



Established 1963

NATIONAL 17-23 MAY 2021  
**VOLUNTEER**  
WEEK  
RECOGNISE. RECONNECT.  
REIMAGINE.

## **Message from the President**

It is worth remembering that CAB has been operating in Western Australia, through thick and thin, since 1963; and despite the complications associated with COVID-19 during 2020/2021, our doors and phones have remained open to the community.

In the six months from July to December 2020, volunteers in our Branches and the Perth office gave information and referral to 17,000 people. Thus we have assisted many members of the community in our core business and it is through your dedication and service that we can continue to do so.

Our volunteer mediators assisted with 178 appointments during the same time and our pro-bono lawyers aided 264 clients. A wonderful achievement from our force of volunteers and I would like to give a heartfelt thank you to our staff and all of you for making this occur.

Volunteering is a two-way street, as while you are giving people the knowledge and confidence they need to find their way forward, you are also gaining in your own way the satisfaction and pleasure that comes from making a difference to the lives of people in need.



It is with delight that this year I note 23 members of our volunteer force will receive their pins and certificates for their unwavering loyalty to CAB.

I am looking forward to meeting some of you on our Volunteer Week trip to the WA Museum Boola Bardip on the 21<sup>st</sup> of May at a morning tea after the tour and to hear some of your experiences over the time you have been a part of our family. Once again my congratulations on your devotion to volunteering and a thank you for all you bring to CAB.

Kind regards,

Wendy Stephens  
President  
Board of Management

## **Message from the Volunteer Coordinator**

Happy Volunteer Week!

What a world of difference compared to last year! As an organisation, we navigated through the pandemic and adapted to the restrictions magnificently well and thanks to you, our committed volunteers, we have continued to provide services to the community and assist vulnerable people with only minimal interruptions to our services.

We are so proud of what we have been able to achieve collectively and it is our great pleasure to celebrate National Volunteer Week in person with you all at the new Boola Bardip Museum!

We hope this social outing and morning tea will be a token of recognition for your continuous support and outstanding work.

An immense thank you for the fantastic work you do throughout the year and for your genuine interest in CAB and helping people in need. All our volunteers go the extra mile to assist clients, and the organisation wouldn't be what it is today without your precious help.

Kind regards,

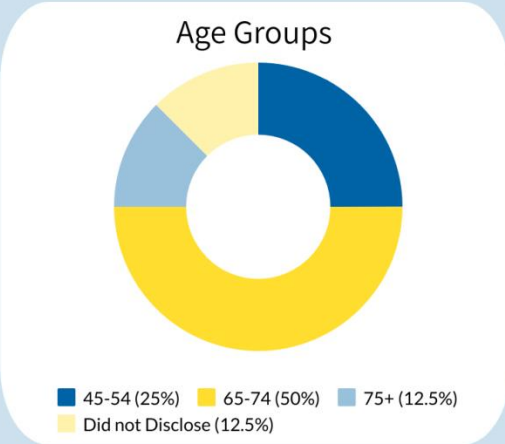
Elena Mauën ☺



The WA Boola Bardip Museum where our National Volunteer Week 2021 Event will take place.



At Armadale CAB, we have an excellent group of volunteers that we'd like to tell you a little about...



The total experience of volunteers at CAB Armadale is **53.6 years, or 0.65 lifetimes.**

The average age of a CAB Armadale volunteer is **64.1 years old.**

**"Armadale Branch provides excellent service to all clients thanks to our lovely volunteers! I'm very privileged to work with volunteers who are very loyal and passionate about what they do."**

Kerrie Schilling, Armadale Branch Coordinator

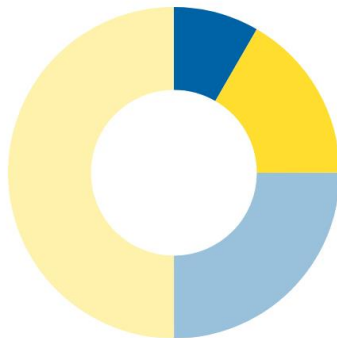


**The following Armadale volunteers are receiving pins and certificates this year for their service at CAB:**

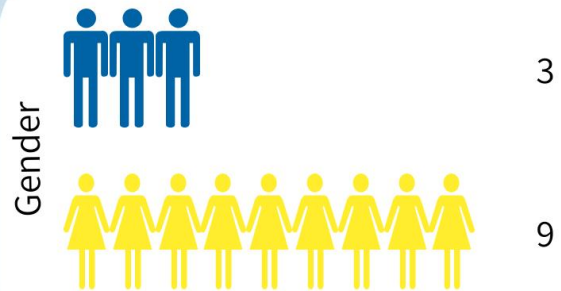
**Laurel Gould – 5 years**  
**Anna Karlsson – 5 years**  
**Maria Martires Klinger – 5 years**

At Bunbury CAB, we have an excellent group of volunteers that we'd like to tell you a little about...

Age Groups



25-34 (8.33%) 45-54 (16.67%) 55-64 (25%)  
65-74 (50%)



The total experience of volunteers at CAB Bunbury is **29.8 years, or 0.36 lifetimes.**



The average age of a CAB Bunbury volunteer is **60.3 years old.**



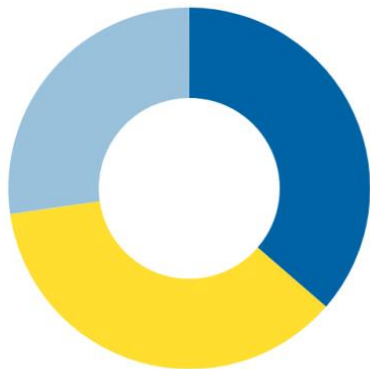
"Once again, I would like to extend my warmest appreciation for the commitment and support our volunteers continue to provide in maintaining the Bunbury office.

