

Message from the President

CAB continues to do well in this uncertain time created by COVID-19. With Stage 5 delayed and true normalcy not yet returning CAB's service delivery remains unchanged with safety plans in place and all staff and volunteers practising social distancing and good hygiene practises. I would again like to thank all the branch coordinators and volunteers for their hard work in keeping the branches open and operating, with excellent support provided by Kathryn and her great team.

This period of the year is characterized by Branch AGMs, with five of them already held, and a further two to come, plus the Perth AGM in October. It's been wonderful to go down to each branch with Margaret Dixon, the Vice-President, and meet all our volunteers. I love getting an inside perspective about what goes on at each branch. Thank you all for welcoming us, and for those yet to come, I'm looking forward to seeing you.

At the branch AGMs, Margaret and I have been able to talk about our review of the By-Laws and get some excellent comments and feedback from you all regarding them. That feedback is invaluable to us as it will allow us to make sure that these rules are appropriate for the branches and their needs.

Finally, I would like to recognise the efforts of everyone at CAB in making sure that social distancing, hand sanitising and other practises to prevent COVID-19 are still being maintained. It is important that we do not become complacent in these practises in order to ensure that each of our communities remain COVID free. Thank you for your unwavering support and stay safe.

Best wishes,

Barbara Kwiecien
President
Board of Management





Message from the CEO

Hello and welcome to our spring newsletter. I just wanted to give everyone an update on what we've been up to over the past few months.

Our Midland Branch moved locations just before the last newsletter and now our Armadale Branch has moved as well. We're now centrally located at Shop 6, Armadale Central Shopping Centre, 10 Orchard Avenue. Our gorgeous shop front is shown below. Thanks to all the Armadale volunteers led by Kerrie and to Garry for his hard work in moving us to this new location. If you can't find us - just follow the smell of popcorn as we're near the cinemas 😊

As the secretary to the Board one of the things I'll be up in the next two months is planning the Annual General Meeting for CAB. With the Phase 4 restrictions still in place in regard to social distancing, we've had to implement a strict RSVP requirement in order to ensure social distancing is maintained. Normally we do a big lunch prior but sadly this has had to be cancelled. So if you are a member of CAB, and want to attend the AGM, please ensure you RSVP to Elena at manager@cabwa.com.au.

We've also completed a lot of training recently with another 11 volunteers coming on board since the last newsletter. They are located across both Perth metropolitan and the South West region. We have more training coming in only a few weeks so CAB is growing bigger by the day! A big warm virtual hug to everyone who has recently joined us and I hope you enjoy your time at CAB.

A huge thank you to all of our volunteers, staff and the board of management for getting CAB through this challenging time. We're quickly getting closer to the end of the year with warmer weather and sunnier days so stay safe and well and as soon as I know I'll update you all on what is happening with Christmas lunches this year.

Best wishes,

Kathryn Lawrence



This is our new Armadale officefront. Come check us out soon!

Staff Profile - **Judy Fetherston**

Judy has been with CAB since 2009, starting as a volunteer and then moving into a paid role while still volunteering one day a week. We asked her some questions about her experiences at CAB given that interesting and lengthy history.

What were you doing before you came to volunteer at CAB? What is your background?

Judy: I was born in Melbourne, but moved with my family to Canberra when I was six and grew up there. I met my husband in Canberra and my children were born there. After completing an Advanced Secretarial Course, my first job was as a secretary in the Attorney-General's Department. Following that, I worked at the Tariff Board, and then in the Crown Solicitor's Office.

After my children were born, I worked part-time in a doctor's surgery. Following my husband's graduation as a geologist we moved to Sydney where we lived for six years. During our time in



Sydney I worked in the Department of Paediatrics at Westmead Hospital and also enrolled in a Bachelor of Arts course at The University of New England.

Following my husband's appointment as a geologist with the Geological Survey of WA we all moved to Perth. My first job was as an Administrative Officer in the University Department of Medicine at Queen Elizabeth II Medical Centre where my main task was looking after the UWA students doing their medicine attachments in 4th, 5th and 6th years. It is interesting to note that the haematologist and ophthalmologist I now see regularly were both students under my watch during my time at QEIMC (and they both remembered me!).

