

# Citizens Advice Bureau of WA Inc.



## Annual Report 2010 - 2011

### Citizens Advice Bureau

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**Established in Western Australia  
1963**

## **Citizens Advice Bureau of WA (Inc.)**

### **MISSION STATEMENT**

*Our Mission is to provide support and deliver quality services that actively promote awareness of people's rights and responsibilities on a community and individual level.*

### **VISION**

*To be a leading community organisation that provides a professional and caring service, accessible to all members of the community.*

### **VALUES**

***Our governing principles are to:***

- *Be a caring organisation responsive to client and staff needs*
- *Be a professional organisation consistently striving to achieve best practice*
- *Value the contribution of volunteers and staff*
- *Encourage innovation and be open to change*
- *Offer an affordable service, available to all people in WA*
- *Have effective leadership*
- *Have open and responsive lines of communication*
- *Provide ongoing professional development*
- *Be reliable, accurate and current*
- *Be impartial and maintain confidentiality*
- *Make ethical decisions*

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### **Citizens Advice Bureau**

**25 Barrack Street, Perth, 6000**

**Enquiries: 9221 5711**

**Admin: 9325 4217**

**Fax: 9221 5356**

**email: cab@cabwa.com.au**

**CITIZENS ADVICE BUREAU OF WA (INC)**  
**as at 30th June 2011**

**PATRON**

The Hon. Len Roberts-Smith RFD QC

**BOARD OF MANAGEMENT**

**PRESIDENT**

Edna Lewis

**VICE PRESIDENT**

Margaret Dixon

**TREASURER**

Ron MacFarlane

**CHIEF EXECUTIVE OFFICER**

Sandra Brown

**MEMBERS**

John Dixon

Marjorie Easton OAM

Noray Jones

Avril Sheridan

Cezanne Stead

Eric Tan

**AUDITORS:**

RSM Bird Cameron

# Citizens Advice Bureau

**ASSISTED by our funding organisations**



Public Purposes Trust

City of Albany  
City of Armadale  
Shire of Busselton  
Town of Cambridge  
City of Joondalup  
City of Kalamunda  
Town of Kwinana  
City of Mandurah  
Shire of Mundaring  
City of Subiaco  
City of Swan  
City of Vincent

# Citizens Advice Bureau

## Honour List

Albany Community Legal Centre	Town of Kwinana
City of Albany	Justine Lawrence (Solicitor Midland)
Albany Womens' Rest House Committee	David Leask (Solicitor Fremantle)
Anthony Agostino (Auditor Midland)	Legal Aid Fremantle (CAB Mandurah)
Allen & Jasnic (Solicitor Rockingham)	Jon Luks (JP Midland)
Shire of Armadale	Peter Kakulas (Fremantle)
Armadale Volunteer Resource Service	City of Mandurah
John Bochat (Solicitor Rockingham)	Neville Marsh (Solicitor Fremantle)
Councillor Tom Tuffin	Andrew Monisse (Barrister Perth)
Shire of Busselton	Jeff Munn JP (Armadale)
Calverley Johnston (Fremantle)	Simon O'Brien (Solicitor Perth, Joondalup)
Will Cockle (Solicitor Fremantle)	Jacinta O'Connor (Solicitor Joondalup)
Vince Calalesina (Solicitor Fremantle)	Tony O'Gorman MLA (Joondalup)
Charles Cook (Solicitor Perth)	Peel Community Legal Service (CAB Mandurah)
Department of Commerce (DOC)	Peel Volunteer Resource Ctr (Mandurah)
David Earnshaw (Solicitor Midland)	Natale Ricciardi (Solicitor Fremantle)
Maria Fifield (Solicitor Midland)	Robertson Hayles (Solicitors Perth, Joondalup)
Michelle Fisher (Solicitor Perth)	Howard Shepherd (Auditor Fremantle)
City of Fremantle	Tim Smith (Solicitor Perth)
Rex George (Solicitor Perth)	Rebecca Sorgiovanni (Solicitor Kwinana)
Anthony Godecke (Solicitor Perth)	Keith Sorensen (Solicitor Perth Armadale)
Richard Graham (Solicitor Perth)	Stephen Sharp (JP Midland)
Gary Gray AO MP (Kwinana)	Linda Tudori (Solicitor Perth)
John Healy (Solicitor Fremantle)	Dean Starbuck (ERBEAC Midland)
Anthony Hughes (Solicitor Rockingham)	Ed Wall & Assoc (Solicitor Joondalup)
William Jamieson (Solicitor Perth)	Will Vogt (Solicitor Perth)
Theo Jongeling (Auditor Armadale)	Ante Zorotovic (Solicitor Fremantle)
Royal Association of Justices	
Justices of the Peace (Mandurah)	

*Thank you for your continued assistance*

**PERTH OFFICE:**

25 Barrack Street  
PERTH WA 6000  
CEO: Ms Sandra Brown  
Office Hours: 9.00 am - 4.00 pm  
Enquiries: (08) 9221 5711  
Admin: (08) 9325 4217  
Fax: (08) 9221 5356  
email: cab@cabwa.com.au

**Tax help** - Jul to Oct

**Mediation**

**Justice of the Peace**

**Legal Service** by appointment

**Wills, Family Court Documents**

**Powers of Attorney, Probate Assistance**

**ALBANY:**

The Rest Centre  
Cnr Stirling Terrace & York Street or  
PO Box 777 ALBANY WA 6330  
Branch Co-ordinator: Ms Esme Justins  
Office Hours:  
10.00 am - 1.00 pm Mon - Fri  
Phone: (08) 9841 4711  
Fax: (08) 9841 1297  
email: albany@cabwa.com.au

**Tax help** - Jul to Oct

**Probate assistance** - by appointment

**ARMADALE:**

2 Hobbs Drive  
ARMADALE WA 6112  
Branch Co-ordinator: Ms Avril Sheridan  
Office Hours:  
9.00 am - 3.00 pm Mon to Fri  
Phone: (08) 9497 5311  
Fax: (08) 9497 5344  
email: armadale@cabwa.com.au

**Tax help** - Jul to Oct

**Legal Service** - by appointment

**Wills** - by appointment

**Probate assistance** - by appointment

**BUNBURY:** *Open 24/08/2011*

7 Oakley Street or  
PO Box 1892  
BUNBURY WA 6230  
Branch Co-ordinator: Ms Anita Turner  
Office Hours:  
10.00 am - 2.00 pm Tues & Wed  
Phone: (08) 9721 6008  
Fax: (08) 9721 8008  
email: bunbury@cabwa.com.au

**BUSSELTON:**

47 Bussell Hwy  
PO Box 313  
BUSSELTON WA 6280  
Branch Co-ordinator: Mr Glenn Lohr  
Office Hours:  
10.00 am-2.00pm Mon - Fri  
Phone: (08) 9751 1199  
Fax: (08) 9752 1764  
email: busselton@cabwa.com.au  
**Legal Service** - by appointment  
**Probate Assistance** - by appointment

**ESPERANCE:**

PO Box 546  
ESPERANCE WA 6450  
Branch Co-ordinator:  
Mrs Joy Tidow  
Operating from home -  
Telephones on roster  
Phone: (08) 9071 1011  
Fax: (08) 9071 4110

**FREMANTLE:**

15A Queen Street  
FREMANTLE WA 6160  
Mailing address:  
C/- Fremantle Town Hall  
FREMANTLE WA 6160  
Branch Co-ordinator: Ms Pat Baxter  
Office Hours:  
9.30 am - 3.30 pm Mon - Thurs  
9.30 pm - 12.30 pm Fri  
Phone: (08) 9335 4522  
Fax: (08) 9433 6061  
email: fremantle@cabwa.com.au

**Tax help** - Jul to Oct

**Legal Service** - by appointment

**Wills** - by appointment

**Probate Assistance** - by  
appointment

**JOONDALUP**

Lotteries House  
Suite 5, 70 Davidson Terrace  
JOONDALUP WA 6027  
Branch Co-ordinator:  
Ms Rosalind Franklin  
Office Hours:  
9.00 am - 3.00 pm Mon - Fri  
Phone: (08) 9301 2833  
Fax: (09) 9301 1414  
email: joondalup@cabwa.com.au

**Tax help** - Jul to Oct

**Legal Service** by appointment

**Wills** - by appointment

**Probate Assistance** - by  
appointment

**KWINANA:**

Shop 37 Hub Shopping Centre  
Gilmore Avenue  
KWINANA WA 6167  
PO Box 525  
KWINANA WA 6966  
Branch Co-ordinator: Mrs Edna Lewis  
Office Hours:  
9.30am - 4pm Mon-Thurs  
9.30am - 1.00pm Fri  
Phone: (08) 9439 1251  
Fax: (08) 9439 4499  
email: kwinana@cabwa.com.au

**Tax help** - Jul to Oct

**Justice of the Peace** -

10am - 12 noon 1pm - 3pm Mon-  
Thurs 10am - 12 Noon Fri

**Legal Service** - by appointment

**Wills** - by appointment

**Probate Assistance** - by  
appointment

**MANDURAH:**

PO Box 1326 or  
Mewburn Centre, Sholl Street,  
MANDURAH WA 6210  
Branch Co-ordinator:

Mrs Judy Brealy

Office Hours:

9.00 am - 2.00 pm Mon - Fri

Phone: (08) 9535 3101

Fax: (08) 9535 2652

email: mandurah@cabwa.com.au

**Justice of the Peace**

**Tax Help** - July to Oct

**Probate Assistance** - by  
appointment

**MIDLAND:**

Suite 3, Stafford Court  
8-12 Stafford Street  
MIDLAND WA 6056  
Co-ordinator: Ms Rosalie Gordon  
Office Hours:  
9.00 am - 3.00 pm Mon - Thur  
Closed Fri  
Phone: (08) 9274 3000  
Fax: (08) 9274 3110  
email: midland@cabwa.com.au

**Tax help** - Jul to Oct

**Legal Service** - by appointment

**Wills** - by appointment

**Probate Assistance** - by  
appointment

**ROCKINGHAM:**

Room 4, 14 Council Avenue  
ROCKINGHAM WA 6168  
or  
PO Box 1140  
ROCKINGHAM WA 6968  
Branch Co-ordinator:  
Mr Chris Smith OAM JP  
Office Hours:  
9.30 am - 3.30 pm Mon - Thurs  
9.30 am - 1.30 pm Fri  
Phone: (08) 9527 6671  
Fax: (08) 9527 1445  
email: rockingham@cabwa.com.au

**Tax help** - July to Oct

**Legal Service** by appointment

**Probate Assistance** - by  
appointment

**Justice of the Peace** - Thurs **AM**

**BOARD OF MANAGEMENT  
2010 – 2011**

**EDNA LEWIS: (President)** Member of the Board since March 2003. Elected Voluntary Staff Representative 2003. She has been a Citizens Advice Bureau volunteer and Coordinator of Kwinana Branch since the Branch opened in 1994. Edna has represented the Branch on several local committees including SCALES, Imagine Kwinana and the Special Events Committee of Kwinana Council. Edna retired from salaried work in 1987. Prior to this she had her own business for 20 years and also taught at two TAFE colleges for 10 years. In Edna's early working life she was the "olden day" equivalent of Office Manager. Edna believes that it is important to have both Branch and volunteer representation on the Board of Management. She would also like to be involved in any future plans for the Bureau. Edna feels that her experience with the Bureau qualifies her for a position on the Board.