Our organization'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. Sharing their knowledge and giving freely of their time is insurmountable and as branch co-ordinator I extend thanks and congratulate them on their efforts, not only during this celebratory week, but every day of the year."

Greg Blake, Bunbury Branch Coordinator

At Busselton CAB, we have an excellent group of volunteers that we'd like to tell you a little about...

Age Groups



■ 55-64 (36.36%) ■ 65-74 (36.36%) ■ 75+ (27.27%)



The average age of a CAB Busselton volunteer is **69.5 years old.**

The total experience of volunteers at CAB Busselton is **25 years, or 0.30 lifetimes.**



Gender



1



10



**"We are very pleased to have the Legal Aid Virtual Office appointments start in our Busselton office, which has been starting up nicely. We also have had 3 new volunteers join the team which is very exciting.**

**The office has been quiet since reopening after the February lockdown, but Selva still comes to Busselton once a month. At Easter, all the volunteers received some Easter eggs as thanks for their contribution to the branch.**

**Thanks to all the volunteers for their hard work this year!"**

Toni Jacobsen, Busselton Branch Coordinator

The following Busselton volunteer is receiving a pin and certificate this year for their service at CAB:

Valerie Hill – 5 years

## **Interview with Gai Macauley**

Gai has been a volunteer at CAB for 2 years now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Gai:** I retired four years ago after 45 years in the workplace and moved to Busselton with my husband.

I hadn't given much consideration as to what I would do in retirement prior to this, however it soon became evident, the importance of giving back to the community.

Without volunteers, many of the services provided in this community would not be available.

Having worked in a professional environment, I was keen to pursue something that offered continued learning and personal development and most importantly support for others. I found CAB.

*What do you like the most about volunteering at CAB?*

**Gai:** Only having naïve knowledge of the law and community services, volunteering at CAB has provided me with a wealth of information. I like that you never stop learning.

Our Branch in Busselton, led by our coordinator, Toni, and supported by other volunteers, has provided me with friendship, professionalism, constant support and knowledge for which I am grateful.

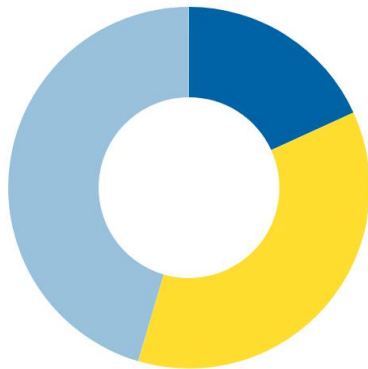
I also enjoy providing any support and assistance to clients. It is satisfying assisting a client who may have presented in a vulnerable state and left with a little peace of mind, direction and information to support them in their journey.

*Are there any clients you remember fondly from your time at CAB?*

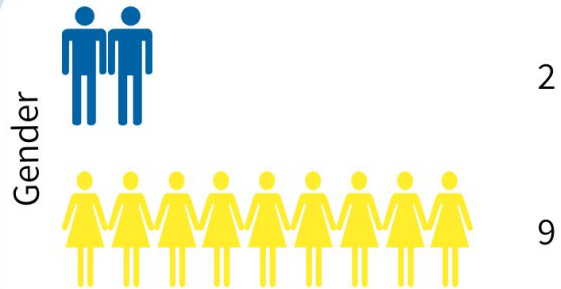
**Gai:** As your time spent with clients is limited, I try and make their contact with CAB a positive experience. To this end, I cannot recall any one client. I enjoy them all.

At Fremantle CAB, we have an excellent group of volunteers that we'd like to tell you a little about...

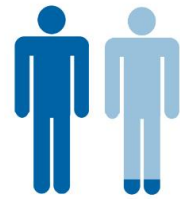
Age Groups



■ 55-64 (18.18%) ■ 65-74 (36.36%) ■ 75+ (45.45%)



The total experience of volunteers at CAB Fremantle is **89.5 years, or 1.08 lifetimes.**



The average age of a CAB Fremantle volunteer is **73 years old.**



**"Thanks to our wonderful volunteers, we were able to re-open straight after the three-day lockdown.**

**This is yet another example of their dedication to the local community."**

Margaret Marrone & Opal Van Niekerk, Fremantle Branch Coordinators

The following Fremantle volunteers are receiving pins and certificates this year for their service at CAB:

Pat Baxter – 15 years  
Opal van Niekerk – 5 years

## Interview with Opal van Niekerk

Opal has been a volunteer at CAB for 5 years now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Opal:** When I retired, I realised I was not cut out for sitting around at home as I have always worked since my first casual Saturday job as an assistant in Music Shop when I was 14 – many moons ago!

Flower arranging and other craft activities did not appeal but when I saw an advert for volunteers for CAB, it seemed ideal.

I saw it as an opportunity to help people less fortunate than me and to give something back to the community.