After 10 years at QEIMC I moved to the main campus of UWA where I worked in the Economics and Science faculties. During this time I completed my degree (which I had transferred to Murdoch University) - a BA in Politics, Philosophy and Sociology. It turned out to be a very useful degree for someone working in a university!

In total I worked for 20 years at UWA, my last two positions being the Executive Officer for the Faculty of Science, and then the Faculty's Development Officer setting up a UWA science course in Singapore, which is still operating. Interestingly, the people I missed most when I retired in 2008 were the students.

You have been with CAB for 10 years now - has your role changed much of the years? Has CAB changed over this timeframe?

Judy: I commenced at CAB in May 2009 where I was a volunteer answering phone inquiries one day per week. I also helped out compiling wills. After about 18 months I was asked by the CEO if I would be interested in helping out with administrative matters on a more permanent basis, preferably three days per week. I agreed on the basis that I would continue to volunteer my services one day per week and work as a staff member two days per week.

Over the 10 years I have been at CAB it has certainly changed and modernised. When I started out as a volunteer answering the phones we had a paper diary on which we entered the details for legal appointments. This diary was passed from person to person during the day as phone calls came in and appointment details needed to be entered. I used to work on Fridays, but offered to fill in on a Monday once when CAB was short staffed. I will never forget that day - it was mayhem as Mondays can be (ask the current Monday volunteers!) and it was the afternoon before I could get hold of the paper diary to enter the details of the appointments I had made (transferring one lot of paper data to another paper record). I made a resolution that day that I would never offer to work on a Monday again.

Of course things have improved significantly since then. When I started, the volunteers were largely retirees. Now we have a lovely mix of students, those looking to gain skills for employment, as well as retirees. We have modernised with very useful electronic databases and better computers, desks and chairs, and the configuration of the Perth office has changed at least twice since that time. We now have a modern office and modern equipment, which enables us to provide the excellent service for which we are known.

You work with the legal team quite closely with regard to document preparation - what specifically is your role in this process?

Judy: My main role with the legal team is proofing the Wills, EPAs and EPGs which have been drafted by our solicitors and ensuring the movement of the documents through the various processes so that they get to our clients in the promised timeframe of eight weeks. The

checking process is quite stringent - documents are drafted by the paralegal staff and solicitors, double checked by the solicitors and then sent to me for proofing.

If there are no problems with the documents I send them to be compiled. If there are queries they go back to the solicitor for further assessment. After compiling, the documents are checked again by the solicitors before being approved for dispatch to our clients. I love what I do and find it interesting and satisfying - and our lawyers are lovely to work with!

You actually volunteer one day a week in addition to your paid work - does your volunteer day differ from your other days, or are they quite similar?

Judy: I have nominated Tuesday as my volunteer day, but in relation to my duties it makes no difference - I carry out the same tasks on all days whether or not I am volunteering.

Do you have any stories about CAB or your experience that you'd like to share that have been memorable?

Judy: In the early days when I was on the phones I had a call from an elderly lady who wanted to make a baby's rug for a soon to be born baby of her young Asian neighbour. The baby was to be born in early January and the lady said she wanted to put the star sign emblem on the rug she was making. I asked her if she was wanting the Chinese zodiac sign or the usual "western" sign. She said she wanted the western sign and was horrified when I told her it was a goat. She said she could not possibly put a goat on a baby's rug, so I found out that pansies were the floral emblem for Capricorn and she was much happier with that. Then we talked about whether she would put a pansy in each corner, or perhaps a goat and a pansy or perhaps something along the edges or... I have no idea what she decided to do in the end, but I am sure her neighbour would have appreciated the gift.

Did you know?

CAB offers a variety of legal services to our clients, some of which such as complex estate matters are not offered at other Community Legal Centres. Thank you to Selva Stenross for providing this case study about this type of legal service!

A client attended to apply for letters of administration to administer her father's estate. She was listed as his daughter on his death certificate but he was not listed as her father on her birth certificate. The daughter developed a relationship with her father when she was a teenager.

On one occasion her father, who suffered from depression, wrote out a Will leaving everything to his siblings. One of the deceased's siblings attended the appointment at CAB with the client and advised me that the Will was written by the deceased before his daughter made contact with him so did not express his testamentary intention.

Before attending CAB our client and her aunt had consulted a private lawyer who quoted \$15,000.00 to address the complex issues involved so that the client could satisfy the Court that she should be appointed the administrator of the estate.