**MARGARET DIXON: (Vice President)** Member of the Board since May 2002 and Vice President for the last three years. Margaret has volunteered her services as a mediator/family dispute practitioner since 1998. In addition she has acted in the roles of Office Manager and Mediation Service Coordinator during the times the positions were vacant. Margaret represents the Bureau on a number of committees. She is currently the convenor of the SCRAM(Schools Conflict Resolution & Mediation). Prior to her retirement from the Australian public service in 2005 she held middle management and Executive Officer positions in accounts manager, Child Support Agency, Complaints, Standards monitoring of Aged Care facilities and Panning Access and Executive Officer for the Department of Health and Ageing.

**RON MacFARLANE: (Treasurer)** Member of the Board and Hon. Treasurer since October 2003 Ron has been a volunteer with the Bureau since 1995. He is also trained to offer Tax Help. His background is in accountancy, including lecturing in accountancy at Curtin University. Ron's experiences and time spent with the Bureau provide him with an excellent understanding of the Bureau's aims and objectives. Ron believes that his accountancy background and knowledge of the Bureau would be an asset to the current Board of Management.

**JOHN FRANCIS DIXON:** Member of the Board since October 2002 John is a retired school teacher.

He is married to Glenice and has 5 adult children and 8 grandchildren. Over the last 25 years of community involvement, John has been actively engaged in various organisations including: Apex (Treasurer), Rotary Club (President and District Secretary) and Local Government (Kwinana Town Councillor). John is currently the Chairperson of St Vincents Church Parish Council, and Chairperson of the Kwinana Branch of the Citizens Advice Bureau. He also holds the award as the Kwinana Town Council's Citizen of the Year for 2002.

John believes that as he has recently retired from teaching, he now has time on his hands to become more involved in those activities that he most enjoys. For 25 years, community involvement has been a part of his life and even though he is still actively engaged in both Church and Rotary matters, he has enjoyed his eight years as Chairperson of the Kwinana Branch of CAB and would like to expand his involvement.

**MARJORIE EASTON OAM:** Member of the Board since October 1995. Marjorie has worked as a volunteer staff member at CAB since 1973 and has been a volunteer supervisor at the Bureau. She currently provides the Probate assistance service at the Bureau. She has worked in a variety of volunteer positions all her adult life. Marjorie has held Committee positions on the National Safety Council, Kent Street High School for 10 years and is a member of the South Perth Heritage Mill. Throughout her married life Marjorie has been actively involved with Local Government assisting in the organisation of seminars and other functions as well as providing secretarial services. Marjorie has two adult children.

Marjorie believes in the Citizens Advice Bureau and has seen it grow over the years. She believes it is a very worthwhile service for the public.

**NORAY JONES:** Member of the Board since October 1999. Current CAB Mediator, and volunteer. Previously a member of the Board 1993 - 1996. She has been a volunteer since August 1989. Noray was an active community worker in Carnarvon and Attadale and was involved with the P & C during her children's school years. She is interested in the running of, and aims of the Bureau and willing to volunteer time toward those aims. Noray is also interested in the future of the Mediation Service. Noray is married with an adult family.

**AVRIL SHERIDAN:** Member of the Board since October 2007. Avril was married for 44 years and has 3 children, 6 grandchildren, and 1 great grandchild. Avril was a member of Probus and served on the Probus Committee as Social Secretary and organised guest speakers. She worked for the Armadale Information & Referral Service for approximately 10 years as paralegal and welfare worker and is a past member of the East Fremantle Yacht Club and the Kwinana Lakes Golf Club. Avril is extremely interested in all of the arts and community welfare, loves debates and discussion groups, and really believes that a "cup of tea and a good chat" does wonders for the soul.

Avril has a wealth of knowledge and experience and has been the coordinator of the Armadale Branch since its inception.

**CEZANNE STEAD:** Member of the Board since October 2003. She was Coordinator of the Midland Branch for about three years when Midland was handling Emergency Relief. Cezanne is also a member of Neighbourhood Watch. She is currently part of the Probate advice team at Head Office.

Cezanne has worked at the Midland and Perth offices which gives her a broad insight into both Head Office and Branch issues. She feels that the CAB is a worthy organisation and would like to be given the opportunity of adding to her contribution.

**ERIC TAN:** Member of the Board since October 2006. Eric is currently the principal of Roberstson Hayles Lawyers. Eric has had a long standing relationship with the Bureau. Eric has extensive community involvement including being the honorary solicitor for WA Legacy, The Salvation Army Estates Section, Teen Challenge WA Inc. and Drug ARM. Eric believes he can contribute to the Bureau in many ways.



**PRESIDENT'S REPORT  
2010 – 2011**

The Citizens Advice Bureau continues to provide much needed services to the people of Western Australia. Although our Branches are mainly situated in the South of the State our phone service is available to all. The core business is our referral service these with the addition of our specialist services Legal, Probate, Mediation and Tax Help cover a wide range of matters.

**Board of Management**

It was my privilege to be re-elected for a sixth term as President and I thank the Board members for your confidence in electing me once more. I will take this opportunity to inform the Board and staff that I will not be seeking re-election if I am elected to the Board for 2011-2013.

The Board meets monthly and has members from various specialist fields that can be drawn upon when needed.

My thanks go to all Board members those who have retired and those re-elected and all former members who have been part of the Board during the six years I have been in office.

All Board members have made a large contribution my special thanks are conveyed to Margaret Dixon (Vice President) for her help, advice and knowledge. Thank you Margaret.

**Branches**

The Branches are so important in bringing the Bureau to so many people in the State, from Joondalup to Midland and down as far as Esperance the volunteer staff at all of our Branches reach out to so many people. Many Branches operate in not the most ideal of conditions and some are subject to many changes of premises. I am also Coordinator of Kwinana Branch or was until it went into recess for six months and I can sympathise with having to move and being unsure of where the next home will be. From the Board...THANK YOU TO THE BRANCHES.

I would like to take this opportunity to welcome St. Boniface Citizens Advice Bureau Bunbury, our newest Branch.

**Staff**

The thanks of the Board are extended to all staff both salaried and volunteer, for such a large and successful organisation it is hard to believe we operate as we do with so few staff and in such crowded conditions.

The Board are aware of the need for more space but cannot come up with a solution. Thanks to Sandra Brown CEO and the staff for working in what are sometimes not ideal conditions.

**Legal Service**

The legal service under the guidance of Michael Cockram goes from strength to strength. They are a very hardworking group of people and their services to the public are very much appreciated. I have to add a personal story to my thanks. While closing Kwinana Branch our removalist thanked the Bureau for the help of the lawyer he saw in Perth, which resulted in him getting shared custody of his children. So on Darren's behalf and all the Darren's out there Thank You Michael and Co. The Board also would like to congratulate Nerys on her admittance to the Bar. Our best wishes go to you for your future career. Thanks also to Cezanne and Marjorie for the Probate Service and their ability to help clients at such a difficult time.

**Mediation Service**

The Mediation Service goes from strength to strength under the guiding hand of Melissa. The work load has increased dramatically since I first was elected to the Board and unfortunately space still remains at a premium. Thanks to all the voluntary mediators for the work and time given to the Bureau it is appreciated.

In conclusion I would like to express The Bureau's thanks and appreciation to our funding bodies both State and Local Govt. for the support they give to Citizens Advice Bureau, without that support the Bureau could not continue to provide services to the people of Western Australia.. May we continue to enjoy the close relationship we have with them.

To our patron The Hon Len Roberts-Smith RFD QC our sincere thanks for continuing in this role.

**EDNA LEWIS  
PRESIDENT**

**CHIEF EXECUTIVE OFFICER'S REPORT  
2010 – 2011**

Writing this report is stirring up a host of memories of my time at the Citizens Advice Bureau. On 20 October 2011 I will have been working at the Bureau for 17 years. The changes that have taken place during that time have been huge and I have seen the Bureau grow significantly both in service delivery and access to funding. In 1994 when I started the Bureau assisted nearly 65,000 clients. This year we have achieved a total of over 95,000.

Among the many innovations over the years has been the development of the Probate Help service, the expansion of the Legal Service from employing one lawyer to now having a legal team of seven including three lawyers, an Articled Clerk, two paralegal officers and a Legal Document Officer. This has resulted in the provision of a wider range of legal documents and an increased income for the Department which has enabled us to ensure the financial stability of the service. We have also been very fortunate to have expanded our funding base with the changes to the funding from the Public Purposes Trust Fund grant from a one year term to three years and the allocation of a three year grant from the Legal Contribution Trust Fund to expand our legal services to Armadale, Joondalup and Midland branches. This, combined with our ongoing Service Agreement with the Department of Communities, has put the Bureau in a very sound position for the future. Among many other big steps forward has been the provision of the Duty Justice of the Peace service and computerisation of appointments and front desk reception.

