	50	237	287	
(e)	Contract dispute	27	474	501	
(f)	Employment issues	32	127	159	
(g)	Small/General claim	22	148	170	
(h)	Other	1,434	601	2,035	
	TOTAL	1,762	3,171	4,933	
6.	GOVERNMENT				
(a)	Centrelink	46	299	345	
(b)	Concession cards	36	12	48	
(c)	Justice of the Peace	1,628	1,204	2,832	
(d)	Local councils	21	279	300	
(e)	Passport/ID	31	25	56	
(f)	Migration & Visa enquiries	71	68	139	
	TOTAL	1,833	1,887	3,720	
7.	INSURANCE				
(a)	Medical	8	43	51	
(b)	Personal injury	5	11	16	
(c)	Property damage	4	51	55	
(d)	Workers Compensation	7	24	31	
(e)	Insurance dispute	13	50	63	
	TOTAL	37	179	216	
8.	ESTATE PLANNING				
(a)	Making a Will	842	2,651	3,493	
(b)	Challenging a Will	43	290	333	
(c)	Applying for Probate	334	1,080	1,414	
(d)	Applying for LOA	118	652	770	
(e)	Power of Attorney	439	673	1,112	
(f)	Power of Guardianship	182	236	418	
	TOTAL	1,958	5,582	7,540	

STATISTICAL RETURNS - EXPLANATORY DETAIL

PERTH & BRANCHES COMBINED		CLIENT ENQUIRIES			LAST YEAR
	Category Headings	Interviews	Telephone	Total	Total
9.	ELDER MATTERS				
(a)	Retirement village	6	511	517	
(b)	Nursing home	12	22	34	
(c)	Advanced Health Directive	26	16	42	
(d)	Elder abuse	16	43	59	
(e)	Carer	6	12	18	
(f)	At home services	13	18	31	
	TOTAL	79	622	701	
10.	CAB SERVICES				
(a)	Information/Brochures	140	763	903	
(b)	Legal service query	264	1,004	1268	
(c)	Cancel appointment	12	199	211	
(d)	Document status	147	132	279	
(e)	Purchase kits	215	99	314	
(f)	Criminal injuries compensation	11	74	85	
	TOTAL	789	2,271	3,060	
11.	MEDIATION				
(a)	Family	12	227	239	
(b)	Community	6	169	175	
(c)	Commercial	2	4	6	
(d)	General query	1	22	23	
	TOTAL	21	422	443	
12.	SUPPORT & COUNSELLING				
(a)	Mental Health issue	16	19	35	
(b)	Grief	4	9	13	
(c)	Social isolation	4	4	8	
(d)	Drug, alcohol, gambling addiction	4	8	12	
(e)	Food, Emergency relief, Accommodation	21	10	31	
	TOTAL	49	50	99	
13.	LOCAL & GENERAL INFORMATION				
(a)	General	1,083	962	2,045	
	TOTAL	1,083	962	2,045	
	GRAND TOTAL	9,084	25,447	34,531	34,287

AUDITOR'S REPORT

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TREASURER'S AND AUDITOR'S REPORT

– Barbara Kwiecien

Treasurer's and Auditor's Reports

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

The Audited Financial Statements

The Treasurer's position at Citizens Advice Bureau Inc (WA) ("CAB") is presently vacant, and as Acting Secretary to the Board I have taken on the responsibility of presenting the Financial Report for the year ended 30 June 2022.

A significant change this year is that CAB has been able to circulate the Association's Financials to its Members prior to the Annual General Meeting, giving the Members the opportunity for informed discussion at that meeting.

These audited Financial Statements comply with the relevant Australian Accounting Standards and form part of CAB's Annual Report and can be found on our website.

FY2021-2022 has been a year of consolidation at CAB following the disruptions of COVID and numerous staff movements, and of course the impact it had on our volunteers. Despite these challenges CAB has been able to operate and achieve a profit of just under \$7,000.

Independent Auditor's Report

I would like to express my appreciation to the Auditors for their professional assistance and advice in reviewing and auditing this year's financials. I bring to your attention Note 1 in the Notes to the Financial Statements which summarises the significant accounting policies that underpin these Financials.

I also invite Members to review the Auditor's report for their confirmation our CAB's Financial Statement for the year.

Statement of Financial Performance

This Statement presents two sets of numbers, one for the Perth office and the other are Consolidated numbers which sum the Perth and Branch financials. Although most of the income and expenses are reflected in the "Perth" columns. This report focuses on the consolidated results.