The client could not afford this fee and was happy to learn that CAB could assist for only \$1,500.00. CAB is the only Community Legal Centre that does complex estate matters.



Natalia and Elena pictured here delivering training to our wonderful Bunbury & Busselton volunteers.



Biography of Wendy Stephens **- Board Member**

Wendy has been a CAB volunteer for 8 years. She is the receptionist at the Perth Office on Mondays and has been on the Board of Management since 2017.

Wendy was born in Brisbane and comes from a Theatrical/Legal background. She studied at the University of Queensland for 3 years where she directed the Australian University Drama Festival and gained a half-blue in Fencing. She worked in London for the Commonwealth Office of Information on a monthly TV News Production and then joined an international company touring as Public Relations Officer in the Far East.

She married and lived in Malaysia for 22 years before returning to Australia with her husband and two sons. She gained a double degree in Media and Journalism from Murdoch University

and fought two campaigns for a seat in the Legislative Council of the Parliament of Western Australia.

She has always been interested in community affairs and was the representative of the WA Consumer Council and co-chair on the Telstra Regional Consumer Council for 4 years. She is a Friend of His Majesty's Theatre where she gives tours of the auditorium and is a supporter of the Museum of Performing Arts. Wendy was elected onto the Town of Claremont Council for 8 years before joining CAB in 2012.

CAB News

Stage 5 of restriction removal has not commenced yet, and as a result CAB still needs to abide by the COVID-19 Stage 4 Safety Plans, which include usage of hand sanitizer, social distancing, and wiping down surfaces with disinfectant wipes. If you are unsure about the requirements of these plans, the information can be found on our Branch Intranet.

CAB has started implementing the new OS&H procedures in our branches! This procedure and those forms can be located on the Branch Intranet as well, and a training program has been developed, and will be rolled out starting now, with most people being trained in it during refresher training. If you are interested in learning about these new forms and procedures, read through the procedure document and speak to either your Branch Coordinator or email ceoassistant@cabwa.com.au with any queries.

CAB's Armadale Branch moved just a few weeks ago at the end of August. Our new address is [Shop 6, Armadale Shopping Centre, 10 Orchard Avenue](#).

TAX-Help services are being provided at a variety of our branches now, from July to October. If you need some help filing your taxes and meet the criteria listed on the ATO website, call one of our branches to organize an appointment today.

Kwinana recently had a few stalls at the Kwinana Marketplace in order to improve their advertising foot traffic as well as raise awareness in the community. Thanks to Sandy and the Kwinana volunteers for organizing these stalls!

Some CAB Branches have already had their AGMs, while some others will be having their individual Annual General Meetings in the next month - so if you are a financial member of CAB, keep an eye out for those so that you can have your say in the future of your Branch!

In addition, CAB's main AGM will be held in October, where members can attend and have a say in the future of the organisation as a whole. If you are a member, keep an eye out for details about this AGM and attend to have a say.

Stacey & Daniel also recently attended a 3 day training program run by Legal Aid on Family Law, Protection and care and Family Violence Restraining Order matters. The training ran from 24 August 2020 to 26 August 2020. The training was specifically organised to cater for new and junior lawyers with less than 6 months experience practising in family law and/or protection and care matters.

CAB will also be providing some training sessions in the upcoming months, with New Volunteer Training being provided on the 18th & 22nd September for Perth Metropolitan volunteers. If

you need to attend a training session, or cannot attend a training session that you need to, please make sure you let Elena know at manager@cabwa.com.au.



Sandy, CAB's Branch Coordinator for Kwinana is pictured holding a stall at the Kwinana Marketplace. Advertising and making the community aware of us is so important, so thank you!

Volunteer Highlight

Jack is a new TAX-Help volunteer who has generously devoted his time to providing these services through our Busselton branch. We spoke to him recently about his experiences so far.

Why did you decide to volunteer for the ATO in the first place?

Jack: A fellow mature age student at UWA suggested it because he had done it. He said it was interesting and fulfilling and a way to see if my career path was right for me while doing something productive for the community.

Have you been providing these services through the Busselton CAB for a long time? How are you finding it?

Jack: The CAB has been doing it for years but this is my first year. I'm finding it very enjoyable.

Do you enjoy providing these services? Have you had any interesting experiences while doing TAX-Help?