I will be retiring from the Bureau at the end of 2011 and am pleased that I have been able to leave the Bureau in a better position than it has ever been .

The top branch this year was once again Mandurah with a total of 7,483. Other pleasing results are from Fremantle, Midland and Busselton which all achieved significant increases on last years' client numbers. All other branches have remained steady or with slightly improved figures for the year. Congratulations to you all.

Head Office continues to grow particularly in legal advice sessions and legal document production. Head office accounted for 57% of the total client contacts with the branches sharing the remaining 43%.

Document production has increased dramatically and placed considerable strain on legal, paralegal and administrative staff at Head Office. It has however, provided very valuable income for the Bureau.

We remain grateful to our landlord the Shop Distributive & Allied Employee's Association (SDA) for their continued support of the Bureau particularly for the use of the 5th floor training room for mediations and training.

**Attorney General's Community Service Law Award**

The Bureau's work was further recognised when our Principal Solicitor, Michael Cockram, was awarded the Attorney General's Community Service Law Award during Law Week. We are indeed very fortunate to have such a distinguished person to head our Legal Department. Michael's work in the community extends far beyond his contribution to the Bureau and our congratulations go to him on achieving this prestigious award.

**Salaried Staff**

This year saw us lose the services of paralegals Ria Cusmano and Nour Karmout and Restricted Practitioner Moira Taylor. We welcomed Helga van Schoor as the new paralegal officer. Nerys Lloyd graduated with her Law Degree and we were pleased to offer her a position of Articled Clerk. My thanks go to all the staff who have put up with very crowded conditions and the failure of the air-conditioning system which has made working conditions very difficult at times.

**Branches**

The schedule of Branch visits was maintained this year with the majority of visits dedicated to training sessions. The President, Office Manager and I attended a number of Annual General Meetings throughout August and September. Thanks go to staff in those branches for the hospitality extended to us during our visits.

**Duty Justice of the Peace**

This service continues to grow and is proving a very valuable addition to the Bureau's services.

**Promotion & Liaison**

The Bureau participated in Law Week again this year with presentations on Wills and Enduring Powers of Attorney and Guardianship at the Perth City Library. The Bureau Legal Service also provided free telephone advice for one afternoon during the week. Sincere thanks go to of our pro bono lawyers, Michelle Fisher, Rex George, Keith Sorenson, Charles Cook and Andrew Monisse, who donated their time to help our staff lawyers with this project.

The Bureau also had a stall at "Have-a-Go Day" as part of the Seniors' Week celebrations.

Delivering talks to various groups has continued to be an important part of my duties and has included a series of talks to a number of Probus and Rotary Clubs and to Independent Retirees groups. The proclamation of the amended *Guardianship & Administration Act* on 15 February 2010 has resulted in a number of requests to speak to groups about *Enduring Powers of Guardianship* and *Advance Health Directives (Living Wills)*. The presentations are still very popular with retirees groups and have been included in Centrelink Financial Information Services series on estate planning.

The "Questions with Answers" segment continues on Capital Community Radio and several advertisements have been placed in "Have-a-Go News" and Community Newspapers promoting the Bureau's services.

### **Meetings & Professional Development**

I have been active representing the Bureau on a number of external bodies including the Consumer's Association of WA, the Community Legal Centres Association of WA and the National Association of Community Legal Centres.

The Bureau continues to be represented on the Family Relationships management committees of the Joondalup and Mandurah Centres.

I have attended a number of workshops on human resource management presented by our Industrial Relations advisors WRMC. I have also attended WACOSS seminars on Governance, financial management, dealing with difficult behaviours and IT training.

### **Funding**

The Citizens Advice Bureau remains grateful to our major funding body the Department for Communities and to Legal Aid WA, the Public Purposes Trust and the Legal Contributions Trust for grants to the Mediation and Legal Services. The Mediation Service also has a number of Local Government Authorities contributing to the funding of the service. I draw your attention to the acknowledgment list in the Annual report.

### **Future Plans**

Plans are underway to reopen a Branch in Bunbury in collaboration with the Anglican Cathedral Parish Council. The branch will be opened in July 2011.

### **Conclusion**

It is with great sadness that I report the passing of long time Chairman of the Albany Branch Committee and Life Member Kathryn Griffiths. Kathryn volunteered at the Albany Branch in various capacities for over 30 years and was awarded Life Membership in 1993. She will be sadly missed by all who knew her.

I would also like to take this opportunity to acknowledge the service to the Bureau of Life Member Merle Watson who retired from voluntary service in the Perth office after 32 years working on the change of the information records to the computer and data entry. The Bureau is not the same without her and we wish her well in her "retirement".

Once again my sincere thanks and gratitude to the over 270 voluntary staff without whom the Bureau could not operate. The work put in by the Board of Management, Branch Committees, the panel of mediators, pro bono lawyers, Justices of the Peace, Tax Help volunteers and the Head Office and branch workers is without price and continues to be the backbone of the organisation.

To the salaried staff thank you for your support and your dedication to the Bureau throughout the year and also a very special thank you to the Bureau's President Edna Lewis for the help and support she has given me during my time as Chief Executive.

In signing off my last Report I wish the Citizens Advice Bureau of WA (Inc) all the best for the future, and know, with the help of all our dedicated voluntary and salaried staff, it will go from strength to strength.

**SANDRA BROWN**  
**CHIEF EXECUTIVE OFFICER**

## OFFICE MANAGER'S REPORT 2010 – 2011

This past year has been an eventful and very busy time for all staff of the Citizens Advice Bureau. Many clients have benefited from the services we provide shown by an increase in telephone and email enquiries and attendees for the legal service and visits to the Justice of the Peace.

Without the dedicated service of the volunteers and the small group of paid staff, literally thousands of people would have been without assistance.

### Information and Referral

Once again Head Office has coped with a significant rise in the number of enquiries for our free Information and Referral service. Phone enquiries have risen by over 3000 during the past twelve months. Email enquiries have nearly doubled which indicates the public's access and use of electronic medium.

### Volunteers

Volunteer numbers have remained similar to last year, totalling approximately 300. This includes phone, reception, branch, administration, JPs, pro bono lawyers, tax help agents all who administer the services of the Bureau. Over the year I have employed more than a dozen new volunteers. Many more new volunteers have been employed at the Branches.

As with last year, Probate face to face consultations continue to drop while requests for Probate affidavits continue to rise. We attribute this to the increased use of the on-line service where clients are making errors on their applications thus requiring an affidavit to service the requisition. With this in mind, we are developing training for branch volunteers to complete applications for Probate on-line, as is done at Head Office.

Tax Help remains a much needed free service. The Bureau offers Tax Help in many of the Branches as well as Head Office. Officers are trained by the ATO and are thanked along with agencies offering Tax Help with a morning tea and gifts provided by the ATO.

### Paid Staff

The paid staff remained reasonably stable throughout the year; however lawyer Moira Taylor and paralegal Ria Cusmano both resigned. Replacing the paralegal's position, we welcomed Helga van Schoor to the team.

### Other Staff Matters

During the year, paralegal Nerys Lloyd became our Articled Clerk. We also had Lionel Wong and Caroline Kibui complete some training for their legal practices.

### Training

- Three sessions of 'Talking Heads' training was conducted this year, with about 50 volunteers attending.
- Two Induction Training courses were conducted this year. Twenty two new volunteers attended the mandatory training.
- Two volunteers were trained in Probate for branch services
- We conducted many training sessions both in Head Office and branches when the new computers were installed.
- All receptionists were trained using the new on-line receipting system
- The new coordinator from Busselton Branch, Glenn Lohr attended Head Office for some training.
- I attended a WRMC breakfast
- The Citizens Advice Bureau's annual Conference was held in October 2010 with support from The Department for Communities. The Department supplied presenters on subjects such as policy and planning, senior's card, cadets, redress and children and family services - parenting. The sessions were reasonably attended with over 50 attendees. Included during the Conference was training for coordinators and salaried staff with Dr Megan Paull on 'Managing the Older Volunteer'. We enjoyed a cocktail party with Board members, coordinators and assistants, salaried staff and representatives from the Dept for Communities.
- The Annual General Meeting was well attended.

### Mid Year Coordinator's Meeting

This year the Mid Year Coordinator's Meeting was postponed until July. We welcomed Anita Turner, the new coordinator and her assistant Meg from the soon to be opened Bunbury Branch. Apart from the coordinator's reports, we had discussions with Cezanne on Probate and information shared by Nerys on legal matters. I collated the day's information into a bound booklet and posted it to all branches to be kept as a resource.

### Branch Visits

I visited several branches during the year, some for training and some for their AGM. I visited Busselton Branch with other staff members for a farewell for their coordinator Des Cantwell which was conducted by Busselton Shire Council. I also visited Fremantle Branch for a meeting with Fremantle Council.

### **Celebrations**

During the year I organised and attended some events:

- Drinks for the Pro Bonos and staff after the Law Week event and meeting,
- Volunteers Christmas party was celebrated at Seasons Hotel and enjoyed by more than 80 volunteers.

### **Student Placements**

During the year I supervised 5 year 11 students and 2 TAFE students. This involved creating a schedule for the 15 week placement making sure the student worked in every section of CAB thus gaining maximum benefit from their placement.

The two TAFE students also gained maximum benefit from their 80 hours placement at CAB, whilst working through their Certificate IV in Community Service

### **Meetings**

Paid staff attend monthly meetings. These meetings are essential to report on any problems, concerns, issues or initiatives undertaken by them.

We had various meetings during the year discussing legal matters, administration, staffing, finances and the Conference.

We had several meetings with a company to discuss Head Office refurbishment/space allocation.

I attended quarterly meetings with the Morley Focus Group.

The CEO and I attended a meeting with the Northern Suburbs CLC.

I attended two Volunteering WA Volunteer Management meetings.

The CEO and I attended a meeting at COTA.

We also had a meeting with Myles Kunzli, the new Executive Officer of CLC.

