



**Connecting people with
information and services**

SUMMER Newsletter 2022



A MESSAGE ... FROM THE PRESIDENT

The Citizens Advice Bureau (CAB) is proud to have successfully continued to operate during the COVID pandemic and the challenging time for the sector.

We are 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 Facilitated Dispute Resolution.

We value the continued funding support from the Western Australian Department of Communities and WA Department of Justice that ensures we deliver quality and timely services to the public.



CAB President Sandra Brown

"It has truly been an honour to oversee this fantastic organisation, with its ten locations throughout WA that continue to effect positive change in the community."

Sandra Brown, President



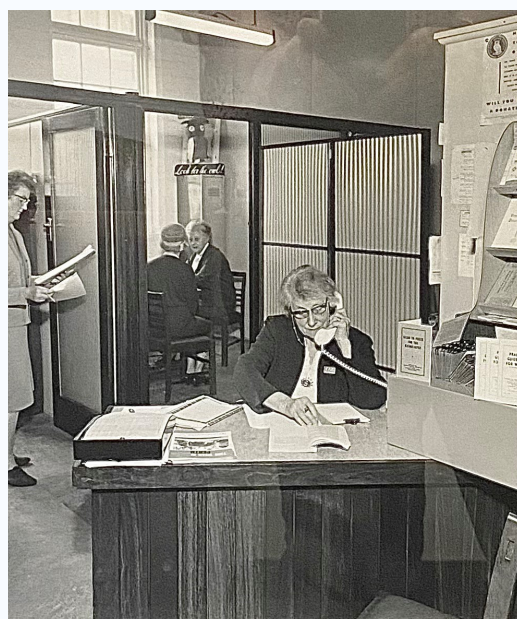
From the Archives

Thanks to the fabulous efforts of our staff and volunteers, CAB has emerged from COVID times well placed to continue its dedicated work connecting people with information and services to assist them in making informed and independent decisions. Our sector has been no less demanding than previous years with an increase in volunteer movements.

It is very pleasing that CAB consistently produces fantastic customer service satisfaction statistics via the Department of Communities Perception Survey. We assisted over 43,000 people last financial year. Please see page 5 (CAB in the Community) for the results!

We are also very excited for 2023! CAB will be celebrating its 60th-year milestone. This would not be possible without the continued support and commitment of our staff and our volunteers.

We wish you all a safe and happy holiday season and we look forward to seeing you in 2023.



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



CAB's 3 Pillars



INFORMATION AND REFERRAL

Our role is to give accurate and current information and referral assistance to help the WA community navigate their challenges.

We answer queries via:



With regular Community Legal Education activities we go out to meet people in the community and represent CAB offsite.

Additional services:

- Tax Help
- WA NILS
- Criminal Injuries Compensation
- Legal Aid Virtual Office Access
- Justice of the Peace



LEGAL

We provide a low-cost legal advice service on a range of issues and prepare various legal documents:

- Family Law - divorce, child and property matters
- Civil Law - Wills, Enduring Power of Attorney and Enduring Power of Guardianship, Probate applications and Letters of Administration, Estate
- Criminal Law

Probate kits can be purchased on our online shop and at our Perth office.



MEDIATION

We offer dispute resolution services for the following matters, including:

- Family Matters
 - Parenting
 - Property
 - Grandparenting
- Community Matters
 - Dividing fences
 - Overhanging branches
- Commercial Matters
 - Workplace disputes
 - Small business and association disputes
- Facilitation and Education.

Mediations are held in our Perth office or virtually.

With thanks: Funding Partners and Visiting Lawyers

We wish to express our gratitude and appreciation towards our funding partners and supporters.

Your contributions and unwavering support enable us to continue to provide a quality service in diverse areas.



Government of **Western Australia**
Department of **Communities**



GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Justice

Our funding partners

RHL

ROBERTSON HAYLES LAWYERS



JOHNSTONE
CROUSE
LAWYERS



West Coast Legal
Family Lawyers



George Lawyers

Our visiting pro bono lawyers (above) assist our clients in family, estate and criminal law matters

CAB SNAPSHOT

LETTING NUMBERS TALK FOR THEMSELVES

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





Ajay is available for **in-person appointments** at our Perth, Armadale and Midland branches and **virtual appointments** for our Kwinana, Rockingham and Fremantle locations.

MEET: PERTH'S NEWEST SOLICITOR AJAY

We are proud to introduce our newest team member, solicitor Ajay Sahota.

We sat down with Ajay for a five minute 'get to know you' chat and welcome him to CAB.

Can you describe your working background before joining Perth CAB?

Prior to CAB, I was working in private practice as a Civil and Criminal Law solicitor. Previously, I worked for two Community Legal Centres: one of which was focused on the areas of Criminal Injury Compensation, Family Law and Domestic Violence. The other was focused on the National Disability Insurance Scheme (NDIS), Disability Advocacy, Childcare and Protection, Family Law and Criminal Injury Compensation.