Statement of Financial Performance – Consolidated

The consolidated figures present a surplus of \$6,924 against a FY2021 surplus of \$41,090 if the COVID stimulus grants and reduction in funding grants are subtracted.

Although Total Revenue this year FY22 is down by approximately \$491,000 against FY21 Total Revenue, this is further analysed to be a loss of \$70,124 from last years' Total Revenue, after considering the combined reduction of grants, which includes the discontinuance of the COVID stimulus and the substantial reduction of the Lotteries West grant, the main purpose of which was to fund the upgrade of our computer hardware and systems.

There has been a reduction in the revenue from Legal Fees due to staff changes and a reduction in mediation revenue due to a review of the mediation service as well as staff movements.

It should be noted however that the Total Expenses were down marginally by \$36,000 as savings resulted from tighter controls of spending.

Consolidated Statement of Financial Position

This year has been a year of consolidation and renewal. Despite the issues experienced with staff movements and retirements, CAB has been able to post a modest profit and return to pre COVID services being provided, and all grants have been acquitted. With the two adjunct services – legal and mediation being invigorated, CAB is in a very strong financial position, with a substantial cash resource and no outstanding debts outside of normal trading items.

The Future

As CAB emerges from a few challenging years, it does so with a strong cash base, increasing volunteer and staffing base and with no debt.

Post the reporting period, CAB's IT and Accounts Officer Garry Bleakley retired after 24 years with CAB. I would like to thank Garry for his service and assistance in preparation of these financials as well as liaising with the Auditors. CAB welcomes and thanks Ms Ana Barrera who has skilfully taken charge of the accounts.

Thanks also go to the Interim CEO and her staff who have done an exemplary job in supporting CAB during this year of consolidation.

Barbara Kwicien

– Acting Secretary, Board of Management

STATEMENT BY THE BOARD OF MANAGEMENT

CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)
ABN 60 748 943 170

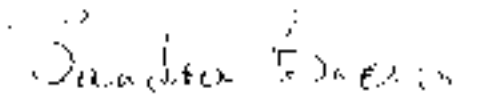
STATEMENT BY THE BOARD OF MANAGEMENT

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 2022 and the results of its operations and cash flows for the year then ended in accordance with accounting policies described in note 1 to the financial statements.
- (iii) The operations of the Bureau have been carried out in accordance with its Constitution, and
- (iv) At the date of this statement there are reasonable grounds to believe that the Bureau will be able to pay its debts as and when they fall due.

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



Sandra Brown
 President



Barbara Kwlocien
 Secretary

Dated this 7th day of 3rd July 2022

AUDITOR'S INDEPENDENCE DECLARATION



AUDITOR'S INDEPENDENCE DECLARATION

To: the Members of Citizens Advice Bureau of Western Australia Inc.

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the Board of Management of Citizens Advice Bureau of Western Australia Inc. As the lead audit principal for the audit of the consolidated financial report of Citizens Advice Bureau of Western Australia Inc. for the year ended 30 June 2022, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022 there have been no contraventions of:

- the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- any applicable code of professional conduct in relation to the audit.

Dated this 30th day of September 2022

AMW (AUDIT) PTY LTD

A handwritten signature in blue ink that reads 'AMW Audit'.

AMW AUDIT
Chartered Accountants

A handwritten signature in blue ink that reads 'M. Shone'.

MARTIN SHONE
Director & Registered Company Auditor

CONSOLIDATED STATEMENT OF FINANCIAL PERFORMANCE

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

CONSOLIDATED STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2022

	Note	Consolidated		Perth	
		2022 \$	2021 \$	2022 \$	2021 \$
REVENUE					
COVID Stimulus		-	155,743	-	155,743
Donations		4,978	5,262	3,312	3,038
Grants	3	1,032,548	1,268,645	1,026,548	1,262,645
Interest received		139	862	139	835
Legal fees	4	548,902	612,017	541,747	609,829
Membership fees		650	800	450	630
Mediation revenue		8,475	48,830	8,475	48,830
Other income		728	453	50	-
Profit/Loss on disposal of assets		-	(6,665)	-	(6,665)
Sale of resource material		9,893	12,067	4,857	6,376
TOTAL REVENUE		1,606,313	2,098,014	1,585,578	2,081,261
EXPENSES					
Administrative Expenses		290,180	212,500	420,128	332,734
Depreciation and Amortisation Expenses		241,497	259,937	158,266	180,252
Employee Benefits Expenses		861,310	968,780	854,645	962,408
Motor Vehicle Expenses		10,893	11,205	10,893	11,205
Rental Expense		120,877	112,515	81,513	81,621
Repairs and Maintenance Expense		26,640	24,751	17,885	15,621
Volunteer Expenses		47,992	45,659	25,905	21,974
TOTAL EXPENSES		1,599,389	1,635,347	1,569,235	1,605,815
NET SURPLUS FOR THE YEAR		6,924	462,667	16,343	475,446