We also met with the new liaison officer from the Department of Commerce, Kay Channer.

### **Professional Development**

I attended a WACOSS course on Occupational Safety and Health, a Volunteering WA course on Volunteer Culture, a seminar on 'Associations' and a Volunteering WA Symposium on all aspects of volunteering.

### **Pro Bonos**

Our Pro Bono service continues to be a most valuable service to the community. I have extended the service to include advices on Immigration, Personal Injury and Workers Compensation by gaining support from lawyers with expertise in these areas. I have a Pro Bono in attendance every day from 2pm to 4pm. Many of the branches engage the services of Pro Bonos as well.

### **Promotions**

This year I organised 'A' frames with CAB advertising for those branches who requested them.

We also took part in 'Have-a-Go Day' at Burswood. I organised a 'Free Will' competition which generated about 120 leads.

### **Other Attendances and Initiatives**

Other attendances and new initiatives during the year include:

- Attending Tax Help morning tea
- Attending a cocktail party at Volunteering WA
- Attending the Dept of Commerce Awards lunch
- Organised the Law Week event, a meeting with the Pro Bonos and drinks
- Re-wrote the Coordinator's manual
- Created and compiled a Board Members Manual
- Assisted in initiating a computerised volunteer sign in system
- Assisted in initiating reception receiving system

### **Conclusion**

My sincere thanks go to the wonderful volunteers and small dedicated paid staff that without their amazing effort, many people would not have any assistance. Thank you to all.

**NOLA WELLINGTON**  
**OFFICE MANAGER**

**LEGAL DEPARTMENT  
2010 – 2011**

**Overview**

Work has continued throughout the year at a steady rate. As usual we owe a heavy debt of gratitude to the pro bono lawyers who do so much for the CAB clients in all branches.

The situation with legal staff is as follows:

- Moira Taylor left us early in the financial year
- She was ably replaced by Nerys Lloyd acting under articles to myself (she will be admitted towards the end of the year)
- Helga Van Schoor took her place as a paralegal and has been working up to a position of independence which is gratifying
- Nour Karmout married recently and shortly after left her position as paralegal (which she had fulfilled with great competence) leaving CAB to seek another paralegal – much needed
- Other staff continue to provide good and productive service
- Any difference in trends shown on the statistics is probably due to the staff movements noted.

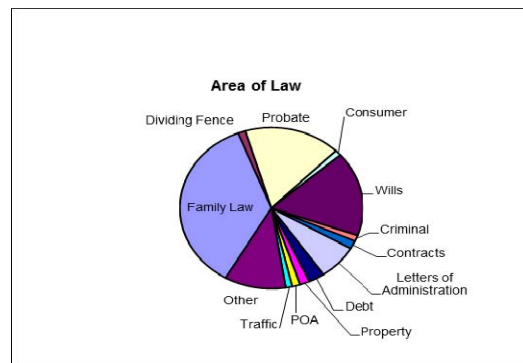
**Head Office**

In general working relationships within CAB continue to be good although there are occasional lapses.

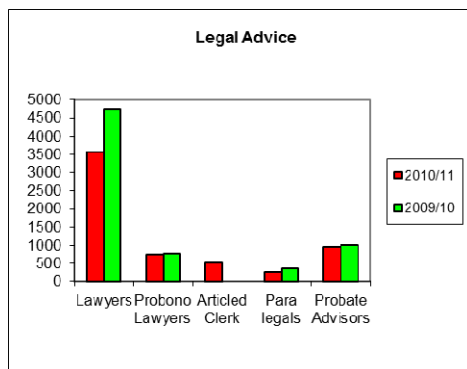
**Branches**

Branches seem to be working well from my perspective.

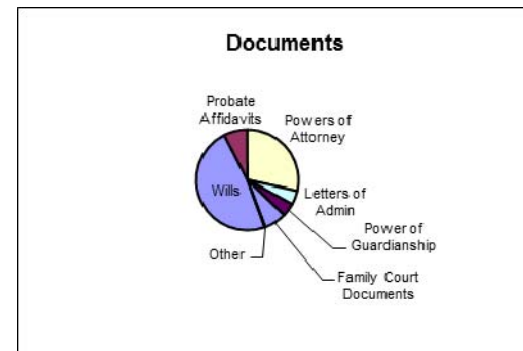
Advice by area of law	2010/11	2009/10
Family Law	2163	2486
Probate	1030	1173
Wills	1028	1047
Letters of Administration	425	374
Debt	169	259
Property	106	166
Consumer	68	146
Criminal	72	143
Traffic	69	137
Dividing Fence	81	116
Contracts	101	112
POA	87	103
Other	<u>655</u>	<u>609</u>
	<b>6054</b>	<b>6871</b>



Legal Advice	2010/11	2009/10
Lawyers	3576	4734
Pro Bono Lawyers	747	774
Articled Clerk	513	0
Paralegal	252	353
Probate Advisors	<u>966</u>	<u>1010</u>
	<b>6054</b>	<b>6871</b>



Documents Produced	2010/11	2009/10
Wills	1579	1723
Powers of Attorney	940	989
Powers of Guardianship	141	0
Letters of Administration	148	159
Family Court Documents	231	253
Probate Affidavits	244	229
Other	<u>4</u>	<u>0</u>
	<b>3287</b>	<b>3353</b>



**MICHAEL COCKRAM  
PRINCIPAL SOLICITOR**

**MEDIATION DEPARTMENT  
2010 – 2011**

The Mediation Service has continued to provide a high quality service for members of the community, holding mediations for both family law, commercial and community issues. From 600 initial enquiries, 201 files were opened with 233 Pre Mediations and 111 Mediations conducted. Since March 2009, Melissa Raynes has been running the mediation department, keeping mediators abreast with the continual changes to the Family Law System.

**Accreditation**

As of 1 January 2008 the mediation profession adopted Voluntary National Accreditation Standards for mediators. The Citizens Advice Bureau embraced the National Standards to become a Recognised Mediator Accreditation Body (RMAB). All mediators with the CAB are required to meet the National Accreditation Standards and this is an important condition in regards to ongoing training and to the appointment of new panel members.

**Family Law Reforms**

The changes to the Family Law Act (the Act) have significantly impacted on the Mediation Service with an increased demand and a change of the issues at mediation. These changes to the Act reflect the importance of children growing up with the love and support of both parents. Changes to the Act effective from 1 July 2007 require people to attend family dispute resolution if they want to apply for parenting orders for new cases under the Act.

15 of our 18 panel members have met the required qualifications stipulated by the Attorney General's department to perform family mediations and are now accredited and registered as Family Dispute Practitioners with the Attorney General and are able to issue certificates under section 60I of the Family Law Act 1975.

**Client needs and mediation resources**

Client growth has remained steady; however, there has been a significant shift in the needs of the client and the amount of time and resources used in the department. Pre-mediation interviews are now taking at least 2 hours and on occasions longer. Our client base is becoming more disadvantaged and time speaking directly with clients in order to engage and refer them to appropriate resources has increased dramatically. Safety and mental health issues are a major issue in the clients we are seeing. Policies have been put in place regarding risk management, to make sure that we are giving the best service possible.

**Funding**

Funding is still a major concern for the department. Moving off site so as to enable a full service that would include access to the legal service and a dedicated and private space for clients is something that would benefit the community.

**Training and Professional Development**

The panel of mediators attend 'in house' training each month and a variety of topics are covered, most of these

are presented by members of our panel who have diverse experience and expertise. We also have a variety of guest speakers to cover topics that the panel have flagged as important to their professional development. Some panel members are also taking advantage of the bi-monthly training at the Midland Family Relationship Centre and the training provided by the Family Pathways Network.

Four of the panel have undertaken further study and have gained the Vocational Graduate Diploma in Dispute Resolution. A further two panel members are also completing this Diploma. As this further study is voluntary it is admirable that our volunteers make the effort to attain these higher qualifications at their own time and expense.

In September 2010, the mediation coordinator and other panel members attended the National Mediation Conference held in Adelaide.

In October 2010, the mediation coordinator attended a five day course of mediation training run by LEADR.

In May 2011, a number of panel mediators and the mediation coordinator attended the Family Pathways Network Conference held in Perth.

Five Panel Members attended "Child Inclusive Practice Forum" held in South Perth in November

**Networking**

The Citizens Advice Bureau's mediation service is represented on a number of committees, namely: The Western Australian Dispute Resolution Association (WADRA), Family Pathways Network (FPN) and Schools Conflict Resolution and Mediation (SCRAM)

The Mediation Coordinator is a Steering Committee member of the Children in the Law System, and this involvement is raising Citizens Advice Bureaus profile among other agencies.

The Mediation Coordinator is also Deputy Convenor for SCRAM and a committee member of Family Pathways Network. The Mediation Coordinator also represents CAB as member of the FRC Consortium which meets biannually.

**Mediators**

The growth of the Mediation Service has been thanks to the extraordinary contribution of the panel of volunteer mediators, with special mention to the Duty mediators, Margaret Dixon, Noray Jones and Margaret Mendelawitz. Our diverse and talented panel continues to grow with new members being welcomed on board.

**Conclusion**

Overall, the Mediation Service has continued to grow and is providing a valuable service to the community and to separated families. The mediators are a highly motivated and dedicated group who are from a wide variety of professional backgrounds and experience. It is a true privilege to work with such high calibre professionals who volunteer their time and expertise for our community.

**MELISSA RAYNES  
MEDIATION COORDINATOR**

**BRANCH COORDINATOR'S REPORT - ALBANY BRANCH**

**2010 – 2011 Established 1974**



**STATISTICS**

Telephone	585
Interview	<u>764</u>
<b>TOTAL=</b>	<b>1,349</b>

**Office**

Thank you to Garry for installing the new computer and laser printer.

**Probate**

A total of 15 Probate Assistance appointments have been carried out.

**Volunteers**

Sadly in February this year Kathryn Griffiths, Life Member, President of the Albany Branch Committee, volunteer of 31 years and friend died.

The Branch welcomed two new volunteers in 2011 bringing our total to fifteen plus two emergency volunteers.