*What do you like the most about volunteering at CAB?*

**Opal:** What I like most about volunteering is the feeling that I have made a difference even if only in a small way to the clients who come into the office. It's very rewarding.

*Are there any clients you remember fondly from your time at CAB?*

**Opal:** One couple I remember fondly came in to see if we could locate two large parcels of souvenirs and second-

hand goods they had sent back to Fremantle shortly before they returned from their holiday in Germany.

They provided consignment notes and I set to work to trace the parcels. This involved contacting various agencies in both Germany and Australia over a period of about three weeks.

Unfortunately, the goods were not recovered. The parcels had arrived in Spearwood before the couple got back.

Not being claimed they were sent back to Germany to the AirBNB the couple stayed in, by which time the couple were on their way to Australia. The goods ended up in unclaimed parcels and were subsequently auctioned.

Although I had not been able to retrieve their goods, they were appreciative of my efforts. I often saw them on the bus as I was going to or from CAB and they always said hello and had a chat.

---

## Interview with Jim Williams

Jim has been a volunteer at CAB for 30 years now, so we asked him a few questions about his experience volunteering here.

*What does it mean to you to volunteer and help the community?*



**Jim:** Being a CAB volunteer is a continual learning process and that is a reward in itself, to be becoming more informed and aware of community matters.

I particularly like that, being volunteers, at CAB we have the time to listen. Often people contact us because they do not know what action to take and because other organizations do not have the time to listen.

Our wills and legal advice services provide much needed services which clients find difficult to access elsewhere.

Clients are able to discuss their issue with us and we are able, through our knowledge or research, to offer them information to assist them.

*What do you like the most about volunteering at CAB?*

**Jim:** I enjoy volunteering and find it very rewarding when I have been able to assist clients by offering suggestions for receiving the assistance they may need.

In my time at CAB I have enjoyed working with volunteers from a wide range of backgrounds and experiences from whom I have been able to learn and I have made some lasting friendships.

At his farewell, on being thanked for his service, a retiring Fremantle CAB Coordinator said that he had gained more from CAB than he had contributed and as someone who enjoys volunteering and helping others, that also sums up my experience.

*Are there any clients you remember fondly from your time at CAB?*

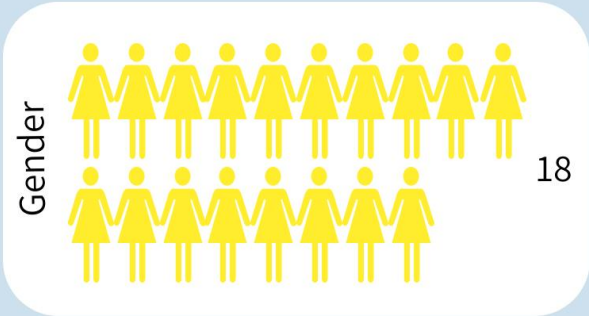
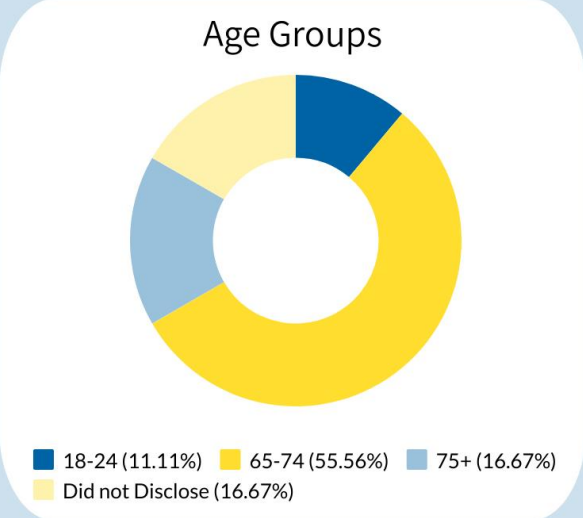
**Jim:** Although usually we do not receive feedback after assisting clients, it is particularly rewarding when they contact us later to express their appreciation for the advice they were given by CAB.



Margaret, one of the Branch Coordinators at Fremantle presenting Jim with his 30 year certificate and pin last year – an incredible achievement.



At Joondalup CAB, we have an excellent group of volunteers that we'd like to tell you a little about...



The total experience of volunteers at CAB Joondalup is **130 years, or 1.57 lifetimes.**

The average age of a CAB Joondalup volunteer is **64.1 years old.**

**"All of our volunteers are women, some are Law Students with the remaining being in the 60-70+ age group.**

**All of them are delightful ladies who remain good friends in and out of CAB.**

**Most of the volunteers have been with us for years and for that I thank them sincerely especially for their continuity with CAB."**

Diane Cook, Joondalup Branch Coordinator



The following Joondalup volunteers are receiving pins and certificates this year for their service at CAB:

**Kay Clohessy** – 10 years  
**Christine Mahoney** – 5 years  
**Trish Nelhams** – 15 years

## **Interview with Kay Clohessy**

Kay has been a volunteer at CAB for 10 years now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Kay:** I had made the decision to do voluntary work as soon as I was no longer working full time.

I've been involved in the community for many years volunteering at a hospital and providing companionship for the elderly.

It means giving time, gaining knowledge and meeting people.

*What do you like the most about volunteering at CAB?*

**Kay:** CAB provided me with the opportunity to do something different and challenge myself personally and gain experience in a specific field. It meant keeping my brain active, learning new skills and keeping me busy.