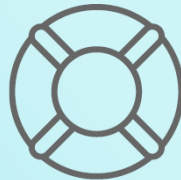
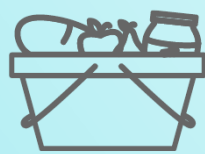
Jack: I absolutely love it, the centre is so incredibly supportive and friendly and being able to help people with tax problems is amazing. It's crazy the complicated circumstances people are in! I'm glad that the service exists not only to assist with people's tax returns but more generally to answer questions and help people with something that most people find overwhelming.



When are you available to provide these services at Busselton CAB?

Jack: Fridays and Thursdays! There is some variance with the space being used by others so make sure you call ahead to see whether the service is provided and who is there to facilitate it.

Worried about money as a result of COVID-19?



Relief is one call away

1800 979 777

Emergency Relief and
Food Access Service



With economic measures such as moratoriums on rental evictions and reductions to the JobSeeker Coronavirus Supplement, it's more important than ever to make sure you have access to emergency food, shelter and financial services. The [Emergency Relief Food & Access Service](#) can connect you with services that can provide relief in a number of areas, so please reach out for help if you need it!



Volunteer Highlight

Elizabeth is the Treasurer at Joondalup and has volunteered with CAB for 8 years in a variety of roles including the Treasurer, TAX-Help services, and providing Information and Referral services as well.

We asked her some questions about her experiences at CAB both past and present.

Do you find working for CAB to be fulfilling and worthwhile? Can you tell us what you enjoy the most?

Elizabeth: I enjoy working for CAB because I feel I am using my skills, and previous experience, to help the people of Western Australia by directing them to services that may help with their problems.

What did you do before volunteering at CAB?

Elizabeth: Worked for the Australian Government for 27 years. This included 10 years in Tax and 17 years in Child Support.

You've been volunteering for CAB for approximately 8 years, has the Joondalup office changed a lot during that time?

Elizabeth: Yes. The coordinator changed a number of years ago and a lot of volunteers have changed. We work well as a branch and support each other. I think that is because we have a very approachable and supportive coordinator. New volunteers receive far more training Head Office now. This was virtually non-existent when I started.

What exactly does providing TAX-Help services entail? How do you find it?

Elizabeth: I assist low income clients to complete and lodge their income tax returns. I find this fulfilling because I can use my previous experience to help clients who would not be able to fulfill their Tax requirements without incurring the considerable cost of using a Tax Agent or Accountant. As I have been doing Tax-Help for a number of years, I have many returning clients.

How does being Treasurer for the Joondalup branch impact your day-to-day tasks? What types of things do you do as a Branch Treasurer?

Elizabeth: Minimal impact on my day to day tasks because I can manage to fulfill the duties between normal volunteer work and Tax-Help work.

The duties include:

- Recording details of payments received from receipt provided to customers. I manage to complete this information throughout the month as I am in the office several times.
- Recording payments made from cheques written and bank account details.
- Reconciling above information with bank statements.

I also need to liaise with Garry in Head office to ensure monthly accounts are correct. I have to say that Garry has been very patient and provides me with assistance whenever I ask.

Do you see yourself volunteering for CAB into the future?

Elizabeth: Yes!



Daniel & Stacey are pictured here attending the Beyond Commercial Law Careers Fair to promote CAB to law and pre-law students.

Spring Special Days & Events

There are a plethora of special days and weeks commemorating and celebrating different types of people and causes all across the year. These often accompany a variety of events as well, so keep your eyes out for things happening in the community.

- September 1st - 30th - [National Desexing Month](#) is an event that promotes awareness of legislative requirements to desex cats and dogs, in addition to preventing over-breeding and the high amounts of pets in shelters across the country.
- October 1st - 31st - [National Safe Work Month](#) is a month that aims to recognize and promote safe working practises, and this year's theme is 'Work Health & Safety throughout COVID-19', looking at the practises that have improved WHS in this time and what lessons can be learnt for the future.
- October 9th - [World Post Day](#) is a day that celebrates the anniversary of the founding of the Universal Postal Union in 1874. It also celebrates the work done by the postal service in providing services to individuals across the globe and building infrastructure.
- October 10th - 17th - [Mental Health Week 2020](#) is a week that supports mental health services and destigmatizing access to these services, with this year's theme being 'Strengthening Our Community - Live, Learn, Work, Play' with a variety of [events](#) being held across the Perth Metropolitan and regional areas.
- October 11th - 17th - [Anti-Poverty Week 2020](#) is a week that brings awareness to people suffering through poverty and lobbies governments to provide more support to those going through poverty, including those newly affected by poverty as a result of COVID-

19, starting with [World Homeless Day](#) and ending in the [International Day for the Eradication of Poverty](#).