An effort to obtain more volunteers will be made as it is sometimes difficult to fill the roster when volunteers are on holidays.

I was very appreciative of Margaret Murray, one of our emergency volunteers, working on Mondays for a number of weeks until we were able to recruit another volunteer for Monday.

**Promotions**

The Branch places a weekly advertisement in the Weekender and an entry in the Albany Business & Community Directory.

**Marketing**

Albany Chamber of Commerce and Industry Directory are the main means of publicity.

Peta Pyke gave a talk on the work of the Branch to the Albany University of the Third Age.

The Coordinator was interviewed on Community Radio during October.

**Tax Help**

This service will be offered again in 2011.

**Volunteer Week**

We celebrated Volunteer Week by inviting the volunteers to afternoon tea at a local restaurant.

Volunteers were given a TAV Bag containing a Water bottle, volunteer “emergency kit” and a volunteer badge, all provided by the Albany & Regional Volunteer Service.

Repairs to the building scheduled for this year have been partially completed. The northern side of the building has been re-stumped and the drainage repaired. Broken and cracked slates on the roof have been replaced. Further work on the inside of the building will proceed as funding becomes available.

Thank you to the staff at Head Office for their support throughout the year.

**ESMÉ L. JUSTINS  
COORDINATOR**



**BRANCH COORDINATOR'S REPORT – ARMADALE BRANCH**  
**2010 – 2011 Established 2004**



**STATISTICS**

Telephone	3,051
Interview	<u>2,058</u>
<b>TOTAL</b>	<b>5,109</b>

**Introduction**

Armadale Branch is now approaching its sixth year of providing a much needed service in our Community. Even though we are based in Armadale, we receive many calls from north and south of the river, also country areas including Esperance, Mt Newman, even a few from Darwin. So we must be doing something right.

For a few years Mission Australia were here on the premises with us, unfortunately they have closed down now, this has slightly decreased our client intake from them, but increased Centrelink's referrals to us so it has worked out more in the positive than the negative.

**Volunteers**

Our volunteers are still enjoying what they do, and are happy to fill in on an extra day if needed. Welcome to our newest volunteer Maureen McKay, she has fitted in extremely well and is very keen to learn as much as she can.

My thanks go to all the volunteers for their hard work and loyalty to myself and the Bureau.

Our deepest sympathy goes to assistant coordinator Rae Wright on the sad passing of her dear mother Ruby, who was a lovely lady, and a real character with a great sense of humour. All our prayers and thoughts are with you at this sad time.

At this point in time the Armadale branch has six volunteers plus one on standby.

Thanks to the Armadale Volunteer Resource Service we have access to a large number of potential volunteers.

**Training**

Thanks to head office for all the interesting training they provide our newest volunteer was very impressed with the latest induction on 5<sup>th</sup> and 6<sup>th</sup> of August this year.

The training is extremely important to all of us, ensuring that all information is correct and up to date.

Thanks to Sandra Brown our CEO and Nola Wellington, Office Manager who provide a great deal of information to all volunteers. They are always clear and concise when speaking at any of the training sessions. This encourages active participation between themselves and the volunteers. They are always happy to answer any questions or clarify any points.

**Meetings**

All committee meetings are always well attended, and staff meetings are encouraged as much as possible. Our A.G.M will be held on September 16<sup>th</sup> at 4.p.m and an advertisement will be put into the local papers.

**Services**

Our legal service is the most popular service we provide, thanks to well liked Lawyers Luciano Sales & Keith Sorensen.

The Tax help is up and running and is proving to be very busy for both our volunteers. Wednesdays and Fridays are our Tax Help days Probate is dealt with on Tuesdays and Thursdays and is also a popular service.

There is also assistance with filling in of Centrelink forms and any other forms that do not pertain to any legal advice.

**JP**

Our thanks go to Jeff Munn who assists us on a regular basis. Jeff is the deputy Mayor of Armadale as well as a very popular member of Council.

Mark Dawson has also assisted this branch and we are very grateful for his input and willingness to help when needed.

**Pro Bonos**

Our much appreciated pro bono Keith Sorensen continues to assist us on a regular basis. Keith has been assisting us for nearly five years and

was the first lawyer to attend clients in Armadale, which was really exciting for us all, we could not believe our luck to be providing a legal service in this area that clients could attend and not have to go through a means test.

When we were provided with a Staff Lawyer from Head Office, Keith willingly agreed to still attend our premises one day a month. Keith is also the chairperson of the Armadale Branch committee.

### **Promotions**

There have been a few requests for more information about our services from different Agencies. A selection of pamphlets has been sent to St. Vincent De Paul, Salvation Army and a few for the local libraries.

The Advertisement for the AGM will also draw attention to our services. I will also be attending a meeting at the Council Offices re: Police clearance for volunteers, also how to deal with difficult volunteers. So it should be a very interesting meeting.

### **Statistics**

This tax year would be the busiest for us having an extra tax help volunteer, the appointments are filling up very quickly in advance. Again Centrelink is the agency that recommends us the most in our area. The tax office is only a telephone call away and are extremely helpful with any difficult questions the staff may have.

Our legal appointments are well and truly booked out until the end of September, and into October.

Probate has slowed down a bit.

### **Other Items**

This Christmas coming we will celebrate in our usual fashion by having a Christmas Party and a Secret Santa at our Branch. Everyone looks forward to this every year.

### **Conclusion**

This year has been very busy and fulfilling for us all, and I am quite sure that the coming year will be as eventful and exciting as this one was.

**AVRIL SHERIDAN  
COORDINATOR**

**BRANCH COORDINATOR'S REPORT - BUSSELTON BRANCH**  
**2010 – 2011 Established 1975**



**STATISTICS**

Telephone	=	868
Interview	=	730
<b>TOTAL</b>	=	<b>1,598</b>

**Introduction**

Busselton Branch was started in 1975 operating out of the library.

We are currently located in the old police station which is scheduled to become part of a new cultural precinct. Infrastructure work on drainage, utilities, and road and sidewalk paving is to begin shortly. This will create some challenges and we are consulting with the shire to ensure a reasonable ease of access is maintained while the work is carried out. Ultimately we will be moving to the new Community Resource Centre which is being funded by the Lotteries commission. Joe Moylan, our Chairman, and I have been attending planning meetings for this facility. The design concept has been finalized and the tendering process should begin in July, with an intended completion date in early 2013.

Discussions with the Shire suggest we should be able to remain in our present location until the CRC is ready for occupation.

**Statistics**

Busselton Branch is averaging 5.9 enquiries per day.

**Staff**

During the last six months the branch has lost the valuable experience of two long-serving members, Des Cantwell (health reasons) and Ann Taylor (new business commitments). As a result, a major focus of the branch has been the reorganization of the roles of existing volunteers, and the recruitment and training of new volunteers. The willingness of experienced volunteers to partner new members has been a great help in this process. With 15 active volunteers (a net increase of 4) we now have greater flexibility in maintaining the office roster.

Our Shire representative is Tom Tuffin and we are extremely fortunate to have him to liaise with the Shire on our behalf. He attends all our monthly meetings, has been able to access small grants and

keeps us up to date with any Shire developments which are relevant to our organization.

**Legal Service**

We have two Solicitors from Busselton as our Pro Bono Solicitors; they visit on every second Tuesday. The appointment book is always full.

Unfortunately, we have been forced to close the Margaret River Outreach programme. While we had very good support from local lawyers, we were unable to find local (Margaret River) volunteers to support the service on a regular basis.

The Department of Commerce (Consumer Protection Division) attends here every first Monday of the month for four hours. We are currently trying to increase community awareness of this service through articles in the local newspaper.

**Probate Service**

Fiona Blake and Michael Cassanet offer a Probate service by appointment on Tuesdays and Thursdays. They also assist in drawing up Enduring Power of Attorney forms.

**JP**

We don't have a JP involved at our Busselton branch.

**Tax Help**

Ann Taylor was kept very busy providing this service last year. Two additional volunteers, John Morgan and Christina Marruffo, have undertaken training this year. Mary Munnelly from ATO has been in contact with us again this year and is overseeing this service.

**New Equipment**

The Busselton Branch would like to express our grateful appreciation to Head Office, and in particular Garry Bleakley, for the recent upgrade of our IT equipment. We are working hard to reorganize procedures and improve our skills to maximize the potential of this equipment.

**GLENN LOHR**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - ESPERANCE BRANCH**  
**2010 – 2011**    **Established 1976**



**STATISTICS**

Telephone	=	142
Interview	=	<u>none</u>
<b>TOTAL</b>	=	<b>142</b>

**Introduction**

Because of a lot of illness, many cases have probably been diverted to Head Office – sorry about that.

**Volunteers**

Yvonne is well again, but is busy with a daughter who suffers with type 1 diabetes. I spent 5 weeks in Perth most of that time in Royal Perth Hospital.

**Training**

We managed to attend some seminars - one on The Seniors Card was excellent and also one from the Department of Commerce.

**Statistics**

We only had a total of 100 calls this year – some of them quite complex and we felt ‘needed’. Our main problem is the lack of local lawyers and the limited helpfulness of the Legal Aid advice line.

**Meetings**

We meet every second month now and really enjoy our get-togethers. We had a very pleasant ‘Christmas Social’ held in the Senior Citizens Centre. We bought lovely sandwiches and cakes from the local Vietnamese Bakery.

**General**

We have still not had any nuisance calls on our advertised phone numbers. Consumer problems and death related queries are still dominant. We sell quite a few copies of the Probate Kit.

**Conclusion**

We wish Sandra well in her retirement. She has been a great Chief Executive Officer.

**JOY TIDOW**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - FREMANTLE BRANCH  
2010 – 2011 Established 1966**



**STATISTICS**

Telephone	=	2,662
Interview	=	<u>2,003</u>
<b>TOTAL</b>	=	<b>4,665</b>

**Tax Help**

Tax Help starts soon and as per usual Ann and Val will fill the bill. They provide a much valued service. Last year the two Ladies helped 45 clients.