It also meant I was providing assistance to people who needed help and giving back to the community.

Helping others is good for the soul. I enjoy what I am doing as we all assist

each other and work well together. I also enjoy the friendships I have built up with other volunteers.

*Are there any clients you remember fondly from your time at CAB?*

**Kay:** It's extremely rewarding just getting a simple thank you from the clients. It's nice to know that you have helped.

---

## **Interview with Chris Mahoney**

Chris has been a volunteer at CAB for 10 years now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Chris:** After running a small business with my husband for 30 years and retiring – we were really almost 'cot cases', just worn out. But, sadly lounging around all day long enjoying doing absolutely nothing did not last.

I have always considered myself as a peoples person and when through a chance meeting with Bea, a volunteer at Joondalup, my interest buds were working overtime and the rest is history.

Five years volunteering have just flown by. I love what we do at CAB, I love being able to point people in the right direction for help, when sometimes all else fails.

So many folk out there have no idea where to start when they encounter problems or just need specific information and I like to think that with all the info we have on hand, I can make a difference to their lives.

I do sometimes wonder though, how so many other agencies refer people on to CAB – Is it in the 'Too Hard' basket for them? It is never ever in the "Too Hard" basket for us! That is why we are I feel we are special.

*What do you like the most about volunteering at CAB?*

**Chris:** Two things that jump out at me volunteering at CAB, one is I love the Dutch Biscuits we have with our coffee, which really has not helped the 5kg Covid Midriff that has mysteriously appeared!

Number 2 is I like putting lippy on when going to work and making an extra effort to wow the public, be it that most of our inquiries are on the phone sadly, so the beauty assisting them is unseen, only joking!!

Seriously, cos I can be, I enjoy my working environment, being busy, amazing myself at the amount of knowledge I have gained and never getting bored.

There is always something to do. The time flies by and our Galz at Joondalup are the Greatest, sorry other branches!

*Are there any clients you remember fondly from your time at CAB?*

**Chris:** So where do you start? One of the funniest incidents I incurred at Joondalup was when two lovely ladies of Asian descent, with sadly not a great understanding of English, (a tad like myself actually) had been to the Lotto Kiosk in Joondalup Shopping Centre only to find out they had won a substantial amount on their lotto, far too big to be paid over the counter, lucky ladies.

They were told they had to go to the Lotteries Commission to collect the money. Unfortunately they came into us at Lotteries House and wanted their winnings.

It was a difficult conversation, really, trying hard to explain that we could not pay them, even though they were in Lotteries House and finally sending them on their 'not so' merry way with details of where to go.

---

## **Interview with Trish Nelhams**

Trish has been a volunteer at CAB for 15 years now, so we asked about her experience volunteering here.

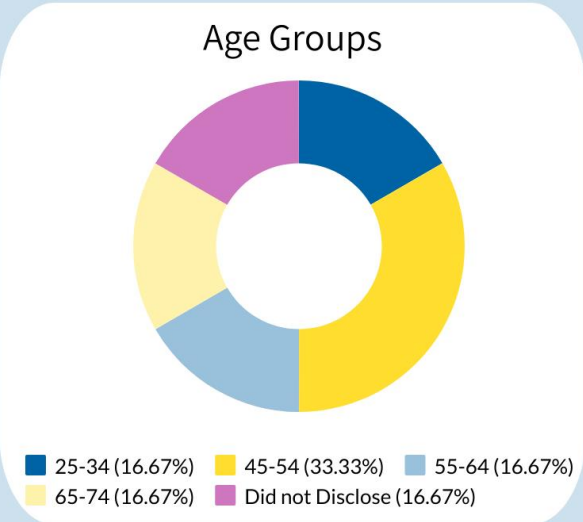
**Trish:** Personally, the members of our Joondalup Committees have always been 100% which has kept me coming back as a chairperson of Joondalup. Without them I would have been lost.

They are always so positive and happy with their own area of volunteering in CAB.

I, like the others quietly go along volunteering in other areas at the same time, we have a strong and dedicated group of people.



At Kwinana CAB, we have an excellent group of volunteers that we'd like to tell you a little about...



The total experience of volunteers at CAB Kwinana is **7 years, or 0.08 lifetimes.**

The average age of a CAB Kwinana volunteer is **52.7 years old.**

**"2021 has been a very interesting year so far, we have had 3 new staff join us and with a lot of new jobs opening up in the community three of our trained staff have found paid positions and unfortunately left. They will be missed.**

**The Kwinana Branch is now open four days a week and we are finding the work done by all the Kwinana staff to inform the community of our location and services is starting to pay off with an increase of clients.**



**It was amazing just how many community-based organizations didn't know where or who we were, and they now have flyers and information about us to pass on to their clients when needed.**

**Kwinana - a great team doing great things!"**

Sandy Stevenson, Kwinana Branch Coordinator

## Interview with Mel Mead

Mel has been a volunteer at CAB for 2 years now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Mel:** It gives me pride in myself to be able to help other people in my community.

Even if it seems so little help some times.

*What do you like the most about volunteering at CAB?*

**Mel:** I enjoy meeting all the different people that I talk to on the phone or in person.

And of course the other volunteers I work with.