The accompanying notes form part of these financial statements

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at 30 June 2022

	2022	Consolidated 2021	Perth 2022	Perth 2021
	\$	\$	\$	\$
ACCUMULATED FUNDS				
Retained earnings	713,626	756,702	709,996	743,653
Asset replacement reserve	150,000	100,000	150,000	100,000
	<u>863,626</u>	<u>856,702</u>	<u>859,996</u>	<u>843,653</u>
Represented by:-				
CURRENT ASSETS				
Cash and cash equivalents	1,038,188	1,043,370	1,019,751	1,023,094
Trade and other receivables	9	13	9	13
Prepayments	13,733	12,526	13,733	12,526
	<u>1,051,930</u>	<u>1,055,909</u>	<u>1,033,493</u>	<u>1,035,633</u>
NON-CURRENT ASSETS				
Plant and equipment				
Cost	555,713	531,375	521,096	499,546
Accumulated depreciation	(408,561)	(345,156)	(376,319)	(319,547)
Right-of-use assets (AASB 16)				
Cost	1,332,039	1,284,954	887,263	860,245
Accumulated amortisation	(454,604)	(291,402)	(251,828)	(165,030)
Bond for Branches	12,125	12,125	12,125	12,125
	<u>1,036,712</u>	<u>1,191,896</u>	<u>792,337</u>	<u>887,339</u>
TOTAL ASSETS	<u>2,088,642</u>	<u>2,247,805</u>	<u>1,825,830</u>	<u>1,922,972</u>
CURRENT LIABILITIES				
Payables	63,611	79,088	63,611	79,088
Provision for employee entitlements	180,308	186,075	180,308	186,075
Lease liability (AASB 16)	149,281	144,370	76,071	76,189
Income received in advance	38,650	32,640	38,650	32,640
	<u>431,850</u>	<u>442,173</u>	<u>358,640</u>	<u>373,992</u>
NON-CURRENT LIABILITIES				
Lease liability (AASB 16)	776,385	885,675	590,413	642,072
Provision for employee entitlements	16,781	63,255	16,781	63,255
	<u>793,166</u>	<u>948,930</u>	<u>607,194</u>	<u>705,327</u>
TOTAL LIABILITIES	<u>1,225,016</u>	<u>1,391,103</u>	<u>965,834</u>	<u>1,079,319</u>
NET ASSETS	<u>863,626</u>	<u>856,702</u>	<u>859,996</u>	<u>843,653</u>

The accompanying notes form part of these financial statements

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2022

Consolidated	Accumulated Funds \$	Asset Replacement Reserve \$	Total \$
Balance at 30 June 2020	344,035	50,000	394,035
Surplus for the year	462,667	-	462,667
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2021	756,702	100,000	856,702
Surplus for the year	6,924	-	6,924
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2022	713,626	150,000	863,626

Perth	Accumulated Funds \$	Asset Replacement Reserve \$	Total \$
Balance at 30 June 2020	318,207	50,000	368,207
Surplus for the year	475,446	-	475,446
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2021	743,653	100,000	843,653
Surplus for the year	16,343	-	16,343
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2022	709,996	150,000	859,996

The accompanying notes form part of these financial statements

CONSOLIDATED STATEMENT OF CASH FLOWS

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 30 June 2022

	Note	2022 \$	Consolidated 2021 \$	2022 \$	Perth 2021 \$
Cash flows from operating activities					
Payments					
Wages and salaries		(886,103)	(913,647)	(886,103)	(913,647)
Suppliers		(512,809)	(339,249)	(535,011)	(400,919)
Receipts					
User charges		564,037	668,887	556,682	666,529
Interest received		139	862	139	835
Other		15,599	17,782	8,219	9,414
Cash flows from government					
Receipts from appropriations / grants		<u>1,038,953</u>	<u>1,454,879</u>	<u>992,015</u>	<u>1,448,879</u>
Net cash generated from operating activities	5(b)	<u>219,816</u>	<u>889,514</u>	<u>135,941</u>	<u>811,091</u>
Cash flows from investing activities					
Payments for purchase of plant and equipment		(39,227)	(242,339)	(36,246)	(232,540)
Proceeds from sale of Assets		-	-	-	-
Net cash used in investing activities		<u>(39,227)</u>	<u>(242,339)</u>	<u>(36,246)</u>	<u>(232,540)</u>
Cash flows from financing activities					
Lease payments		<u>(185,771)</u>	<u>(174,526)</u>	<u>(103,038)</u>	<u>(99,552)</u>
Net cash used in investing activities		<u>(185,771)</u>	<u>(174,526)</u>	<u>(103,038)</u>	<u>(99,552)</u>
Net increase in cash held		(5,182)	472,649	(3,343)	478,999
Cash at the beginning of the financial year		<u>1,043,370</u>	<u>570,721</u>	<u>1,023,094</u>	<u>544,095</u>
Cash at the end of the financial year	5(a)	<u>1,038,188</u>	<u>1,043,370</u>	<u>1,019,751</u>	<u>1,023,094</u>