**Introduction**

Our office is situated at 15a Queen Street Fremantle still. At one time we expected to be running the branch from the kerbside. The Council seems to have shelved the idea of a bicycle port on our premises. This is still not confirmed in writing.

**Statistics**

Our statistics remain constant throughout the year. The total number of enquires dealt with both in person and on the phone is approximately 4,500 which proves that people still prefer to deal with someone face to face or 1 on 1.

**Volunteers**

Our volunteer numbers are very fluid with the year saw us saying goodbye to Suzanne Johnston, Sylvia Jackson and Margaret Coleman.

We greeted Margaret Welshman back after a stint of health problems. We said hello to Giselle again after a long, long holiday, we welcomed James a law student who is a great asset and a whiz on the computer. Delis came to us with experience of CAB in New Zealand then we acquired the services of Foongmay who has four languages up her sleeve.

**Legal Department**

The legal evenings continue to be a success; through the good auspices of the Law Society we obtained the services of two new solicitors. Mr Kondwani Mwenda Family Law a delightful young man and Mr Peter Kakulas who does General Law and is an exceedingly nice gentleman.

We say welcome to them all.

Our Wills service is so popular that bookings are made for up to a month ahead.

We have been delighted with the new computers and multifunction centre. It is surprising how much easier our life has become. With the new online Pro Bono Solicitor site we may soon one day end up with a paperless society. We have allotted Monday morning for form filling letter writing and EPA's assistance and Jim looks after these clients.

**Training**

We were able to tee up three educational sessions this year. These were talks given by St. Patricks who look after mainly the homeless people and families living in Fremantle. This was an extremely enlightening session we had no idea that so much is done by St Pat's. Secondly we heard from Fremantle Community Legal Centre about the financial counselling help they give. Then we heard about the Courts Drug Diversion Programs, all very interesting and informative.

**Conclusion**

All in all it has been an eventful year what with the threat of eviction and losing the service of several solicitors, however we have helped a lot of people along the way who appreciate the service we supply and when all is said and done that's the most we can hope for.

**PATRICIA BAXTER  
COORDINATOR**

**BRANCH COORDINATOR'S REPORT - JOONDALUP BRANCH**  
**2010 – 2011**    Established 1999



**STATISTICS**

Telephone	=	3,449
Interview	=	<u>484</u>
<b>TOTAL</b>	=	<b>3,933</b>

**Introduction**

Our AGM will be held on 18<sup>th</sup> July 2011. At this stage our existing committee of five will be standing again. Sebastian Luxa is regularly maintaining the branch finances and ensuring that adequate funds are kept in the account, thus eliminating the problem of dishonoured cheques.

**Staff**

We have been getting a regular flow of volunteers from Volunteering W.A.; therefore most shifts have been covered. Even though there are several staff members on leave this month, our newer members have been flexible in the days that they can attend, this has made it easier to adjust the rosters.

**Legal Services**

Appointments are usually fully booked for weeks ahead. We cannot keep up with the demand for Wills. The move by Head Office to mail out Wills direct to clients has proved successful.

**Probate**

Tony Savory is providing a valuable service to Joondalup residents and still seeing a regular flow of clients.

**Tax Help**

Joondalup will be once again providing a service. This will be set up this week and we will be taking appointments beginning mid-July.

**Administration**

Thanks to Garry for the smooth transition to the new computers. It is much easier it is to manage the branch with up to date technology. Now can I put in a request for suitable desks to make it more comfortable for staff to use our computers, as existing desks are over ten years old. A couple of lessons would also assist in using this latest technology to its best advantage.

A recent staff lunch was well attended and many issues were discussed.

My sincere thanks to all the staff at Joondalup branch, for their dedication, flexibility and willingness to take on additional tasks.

**ROSALIND FRANKLIN**  
**COORDINATOR**

## BRANCH COORDINATOR'S REPORT - KWINANA BRANCH

**2010 – 2011    Established 1994**



### STATISTICS

Telephone	=	903
Interview	=	<u>5,520</u>
<b>TOTAL</b>	=	<b>6,423</b>

Kwinana Branch is situated at the moment in the Hub Shopping Centre where it has been for all 17 years of its existence.

### Stats & Legal

Statistically things haven't been as good this year as in previous years mainly due to the loss of a lawyer and the uncertainty of life in the Shopping Centre. We are without a legal service and only have our Will Service at the moment, which is flourishing

### Staff

Levels remain constant, however with the uncertainty of tenure I am reluctant to train new volunteers and then have a long break. At present we are managing with 8 volunteers plus the JP's. When we know more I will recruit more volunteers.

### Justice of the Peace

This is our busiest service at the moment with the ladies and gentlemen working extremely hard. I am very grateful to them for their continued service.

### Probate Service

Kath Gallop our probate volunteer has been ill and hospitalized for several weeks. I am pleased to say she is back on deck and I have been working her hard, she has to make up for her time away.

### Tax Help

Kay Phillips and Kath Gallop were kept very busy in the Tax Help season and are gearing themselves up to start again in a couple of months. Kay will be in her 18<sup>th</sup> year as a Tax Help volunteer.

### The Future

We are playing a waiting game at the moment, last year the Shopping Centre was sold to Woolworths who have decided to rebuild or renovate. The talk is, half the Centre will be closed while building work takes place. The library and Coles have already been given notice and we are hanging on by the skin of our teeth. The Council have offered us premises in the new Knowledge and Resource Centre which is in the process of being built however it will not be finished until December or January, so we are keeping a low profile and our fingers crossed that we manage to stay till then. It could be difficult to keep volunteers idle over a few months.

### PS

Since writing this report The Branch has finally been given notice. We closed on August 26 and went for an enjoyable lunch at the Kwinana Hotel where we were joined by Sandra Brown and Garry Bleakley. The Branch has been promised new accommodation in February 2012 in the new Library and Resource Centre building. The JP's have found a home in the library and Tax Help in the local member's office. A local Storage company has given us 6 months rent free storage. We are now in recess.

**EDNA LEWIS**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - MANDURAH BRANCH**  
**2010 – 2011 Established 1977**



**STATISTICS**

Telephone	=	1,840
Interview	=	<u>5,643</u>

Mandurah have had a number of moves in the early years before coming to rest again in The Mewburn Centre, which is an ideal location in the middle of the CBD and surrounded by garden and parking area and not quite so ideal next to the public toilet.

We have recently been having road done to beautify the centre and the George Robinson Gardens (next to the office) these are now finished and all is now back to normal.

2011 has Mandurah CAB entering into the 34<sup>th</sup> year of service and fortunately are quite in favour with the Council, present situation being Council owned.

**Volunteers**

There is a co-ordinator (myself), and 22 volunteers. I have interviewed two new volunteers. If suitable they will be able to help during tax time. I will also have them trained to assist in court duties.

Volunteers work on a 2 month roster system. Prior to making up the roster a check is made on the roster book in the office where all holidays, appointments and whatever time the volunteer may wish to have off is recorded and noted for the roster.

During busy times each volunteer may work once a week, mostly it is 6-7 times over the 2 months. If a volunteer is unable to work on a rostered day it is their duty to ring for a replacement. Only as a last resort is the Co-ordinator introduced to solve the problem.

**JP**

We have a JP on duty every Thursday and Friday from 10.00am-12.00noon. We have a list of the rostered JP's and a number to ring if one does not happen to appear.

**Probate** – Two of the volunteers have been trained to do probate this occurs on Thursday and Friday on alternate weeks. I have just submitted a form for a recent grant to obtain a laptop computer to enable the two ladies to do this help on line. Fingers crossed.

These ladies have given two presentations this year. At The Alzheimers Association and The Friends of the Hospital. There were in excess of 25 in attendance. All helps to promote the service.

From July – June we have assisted 49 clients with their probate applications and have given advice to 138 probate clients via telephone.

**Tax Help**

Due to illness we will have only three volunteers doing tax this year. Two have decided to not undertake Tax help and one has had to cancel due to illness.

**Training**

We have regular training sessions which are combined with afternoon tea giving the volunteers a chance to get to know each other.

**Administration**

We have quarterly meetings with the management committee, Chairman, Vice Chairman, Secretary, Treasurer, Co-ordinator and 3 members.

We had a visit with the Mayor and had the chance to ask questions, and make sure the Council know we are very happy where we are and have no desire to move. Afternoon tea was served and a very pleasant afternoon was had by all.

It is a very happy branch, much laughter and pleasant gossip, We maintain a friendly atmosphere to the public and do all in our power to satisfy them.

**JUDY BREALEY**  
**COORDINATOR**



**BRANCH COORDINATOR'S REPORT - MIDLAND BRANCH  
2010 – 2011    Established 1993**



**STATISTICS**

Telephone	=	3,833
Interview	=	<u>2,894</u>
<b>TOTAL</b>	=	<b>6,727</b>

**Introduction**

Citizens Advice Bureau, Midland Branch is situated at 8 – 12 Stafford Street, Midland. Our hours of business are 9.00am to 3.00pm, Monday to Thursday.

**Staff**

We have been cruising along with a total of 13 volunteers. The newest one was inducted early this year. We have been disappointed with some very promising ladies changing their minds and not continuing with us, but at the moment, we have a potential volunteer who has been ill but intends coming once she is well.

The usual interruptions to the rosters, such as holidays, sickness or family commitments are covered by the volunteers generosity by doing extra shifts. Their consideration and enthusiasm is greatly appreciated.

Thanks again to our existing volunteers, Glen, Bell, Jean Hayhurst, Doreen Sanders, Treasurer, Heather Skinner, Pene Reid, Glenn Ware, Enid Freeman, Maxine Wood, Jean Barron, Elaine Giggins, Arlene Wickham and Don Butler, Probate assistant and myself, Rosalie Gordon, Coordinator and Probate assistant.

**Legal Service**

Luciano Sales and Mary Wylie are very valuable lawyers provided by CAB. We have two lawyers coming out on the last Wednesday of the month from Robertson Hayles and Associates.

**JP's.**

John Luk and Stephen Sharp are continuing with their duties as Justice of the Peace. Stephen is quite keen to further his activities within the Citizens Advice Bureau.