- [October 15th - Global Handwashing Day](#) is a day that brings awareness to the need of increased healthcare across the globe, including washing hands with soap as a basic step in performing good hand hygiene.
- [November 1st - 30th - Epilepsy Awareness Month](#) is a month that brings awareness to those suffering from epilepsy, and encourages people to host a 'Tea4E' event where individuals can fundraise for Epilepsy Action Australia to provide advocacy and support services for people with epilepsy.
- [November 1st - 30th - Movember](#) is an awareness campaign about men's health issues, focusing on mental health, prostate and testicular cancer, by asking men to grow moustaches over November and fundraise for the cause.
- [November 5th - International Volunteer Manager's Day](#) is a day that celebrates the work and efforts of Volunteer Managers in running volunteer programs that benefit the community, including clients served and the volunteers who provide the service.
- [November 8th-15th - NAIDOC Week](#) is a week that celebrates Aboriginal and Torres Strait Islanders especially with regard to their culture, achievements, and history. It is usually held in July, but has been rescheduled due to COVID-19 concerns.
- [December 1st - World AIDS Day](#) is an international event that educates people about the realities of living with HIV, and what steps can be taken to ensure that individuals who are HIV-positive are able to live free of discrimination and stigma.
- [December 3rd - International Day of People Living With Disability](#) is an event that aims to increase public awareness, acceptance, and understanding of people living with disability, with the theme this year unannounced as of yet.

Events

There are a large number of events coming up this quarter, both for fundraising and awareness and for professional development and networking. Check some of these events out below!

- [September 28th - October 2nd](#) - UWA is offering an [Intensive NMAS Mediation Accreditation Course](#) for people interested in adding mediation to their skillset. Once this course is completed, participants are able to be registered as a Nationally Accredited Mediator.
- [October 1st - 4th Annual Law Week Quiz Night](#) is an event run by the Subiaco Justice Centre to raise funds for community legal centres. It promises to be a night of laughter, socializing and raising funds for a great cause.
- [October 7th - Volunteers Ahoy!](#) is an event run by the City of Bayswater in order to educate and inform community services that service that area as well as individuals who reside in the area on the benefits of using volunteers in the organisation.
- [October 21st - Make Club Finances a Breeze](#) is an event that is run by the City of Bayswater in order to educate and inform community services and individuals residing in the area about how to manage club finances and some simple processes to aid in that.
- [October 23rd & 24th - The SkillsWest Careers Expo](#) is a two day event hosted in the Convention Centre that provides students, parents, job seekers and graduates the ability to speak directly with industries, get some advice, and look for information on how to gain expertise in a new career.

- October 24th - [A Holistic Approach to Separation and Divorce](#) is a forum event hosted by Rising Lotus WA to provide empowerment and support to people going through the initial stages of separation and divorce.
 - October 29th - [See Me, See You: Cultural Responsiveness for Leaders](#) is an event that asks us to think about the different cultures that make up Australia, and whether as leaders we are truly aware of issues facing other cultures and the concept of intercultural awareness.
 - October 31st - [South West Wellness Symposium](#) is an all-day event that focuses on the theme of '*Living in Balance with Community*' with four specific sub-themes that will structure the events of the day.
 - November 16th & 17th - [Connection, Creativity, Community: Finding Hope in a Climate of Crisis](#) is a conference that celebrates community workers and the role they play in society, especially the roles they have and continue to play throughout the COVID-19 crisis. This conference is held virtually.
 - November 19th & 20th - [People with Disabilities WA Inaugural State Conference 2020](#) is a conference that is run for people with disabilities by people with disabilities. It has the theme '*Celebrating Self-Advocacy*' and is the first conference of its type in WA. It is a two day event that ends with a performance that aims to fight back against ableism using examples of lived experience.
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If you know anyone who is interested in volunteering at CAB, please tell them about the [Expression of Interest form](#) on our website.