*Are there any clients you remember fondly from your time at CAB?*

**Mel:** I remember one time a young lady walked into our office in such a state she couldn't put two words together.

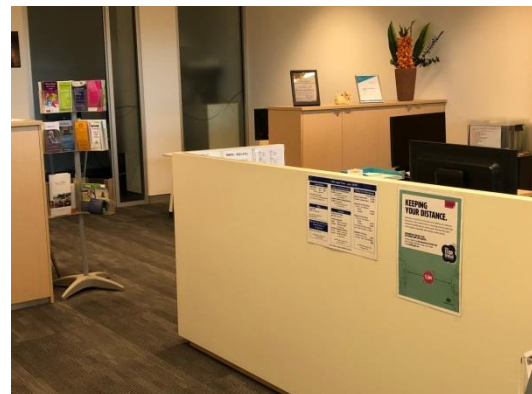
We sat her down with a box of tissues and a glass of water and told her to take a couple of deep breaths and start talking when she was ready.

The poor girl was so scared of losing her children and not having anywhere to live. After allowing her to talk for a while (getting it all out of her system) we were able to give her information on where she could go for assistance.

We printed off a stack of paperwork for her on who she can contact. The best part of that day, this lady walked out of our office with a smile on her face knowing that she had somewhere to go to help her out.

She popped back in about a week later with a smile on her face to say "Thank you for all your help".

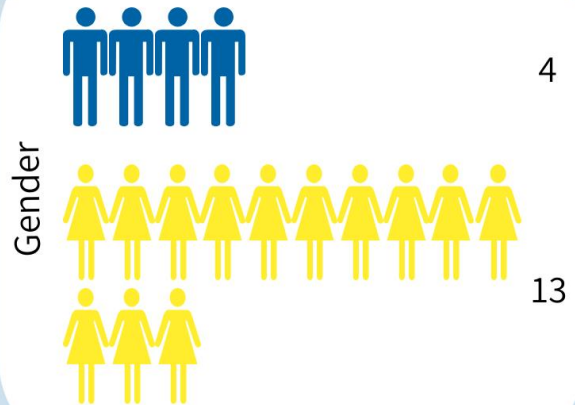
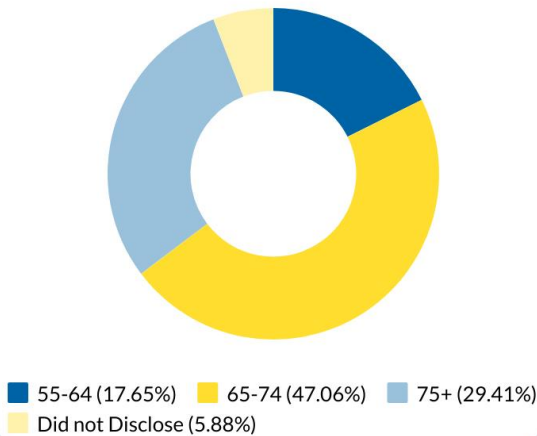
I believe the little help we gave her that day was what made her life controllable and liveable. And she knew that she had somewhere to go for help in the future if needed and a friendly face.



Kwinana's cosy office in a photo taken by Sandy for our new website pages – coming soon!

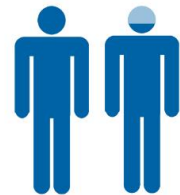
At Mandurah CAB, we have an excellent group of volunteers that we'd like to tell you a little about...

Age Groups



The average age of a CAB Mandurah volunteer is **72.1 years old.**

The total experience of volunteers at CAB Mandurah is **157.6 years, or 1.9 lifetimes.**



**"The Mandurah Branch has had quite a busy 2021 so far despite the recent lockdowns.**

**We are attending a few social events during the National Volunteer Week to celebrate and promote our lovely branch.**

**Thanks to all the volunteers for their hard work during this time."**

Frances Cain & Deborah Wade-Marshall, Mandurah Branch Coordinators

The following Mandurah volunteers are receiving pins and certificates this year for their service at CAB:

Jean Bamford – 10 years  
Matthew Bassett-Scarfe – 15 years  
Joy Helliwell – 5 years

## Interview with Joy Helliwell

Joy has been a volunteer at CAB for 5 years now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Joy:** After coming to Perth from a 50 year working career in law in Victoria eight years ago I felt it has been worthwhile to volunteer at CAB as I have used the information I had gained.

*What do you like the most about volunteering at CAB?*

**Joy:** I have liked meeting and helping people.

After COVID-19 I had thoughts of not returning but I am glad I returned as it is better for my physical and mental health to be involved.

*Are there any clients you remember fondly from your time at CAB?*

**Joy:** I remember fondly how a client using the virtual office was so happy she gave a cuddle to the volunteer as she left.

Pre COVID-19 of course!

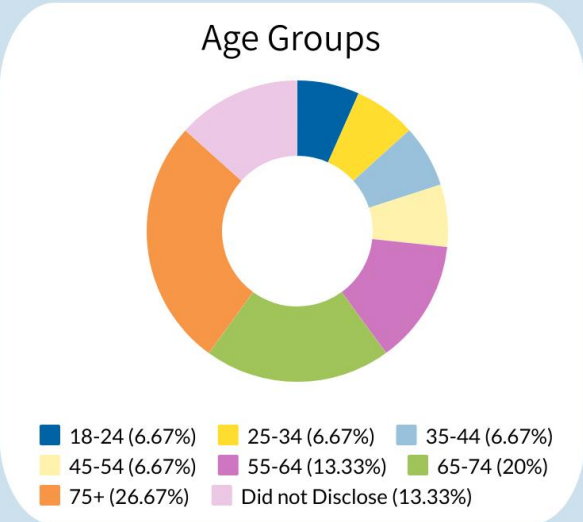


Joy and Denise, the Monday Mandurah girls are pictured taking a brief mask break in the office.