**Probate Service**

Rosalie Gordon and Don Butler continue to supply this necessary service.

**Tax Help**

Recent advice from the Tax Office is that we will have two Tax assistants this year, Michelle and Wally Winfield. Wally, who has been helping for many years, will start from the second week of July on Wednesday.

**Administration**

With the installation of two new computers and a new photocopier, some of the old frustration has been eliminated. We have three volunteers on each of the four days that we are open. This gives the coordinator the freedom to allocate time for administration.

**Meetings**

To date during 2011 we have had one Committee meeting and one staff meeting. The next Committee meeting is scheduled to be held on July 20<sup>th</sup> at 8.30am.

**ROSALIE GORDON  
COORDINATOR**

**BRANCH COORDINATOR'S REPORT - ROCKINGHAM BRANCH**  
**2010 – 2011    Established 1979**



**STATISTICS**

Telephone	=	1,823
Interview	=	<u>2,147</u>
<b>TOTAL</b>	=	<b>3,970</b>

**Introduction**

The Rockingham Branch of the Citizens Advice Bureau is located at Room 4, St Nicholas Community Centre, 14 Council Avenue, Rockingham. We have been at this location for nearly 4 years.

**Statistics**

Our figures to the end of June are down slightly over last year. This can be answered by the branch losing our Friday Solicitor Mr Bloxham. He used to have on average 6 appointments.

**Probate**

Joan and Beryl are still our Probate officers. Joan has completed 8 Probates so far this year and Beryl has completed 9 a total of 17. They are doing a great job, thank you Joan and Beryl.

**Tax Help**

Gordon again has put his hand up again for doing our Tax Help. This will be his fourth year.

**JP**

Sadly, I have to report that Yvonne Tozer JP, who gave of her time for a brief period, succumbed to her illness. Yvonne died towards the end of June, the day after being released from hospital. Yvonne and I assisted 51 clients with a variety of documents.

**Legal Service**

We are now back to three Pro Bono solicitors. All three of these have given long service to our branch, John Bochat, Anthony Hughes and William Allen. Unfortunately we lost the services of Mr C Bloxham and Mr D Love.

**Volunteers**

Our members consist of me, Christopher Smith OAM JP, 21years service, my assistant Gwen WIGGENS 22 years service, one of our Probate people, Joan, 16 years and our Tax help person Gordon 11 years. We also have Terry who has completed 10 years. A further few members have completed 6 years service. We currently have a total of 15 volunteers.

**Resignations**

Unfortunately, Mrs Betty Thompson has finally tendered her resignation after 30 years of service. Reluctantly I had to accept it.

We have also lost three of our volunteers this year, Barbara Murdoch and Patricia Munyard, they have returned to the paid workforce in their area of expertise. Also Wendy Collett has had to leave for personal family reasons. All three have been advised at some time in the future they are more than welcome to return to the CAB.

We have gained Mr John Simmons to the fold, a former governor of Rotary, WA.

**Meetings**

We have had only two staff meetings this year. The second staff meeting, which I considered highly successful, was a question and answer session.

**AGM**

We held our Annual General Meeting on Friday August 27<sup>th</sup> 2010. Also in attendance was Edna Lewis, the current President of the CAB. We elected the new committee: **Chairman:** Christopher SMITH OAM JP, **Treasurer:** Gordin Crane **Secretary:** Gwen Wiggins **Committee:** Joan Fulford, Barbara Winter and Terry Stevens.

**Training**

As always, we as a Branch look forward to when the team come to Rockingham and conduct training. I frequently encourage any of our new and older members to attend Perth and participate in the training.

Garry attended our office and gave the members training on Online Appointments. It was very well done.

**Other**

Betty Thompson was nominated for and won Rockingham's Senior Citizens Award.

September 14<sup>th</sup> last I was presented to the Governor of Western Australia, Dr Ken Michael AC, to receive the Order of Australia Medal (see pic).



**CHRIS SMITH OAM JP**  
**COORDINATOR**

## **MEMBERSHIP 2010 – 2011**

### **LIFE MEMBERS**

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

### **MEMBER ORGANISATIONS**

Department for Communities  
Department of Commerce  
City of Armadale  
Town of Cambridge  
City of Joondalup  
Shire of Kalamunda  
Town of Kwinana  
State Library of WA

The Law Society of Western Australia  
Legal Aid WA  
City of Mandurah  
Shire of Mundaring  
City of Subiaco  
City of Swan  
City of Vincent  
City of Wanneroo

**MEMBERS**

**2010 – 2011**

Elizabeth Acaon (PERTH)  
 Gwen Arney (ALBANY)  
 Dave Arnold (KWINANA)  
 Ken Barrett OAM (MANDURAH)  
 Matthew Bassett-Scarfe  
 (MANDURAH)  
 Patricia Baxter (FREMANTLE)  
 Ron Beurteaux (ROCKINGHAM)  
 Joyce Billings (PERTH)  
 Robert Black (PERTH)  
 Beryl Black (PERTH)  
 Fiona Blake (BUSSELTON)  
 Garry Bleakley (PERTH)  
 Judy Brealey (MANDURAH)  
 Sandra Brown (PERTH)  
 Hazel Butorac (PERTH)  
 Peter Byrne (PERTH)  
 Vince Calalesina (FREMANTLE)  
 Desmond Cantwell (BUSSELTON)  
 Rosalie Carmichael (BUNBURY)  
 Michael John Cassanet  
 (BUSSELTON)  
 Verna Chapman (BUSSELTON)  
 Robyn Clancy (ALBANY)  
 Diane Cook (JOONDALUP)  
 Alva Courtis (ESPERANCE)  
 Serena Craig (BUSSELTON)  
 Gordon Crane (ROCKINGHAM)  
 Judith Creedon (ESPERANCE)  
 Jillian Mary Cross (BUSSELTON)  
 John Crouch JP (KWINANA)  
 Maria Cusmano (PERTH)  
 Barbara Danks JP (KWINANA)  
 Irene Demasson (MANDURAH)  
 John Dixon (KWINANA)  
 Heather Dixon (ESPERANCE)  
 Margaret Dixon (PERTH)  
 Kim Doherty (PERTH)  
 Kendrick Duffy (MIDLAND)  
 David Earnshaw (MIDLAND)  
 Marjorie Easton OAM (PERTH)  
 Gillian Eattell (PERTH)  
 Ros Fairhead (FREMANTLE)  
 Rosalind Franklin (JOONDALUP)  
 Enid Freeman (MIDLAND)  
 Billie Friedlander (MANDURAH)  
 Joan Fulford (ROCKINGHAM)  
 Kathleen Gallop (KWINANA)  
 Nova Geha (ROCKINGHAM)

Nick Goiran (PERTH)  
 Rosalie Gordon (MIDLAND)  
 Richard Graham (PERTH)  
 David Malcolm Greig  
 (BUSSELTON)  
 Noel Harding (PERTH)  
 Janet Harding (PERTH)  
 Shannon Hayes (PERTH)  
 Claire Hielkema (FREMANTLE)  
 Shirley Holl (ALBANY)  
 Lynette Holm (ARMADALE)  
 Jill Howieson (PERTH)  
 Beryl Hunter (ROCKINGHAM)  
 Noray Jones (PERTH)  
 Esme Justins (ALBANY)  
 Anne Keeping-Hood (PERTH)  
 Shirley Kohlen (ALBANY)  
 Barbara Kwiecien (PERTH)  
 Meg Lane (BUNBURY)  
 Susan Leeming (PERTH)  
 Edna Lewis (KWINANA)  
 Alan Lewis JP (KWINANA)  
 Trish Macdonald (JOONDALUP)  
 Ron MacFarlane (PERTH)  
 Paul Maddock (KWINANA)  
 Nema Maddock (KWINANA)  
 Gillian Marfleet (PERTH)  
 Mary McAlpine (KWINANA)  
 Janice McGlenn (MANDURAH)  
 Joan McIlroy (ESPERANCE)  
 Maud McKenzie (KWINANA)  
 Peter McMahon (PERTH)  
 Margaret Mendelawitz (PERTH)  
 Barry Mendelawitz (PERTH)  
 Alice Mol (ALBANY)  
 John Montgomery  
 (ROCKINGHAM)  
 John Morgan (BUSSELTON)  
 Maureen Mortimer (PERTH)  
 Joe Moylan (BUSSELTON)  
 Doreen (Terri) Norton (ALBANY)  
 Hilda O'Callaghan (PERTH)  
 Tony O'Gorman (JOONDALUP)  
 Marilyn Paxton (ALBANY)  
 Varny Poinern (PERTH)  
 Mary Power (PERTH)  
 Ann Pratt (FREMANTLE)  
 Marion Prowse (BUNBURY)  
 Peta Pyke (ALBANY)

Dann Rasmussen (BUSSELTON)  
 Robin Richardson (PERTH)  
 James Roberts (PERTH)  
 Len Roberts-Smith RFD QC  
 (PERTH)  
 Joy Robinson (FREMANTLE)  
 Luciano Sales (PERTH)  
 Doreen Sanders (MIDLAND)  
 Lorna Scrimgeour (PERTH)  
 Howard Shepherd (FREMANTLE)  
 Avril Sheridan (ARMADALE)  
 Joy Sinclair (PERTH)  
 Heather Skinner (MIDLAND)  
 Barbara Smart (MANDURAH)  
 Brian Smart (MANDURAH)  
 Chris Smith OAM JP  
 (ROCKINGHAM)  
 Sue Snow (KWINANA)  
 Keith Sorensen (PERTH)  
 Beverley Spencer (ESPERANCE)  
 Cezanne Stead (PERTH)  
 Yvonne Steer (ESPERANCE)  
 Terry Stevens (ROCKINGHAM)  
 Paul Sullivan (PERTH)  
 Eric Tan (PERTH)  
 Robin Tapper (PERTH)  
 Elizabeth (Ann) Taylor  
 (BUSSELTON)  
 Diana Terry (PERTH)  
 Joy Tidow (ESPERANCE)  
 Barry Tonkin (PERTH)  
 Judith Tuckey (MANDURAH)  
 Anita Turner (BUNBURY)  
 David Ward (PERTH)  
 Patricia (Trish) Ward  
 (ARMADALE)  
 Merle Watson (PERTH)  
 David Webse (PERTH)  
 Geraldine Webster (BUNBURY)  
 Marjorie Welke (ESPERANCE)  
 Ann White (PERTH)  
 Gwen Wiggins (ROCKINGHAM)  
 Margaret Williams (ALBANY)  
 Barbara Winter (ROCKINGHAM)  
 Karen Worthington (ARMADALE)  
 Rae Wright (ARMADALE)