The accompanying notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements:

(a) These consolidated special purpose financial statements have been prepared in accordance with the requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 2015 (WA)*, and the following Australian Accounting Standards:

AASB 101	Presentation of Financial Statements
AASB 107	Statement of Cash Flows
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1048	Interpretation of Standards
AASB 1054	Australian Additional Disclosures
AASB 16	Leases

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accrual basis and is based on historical costs. It does not take into account changing money values, or except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

(b) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

(c) Trade and other receivables

Receivables are recognised at amortised cost, less any provision for impairment.

(d) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost less accumulated depreciation and impairment losses. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

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 plant and equipment is 11.25% to 40%.

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)
ABN 60 748 943 170

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

(e) Trade and other payables

These amounts represent liabilities for goods and services provided to the Bureau prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

(f) Revenue

Operating Grants, Donations and Bequests

When the Bureau receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Bureau:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Bureau:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (e.g. AASB 9, AASB 16, AASB 116 and AASB 138)
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer)
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

If a contract liability is recognised as a related amount above, the Bureau recognises income in profit or loss when or as it satisfies its obligations under the contract.

Capital Grant

When the Bureau receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The Bureau recognises income in profit or loss when or as the Bureau satisfies its obligations under terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

(g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the assets or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

NOTES TO THE FINANCIAL STATEMENTS

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

(h) Leases

The Bureau has elected to apply the new Australian Accounting Standard AASB 16 Leases with its initial date of application on 1 July 2019. AASB 16 introduces a single lessee accounting model and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. A lessee is required to recognise a right-of-use asset representing its right to use the underlying leased asset and a lease liability representing its obligations to make lease payments.

At the commencement of the lease the right-of-use assets are measured at cost. This cost consists of the amount of the initial measurement of the lease liability, any lease payments made at or before the commencement date, less any lease incentives received, and any initial direct costs incurred. At the commencement date, the lease liability is measured at the present value of the lease payments that are not paid at that date. The total lease payments are discounted using the interest rate implicit in the lease, and where that rate cannot be readily determined, the weighted average incremental borrowing rate of Bureau is used. Right-of-use assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

(i) Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

Long-term employee benefits

The liability for long service leave not expected to be settled within 12 months of the reporting date are recognised in non-current liabilities, provided there is an unconditional right to defer settlement of the liability.

(j) Principles of Consolidation

The consolidated financial statements incorporate the assets and liabilities of both the Perth Office and its branches as at 30 June 2022 and the results of these entities for the year then ended. All interbranch balances and transactions and unrealised profits arising within the consolidated entity are eliminated in full. Consistent accounting policies are employed in the preparation and presentation of the consolidated financial statements.

(k) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year. When the Bureau retrospectively applies an accounting policy, makes a retrospective restatement of items in the financial statements or reclassified items in the financial statements, a third statement of financial position as at the beginning of the preceding period in addition to the minimum comparatives financial statements is presented.

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.)
ABN 60 748 943 170

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2022

	Consolidated		Perth	
	2022	2021	2022	2021
	\$	\$	\$	\$
3. GRANTS				
Department of Local Government and Communities	607,106	577,369	607,106	577,369
The Law Society of Western Australia	110,000	110,000	110,000	110,000
Local Government grants	8,500	16,000	2,500	10,000
Lotterywest	34,537	225,463	34,537	225,463
Legal Aid (LCT)	151,707	241,026	151,707	241,026
Legal Aid (Mediation)	119,198	91,424	119,198	91,424
Other	1,500	7,363	1,500	7,363
	<u>1,032,548</u>	<u>1,268,645</u>	<u>1,026,548</u>	<u>1,262,645</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	112,643	147,500	105,488	145,312
Income received from the preparation of simple legal documents	436,259	464,517	436,259	464,517
	<u>548,902</u>	<u>612,017</u>	<u>541,747</u>	<u>609,829</u>