At Midland CAB, we have an excellent group of volunteers that we'd like to tell you a little about...



The average age of a CAB Midland volunteer is **61.1 years old.**

The total experience of volunteers at CAB Midland is **168.1 years, or 2.03 lifetimes.**



**"Huge thank you to our Volunteer Team.**

**In these challenging times we have still been able to provide information, referrals and legal appointments to our clients.**

**An accomplishment to be proud of!**

**Thank you for your commitment and dedication. Looking forward to another year of working together in our friendly branch."**

Martha Linke, Midland Branch Coordinator

The following Midland volunteer is receiving a pin and certificate this year for their service at CAB:

**Janet Harding** – 20 years

## **Interview with Caitlin Casparis**

Caitlin has been a volunteer at CAB for 6 months now, so we asked her a few questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Caitlin:** As volunteers we get just as much out of CAB as the clients do.

Not only is it a great way to meet new people and expand your skills, you also can make a big difference in the lives of our clients, and that is very rewarding.

*What do you like the most about volunteering at CAB?*

**Caitlin:** What I like most about volunteering at CAB is the relief we can provide to our clients who come to us very overwhelmed and often very unsure about where to even start with an issue which they are facing.

Many clients walk in the door panicked and stressed so when they are able to walk out confident of what to do next after being provided with some resources or information that is a great feeling.

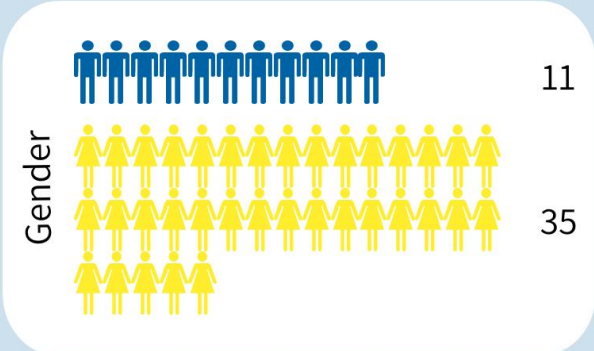
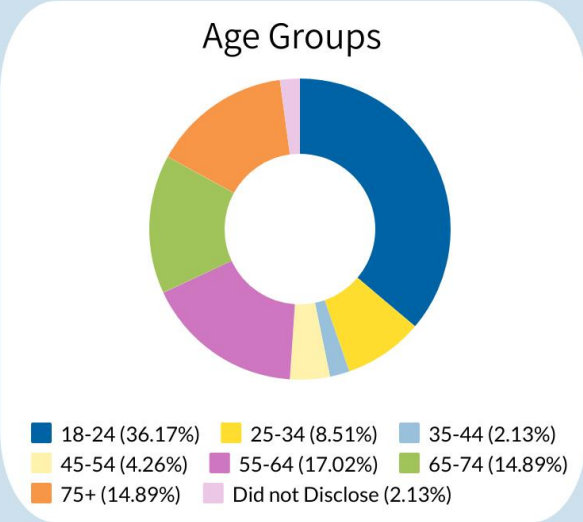
*Are there any clients you remember fondly from your time at CAB?*

**Caitlin:** Although there are many clients I remember fondly, I think some which stand out to me have been a few of our very elderly clients, who have come in to get some information but really the most valuable thing we have provided for them is to have their voice heard and just to have someone to speak to.

I have just felt as though they were really grateful to speak with us and that is just lovely.



At Perth CAB, we have an excellent group of volunteers that we'd like to tell you a little about...



The average age of a CAB Perth volunteer is **47.4 years old.**

The total experience of volunteers at CAB Perth is **239.7 years, or 2.9 lifetimes.**

**"The Perth office has an amazing and diverse team of volunteers.**

**Thank you all for giving your time so generously. You should be very proud of the wonderful service you provide to the community and the difference you're making to the lives of the people you help. Without you we'd all be lost.**

**Wishing you a fabulous Volunteer Week."**  
Kathryn Lawrence, Chief Executive Officer



The following Perth volunteers are receiving pins and certificates this year for their service at CAB:

**Susan Dixon** – 5 years  
**Meredith Moore** – 5 years  
**Eric Tan** – 15 years  
**John Winship** – 5 years

## **Interview with Eric Tan**

Eric has been a volunteer at CAB for 15 years now, so we asked him a few questions about his experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Eric:** My parents raised me to always give more than you take. This is a philosophy for living that I've tried to implement.

Being naturally curious (less kind souls may allege that I'm a busy body) I've been asked to assist quite frequently. Since I've been very blessed and there are many in the community less fortunate than me, I'm generally quite willing to help out.

If I have the skills or ability to assist and make someone else's life a little better, I believe that I have a moral obligation to do so.

*What do you like the most about volunteering at CAB?*

**Eric:** I started out giving pro bono legal advice at CAB. I found CAB to be a good fit since as a lawyer, I was able to use my knowledge and skills to give pro bono legal advice.

I have encouraged the lawyers I work with to become pro bono legal advisors with CAB too and I'm glad to say that quite a few have done so.