I am also undertaking my Master's of Applied Law in Family Law, Wills and Estates (with a few units to go).

What are you passionate about?

I am passionate about social justice and assisting people who are vulnerable, stressed and facing difficult circumstances. It gives me tremendous satisfaction to know that I have made a positive and meaningful difference in their lives.

What interested you in working for CAB?

I was attracted to the number of legal services CAB provides to the community. It is important to me that everyone has access to justice through the legal system. Also, the inclusive customer provision framework was a value I identified with and that motivated me to join the team.

I am particularly proud to be part of the team providing CAB's services to the public for minimal cost. Empowering people when they face challenges including separation, domestic violence and homelessness and enabling them to make informed decisions, is both satisfying and rewarding.

What do you like to do in your spare time when you're away from the office?

Most weekends you will find me in the backyard doing gardening or at the local dog park playing with my children and my dog.

If you could be anyone in the world for a day, who would it be, why and what would you do for the day?

Our Judges do a tremendous job and if I could be anyone in the world for a day, it would be a Family Court Judge. I would love to attempt to resolve issues that families experience throughout this process.



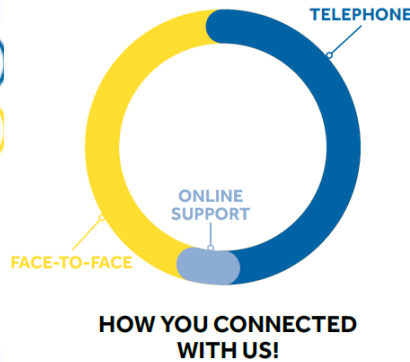


CAB IN THE COMMUNITY

In 2022, the WA Department of Communities, one of our key funding partners, conducted a survey to gauge client perception of our services. We have received some outstanding results!

43,489
PEOPLE HELPED

93%
CLIENTS WOULD RECOMMEND OUR SERVICES TO OTHERS



96%
CLIENTS WERE HAPPY

OUR FACT SHEETS ... Connecting people with information



From personal responsibilities, family concerns or the ins-and-outs of pet ownership - our fact sheets and brochures cover a wide scope of introductory information to answer your queries.

CAB's curated fact sheets aim to inform and educate the WA community.

Discover the range of our fact sheets in our offices and online at:
<https://www.cabwa.com.au/>

Spread the word!

Pass on our fact sheets to your family and friends to spread the correct information on our range of common issues.

Spotlight: Mediation Service

The mediation service provides experienced and accredited mediators to facilitate discussions regarding family, community and commercial matters.

We are proud of our team and our dedicated mediators giving their time and expertise to guide our clients towards finding the right solution.

Qualified Family Dispute Resolution Practitioners (FDRP's) on our Panel can also assist families in the challenges that can be experienced under the Family Law Act.

We are continuing to liaise with and foster, long-term working relationships with several local councils:

- City of Vincent
- Town of Cambridge
- City of Kwinana
- City of Joondalup.

We provide their residents with a neutral space to employ our mediation services including neighbourhood issues.



Pictured from left: Mediation Coordinator Matthea Konrad and Longstanding CABWA volunteer Administrative Assistant, Birute Greenhalgh.

Mediation is an Alternative Dispute Resolution (ADR) method known for its future-focused and time-effective framework. CAB provides access to these services at low cost to the Western Australian community.



BRANCH HOLIDAY CLOSURE

 ARMADALE	last day: reopens:	DECEMBER 13 (3pm) JANUARY 16 (9am)
 BUNBURY	last day: reopens:	DECEMBER 16 (1pm) FEBRUARY 1 (9am)
 BUSSELTON	last day: reopens:	DECEMBER 14 (1pm) FEBRUARY 6 (10am)
 FREMANTLE	last day: reopens:	DECEMBER 9 (3pm) JANUARY 9 (9.30am)
 JOONDALUP	last day: reopens:	DECEMBER 9 (3pm) JANUARY 16 (9am)
 KWINANA	last day: reopens:	DECEMBER 14 (3pm) JANUARY 16 (10am)
 MANDURAH	last day: reopens:	DECEMBER 16 (2pm) JANUARY 17 (9am)
 MIDLAND	last day: reopens:	DECEMBER 16 (3pm) JANUARY 16 (9am)
 ROCKINGHAM	last day: reopens:	DECEMBER 8 (3.30pm) JANUARY 16 (9.30am)

PERTH OFFICE

Closing on 23 December 2022 from 12:30 pm.

Reopening on 03 January 2023 from 9:00 am.

Please contact us on 9221 5711 if you have any queries.



CITIZENS ADVICE BUREAU

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Perth WA 6000

Enquiries (08) 9221 5711

Admin (08) 9325 4217

Mediation (08) 9325 4121

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