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

NOTES TO THE FINANCIAL STATEMENTS

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.) ABN 60 748 943 170

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2022

	Consolidated		Perth	
	2022	2021	2022	2021
	\$	\$	\$	\$
5. NOTES TO THE STATEMENT OF CASHFLOWS				
(a) Reconciliation of cash				
For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market investments, net of outstanding bank overdraft. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:				
Cash at bank and on hand	1,038,188	1,043,370	1,019,751	1,023,094
(b) Reconciliation of net cash provided by operating activities to net deficit for the year				
Net surplus for the year	6,924	462,667	16,343	475,446
Loss on sale of asset	-	6,665	-	6,665
Depreciation and amortisation	241,497	259,937	158,266	180,252
Interest expense	34,307	37,566	24,243	26,048
Movements in assets and liabilities				
Debtors	4	24,090	4	24,090
Prepayments and other assets	(1,207)	(4,208)	(1,207)	(4,208)
Creditors and accruals	(15,478)	59,245	(15,477)	59,246
Provision for employee entitlements	(52,241)	36,312	(52,241)	36,312
Income in advance	6,010	7,240	6,010	7,240
Net cash generated from operating activities	219,816	889,514	135,941	811,091
6. CAPITAL COMMITMENTS				
There were no capital commitments as at 30 June 2022.				
7. CONTINGENCIES				
There are no contingencies at reporting date.				

INDEPENDENT AUDITOR'S REPORT



INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA INC.

Opinion

We have audited the accompanying consolidated financial report of Citizens Advice Bureau of Western Australia Inc. ("the Association") which comprises the consolidated statement of financial position as at 30 June 2022, the consolidated statement of comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the Board of Management.

In our opinion, the accompanying consolidated special purpose financial report of Citizens Advice Bureau of Western Australia Inc. has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Association's consolidated financial position as at 30 June 2022 and of its consolidated financial performance and consolidated cash flows for the year ended on that date; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the auditor independence 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 consolidated financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to Board of Management, would be in the same terms if given as at the time of this auditor's report.

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

Emphasis of Matter - Accounting

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

Board of Management's responsibilities for the Consolidated Financial Report

The Board of Management of the Association are responsible for the preparation of the consolidated financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the consolidated financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and is appropriate to meet the needs of the members. The Managements' responsibility also include such internal control as the Board of Management determine is necessary to enable the preparation of the consolidated financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial report, the Board of Management are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board of Management either intend to liquidate the Association or to cease operations, or have no realistic alternative to do so.

INDEPENDENT AUDITOR'S REPORT



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

Our objectives are to obtain reasonable assurance about whether the consolidated 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 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 consolidated financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Management.
- Conclude on the appropriateness of the Managements' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial report, including the disclosures, and whether the consolidated financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the Association or business activities within the Association to express an opinion on the consolidated financial report. We are responsible for the direction, supervision and performance of the audit. We remain solely responsible for our audit opinion.

We communicate with Management regarding, amongst other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

AMW AUDIT

Chartered Accountants

Address: Unit 8, 210 Winton Road, Joondalup, Western Australia

MARTIN SHONE

Director & Registered Company Auditor

Dated at Perth, Western Australia this 30th day of September 2022



30 September 2022

The Board of Management
Citizens Advice Bureau of WA Inc.
Level 1, 25 Barrack Street
PERTH WA 6000

Dear Board Members,

MANAGEMENT LETTER

We advise that we have recently completed the audit of Citizens Advice Bureau of Western Australia Inc. for the year ended 30 June 2022.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. While our procedures are designed to identify any material weaknesses and detect misstatements from fraud and error, there is an unavoidable risk that even some material misstatements may remain undiscovered. This unavoidable risk is due to the test nature and other inherent limitations of an audit, together with the inherent limitations of any accounting and internal control system.

Apart from the audit adjustments that we have already communicated and have been acknowledged in the representation letter, we have no matters to report to you arising from our audit.

If you would like to discuss any matter in relation to the audit, please do not hesitate to contact us.

We would like to take this opportunity to thank you, Garry, Ana and Maree for assisting us with our queries to enable us to finalise the audit.

Yours sincerely

AMW AUDIT

Chartered Accountants

A handwritten signature in black ink, appearing to read 'MSH', enclosed in a rectangular box.

MARTIN SHONE

Director



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