After many years giving pro bono legal advice at the CAB, I was asked to join the Board of Management. I juggled being a pro bono legal advisor and being on the Board for some years.

Then, a few years back, my business partner decided that I had too much on my plate and nominated himself to replace me as a pro bono legal advisor.

Since then, my volunteering at the CAB has been limited to being a Board Member.

*Are there any clients you remember fondly from your time at CAB?*

**Eric:** I would say that 99% of the time, the clients I saw at the CAB were nice and very appreciative of the advice given.

I would never tire of hearing clients say, "Thank you. You've put my mind at ease", or "You've helped me understand all the steps that I need to do next", or "I was so worried and you reassured me". Therefore, I have fond feelings of being able to make life a little bit better for someone else.

Perhaps the ones I remember more are the few exceptions to the rule. The ones who didn't like the advice, not realising that our role was to give them

accurate advice, not advice they wish to hear.

One memorable one was a man who wanted to know whether he could sue the Immigration Department for infringing on his rights to marry whomever he wants.

Apparently, he was told he had exceeded his quota of foreign wives and cannot sponsor his latest intended foreign wife.

I had to research that, but apparently, the Immigration Department now restrict how many foreign spouses one person can sponsor. Then, he had to wait 5 years before he can sponsor a new spouse.

I'm not an immigration lawyer but I believe that now, perhaps as a result of people like him, the Immigration Department limits two foreign spouses per person, and you can only sponsor them 5 years apart.

I advised him that his rights were not being infringed because there is no right to unlimited foreign spouses. I helpfully suggested that since he had exceeded his quota, he could move overseas to where she resides, and wouldn't that be so romantic?

---

## **Interview with John Winship**

John has been a volunteer at CAB for 5 years now, so we asked him a few questions about his experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**John:** For many years I held the thought that after my retirement from paid employment I would like to work in a volunteering role in order to keep me mentally active and enjoy the social outlet of working within an office environment.

After being with CAB for 5 years now I can testify that volunteering certainly satisfies these personal ambitions but far more importantly it has opened my eyes to the vast need within our community for multi-faceted support services.

I realise that the true benefits of volunteering are readily felt by those people who you can assist, even if in only a small way.

When asked after a day at CAB "what did I do today?", my answer always starts with "I helped someone to ....."

This exemplifies what volunteering means to me - working within a team environment and making a contribution to assist people with diverse needs.

*What do you like the most about volunteering at CAB?*

**John:** I really enjoy working at CAB. Whilst some of our clients may have difficult or complex needs, I have always felt fully supported in supplying the necessary information to these clients.

All the CAB staff and fellow volunteers are willing to assist with gaps in my knowledge (and there are many) so as to help me to help our client. It is truly a team effort.

After 5 years working at CAB not a day goes by without learning something new. Apart from continuous on-the-job learning, CAB offers many

opportunities to participate in courses covering a range of subjects. I have found these most helpful and supportive in my volunteering role.

I also find CAB really interesting as the subject matter we cover is so varied and far removed from the paid work I used to do. I suppose that's what makes it very enjoyable - to quote the oft used phrase "a change is as good as a holiday".

Whilst I understand that the work CAB does is important for the benefit of our clients, away from the phones or reception desk there is always the chance for some socialising to offset the serious nature of our client discussions.

I have attended a number of functions hosted by CAB such as the Christmas lunches, Melbourne Cup day celebrations, National Volunteering week functions and the like.

*Are there any clients you remember fondly from your time at CAB?*

**John:** During the course of my time at CAB I have spoken with many clients about a range of issues, some being quite involved through to simple requests such as to how to find a particular address.

Probably the most memorable client was a lady who rang in with a number of issues. She was very emotional at the start of the call and couldn't describe to me what she actually required.

Realising that her state of mind was a stumbling block to finding this out, I invited her to make a cup of tea whilst I remained on the line.

She did this, came back to the phone a lot more composed and together we managed to resolve with some semblance of priority order as to what CAB could assist with and I provided referrals for the remaining matters.

The entire call took close to one hour but at least the client was relieved and very thankful that her multiple issues now had some form of manageable structure and she was able to move forward.

On a lighter note, I received a call from a lady who wanted to know how to get stains removed from her marble kitchen bench top. Of course, I had zero knowledge of this subject.

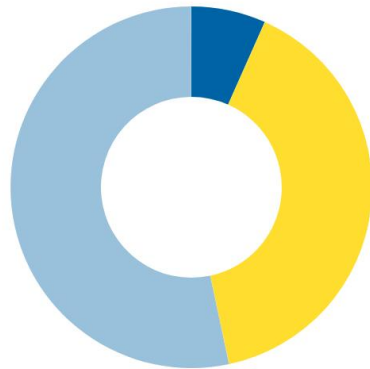
Undeterred, I looked up a popular search engine, included the usual disclaimers about not believing everything that's on the internet, and then let her know about the commonly presented remedies.

I also mentioned various marble suppliers who may have been able to assist her and speak for the veracity of the internet articles.

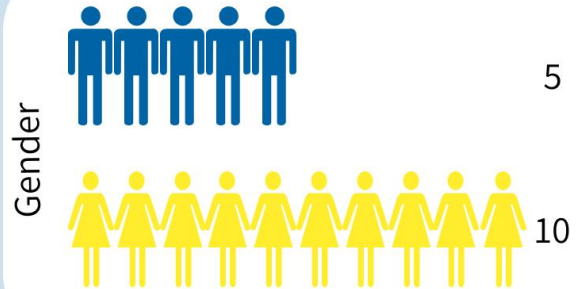
All this goes to show that's CAB's reputation for providing information and referrals covers a diverse range of subject matter.

At Rockingham CAB, we have an excellent group of volunteers that we'd like to tell you a little about...

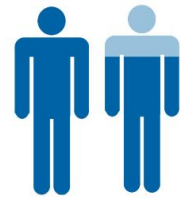
Age Groups



■ 55-64 (6.67%) ■ 65-74 (40%) ■ 75+ (53.33%)



The total experience of volunteers at CAB Rockingham is **143.1 years, or 1.73 lifetimes.**



The average age of a CAB Rockingham volunteer is **75.1 years old.**



"The Rockingham volunteers have a close-knit relationship and work extremely well together. They share a common passion and commitment to helping vulnerable clients and a wealth of experience. It is my great pleasure to be acting as branch coordinator and working closely with them. They are the perfect example of 'service above self' and an inspiration to others seeking to make a positive impact in their local community.

**Thank you all for your outstanding work and dedication to CAB!"**

Elena Mauen, Rockingham Branch  
Acting Coordinator

The following Rockingham volunteers are receiving pins and certificates this year for their service at CAB:

**Gordon Crane** – 20 years

**Joan Fulford** – 25 years

**Gail Mountain** – 10 years

**Lynette Scott** – 15 years

## **Interview with Joan Fulford**

Joan has been a volunteer at CAB for 25 years now, so we asked about her experience volunteering here.

**Joan:** I really enjoy volunteering!

I feel that I get much more than I give out of it.

It keeps me happy and contented and I feel I am giving back something to the community.

There are a number of clients over the years that we have helped who still speak to me when I see them out in the local shopping centre, so that's really nice.



Joan and Gordon are shown here being presented with Community Citizen of the Year Awards in 2019 by the City of Rockingham.





At CAB's Visiting Lawyer Service, we have an excellent group of volunteers that we'd like to tell you a little about...

The total experience at CAB of Visiting Lawyers is **77.4 years, or 0.94 lifetimes.**



Gender



7



5

## Areas of Law Covered

Family Law



6 lawyers with **29.4 years** combined of CAB Experience.



Estate Matters



4 lawyers with **33 years** combined of CAB Experience.



Restraining Orders



3 lawyers with **15.8 years** combined of CAB Experience.



Contract Law



2 lawyers with **13.5 years** combined of CAB Experience.



...and many more!

**"A number of private lawyers attend CAB on a regular basis and provide advice to clients on areas of law they specialise in. Clients who pay a nominal appointment fee receive specialist legal advice which would otherwise have been expensive, and beyond the reach of many."**

Selva Stenross, Principal Legal Officer

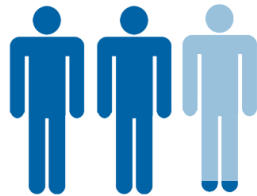
The following volunteer lawyers are receiving pins and certificates this year for their service at CAB:

**Malcolm Sandman** – 5 years

**Keith Sorenson** – 10 years

At CAB's Mediation Service, we have an excellent group of volunteers that we'd like to tell you a little about...

The total experience of Mediators at CAB is **170.9 years, or 2.06 lifetimes.**



Gender



6



8

## Family Dispute Resolution Practitioners

Accredited  
FDR  
Practitioners



9 accredited FDR practitioners (under the Family Law Act 1975) with **127 years** combined of experience at CAB.

All mediators can facilitate the process of Family Mediation if a Family Dispute Resolution Practitioner is present.

All mediators can also support Community & Commercial Mediation, and are accredited under the National Mediator Accreditation System (NMAS).



**"Our team of volunteer mediators does an incredible job in supporting people through the mediation process.**

**The mediators invest a significant amount of time and energy in supporting mediation clients – to communicate effectively, to stay focused on the best interests of their children where relevant, and to reach agreement on what can sometimes initially appear to be quite irreconcilable differences.**

**A number of our mediators have been delivering mediation services with CAB for years – and even decades in some instances – which is just one indicator of the commitment and dedication of our mediators."**

Donna Quinn, Mediation Services Coordinator

## **Interview with Shannon Hayes**

Shannon has been a volunteer at CAB for 17 years now, so we asked her some questions about her experience volunteering here.

*What does it mean to you to volunteer and help the community?*

**Shannon:** It means a great deal to me to have an opportunity to give a little back to the community as a Family Mediator.

It also provides me with a reason to get out of my pyjamas in the morning which becomes increasingly important once you find yourself on the "Retired" list!

*What do you like the most about volunteering at CAB?*

**Shannon:** As a Family Mediator, I gain enormous satisfaction when I am able to encourage parents to design a parenting plan which reflects the emotional needs and wellbeing of their children and does not reflect their own personal grievances with each other.

A good Parenting Plan brings structure and consistency for the children and is a rewarding exercise of which to be a small part.

We can only hope that what the parents sign off on will prevail for many years to come.

It is also a pleasure to mediate with some very fine and committed people.

*Are there any clients you remember fondly from your time at CAB?*

**Shannon:** Yes, there are always a few clients who I remember fondly and they are the ones who are able to cooperate with each other and put their children's needs first.