**STATISTICS 2010 – 2011  
SUMMARY**

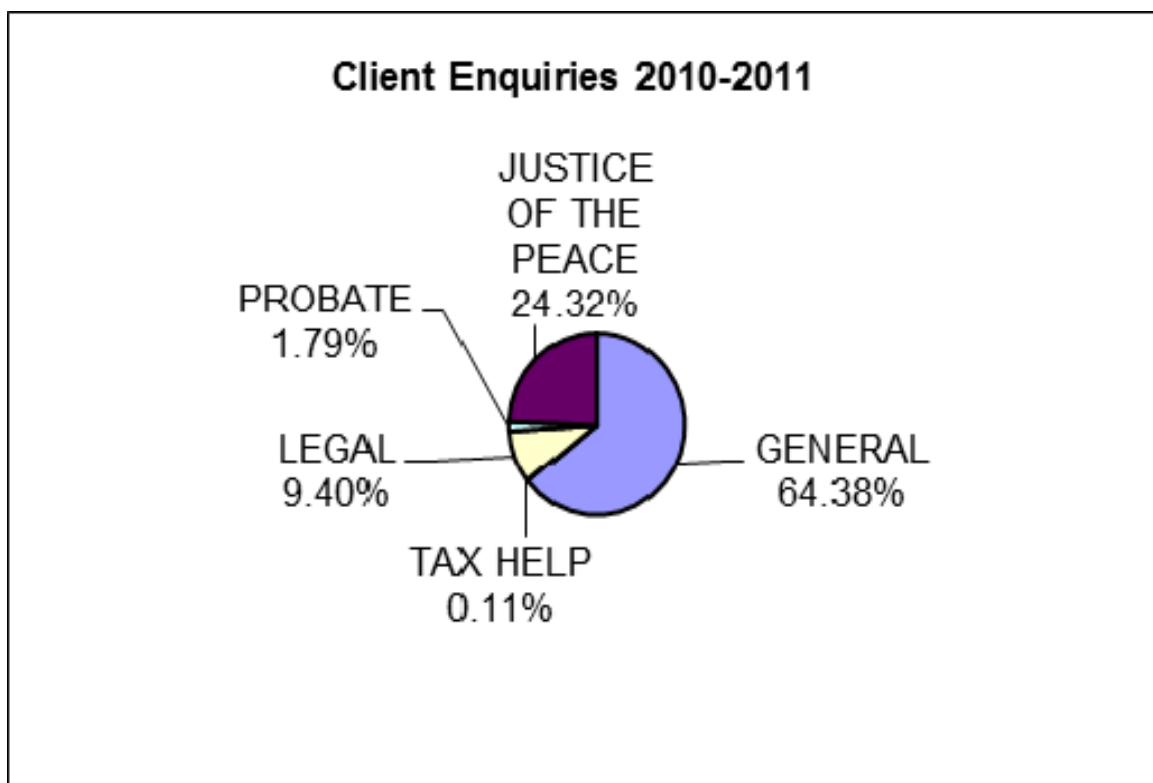
		<b>TOTAL</b>	<i>Last Year</i>
PUBLIC SPEAKING ENGAGEMENTS	54		54
MEDIATIONS	111		<u>123</u>
<b>SUB TOTAL</b>	165	165	<u>177</u>

	<b>CLIENT ENQUIRIES</b>					
	WRITTEN	INTERVIEWS	TELEPHONE	TOTAL		
GENERAL	654	382	33799	34835		31,605
LEGAL		5088		5088		5,861
TAX HELP		62		62		63
PROBATE		966		966		1,010
JUSTICE OF THE PEACE		<u>13158</u>		13158		<u>12,578</u>
<b>SUB TOTAL</b>	654	19656	33799	54109	54109	<u>51,117</u>

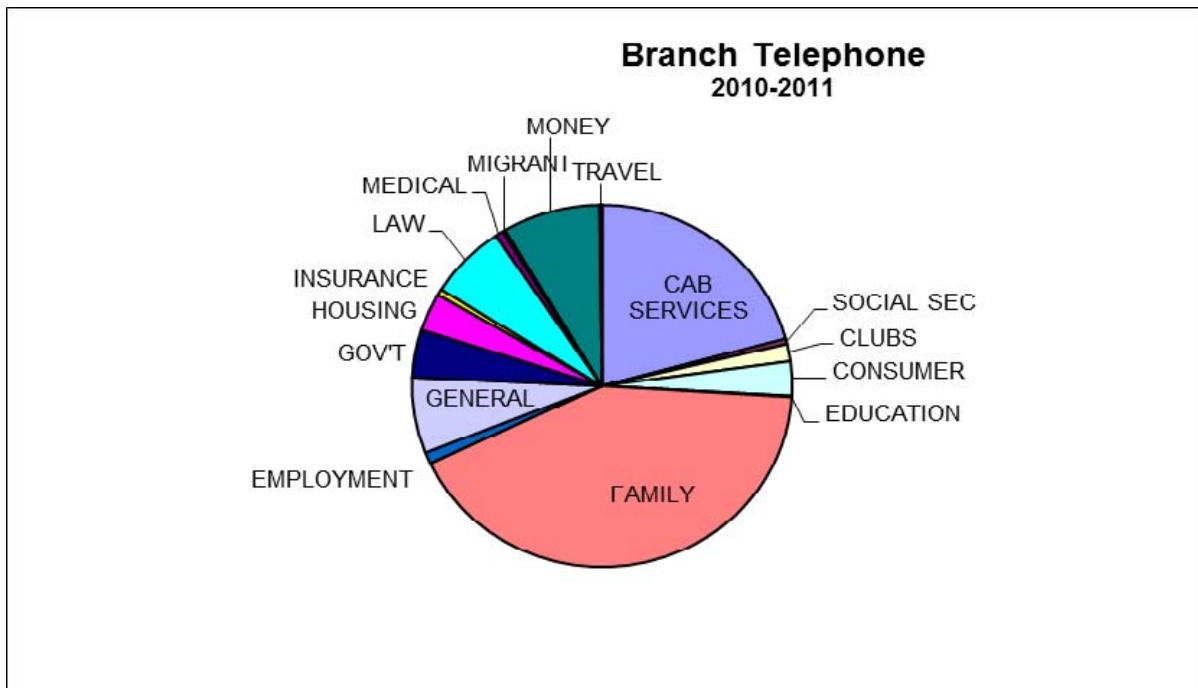
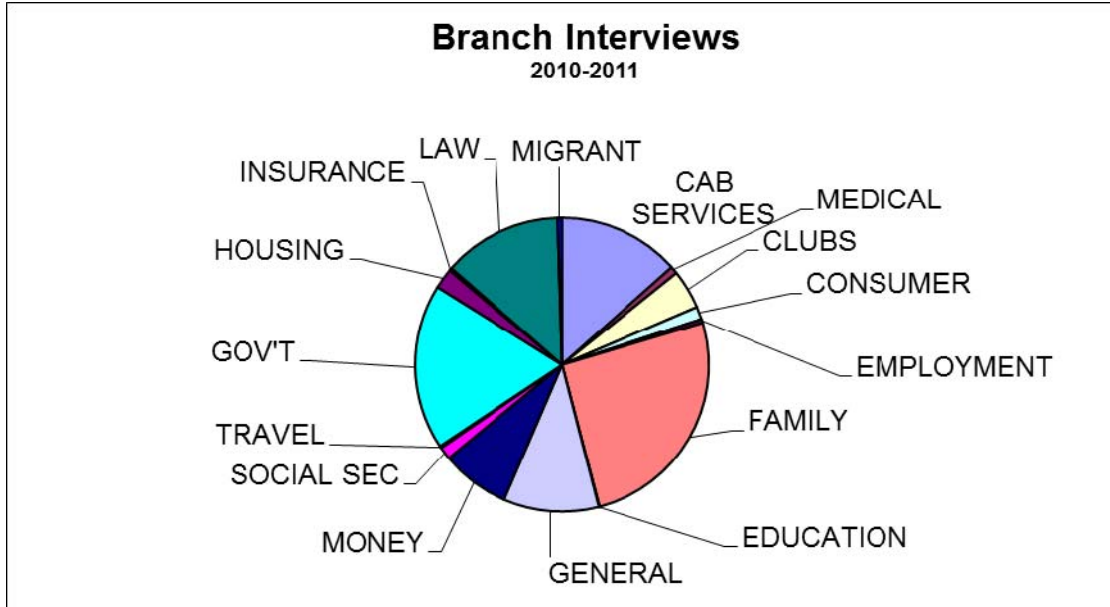
<b>BRANCHES</b>						
ALBANY		764	585	1349		1507
ARMADALE		2058	3051	5109		5,626
BUSSELTON		730	868	1598		1416
ESPERANCE		0	142	142		124
FREMANTLE		2003	2662	4665		3,765
JOONDALUP		484	3449	3933		3,646
KWINANA		5520	903	6423		7,050
MANDURAH		5643	1840	7483		7,104
MIDLAND		2894	3833	6727		5,965
ROCKINGHAM		<u>2147</u>	<u>1823</u>	<u>3970</u>		<u>4,060</u>
<b>SUB TOTAL</b>		22243	19156	41399	41399	40,263
<b>TOTALS</b>	<b>654</b>	<b>41899</b>	<b>52955</b>	<b>95508</b>		

<b>GRAND TOTAL</b>	<b>95673</b>	<u><b>91,557</b></u>
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# Perth Client Enquiries



# Branches Interviews & Telephone



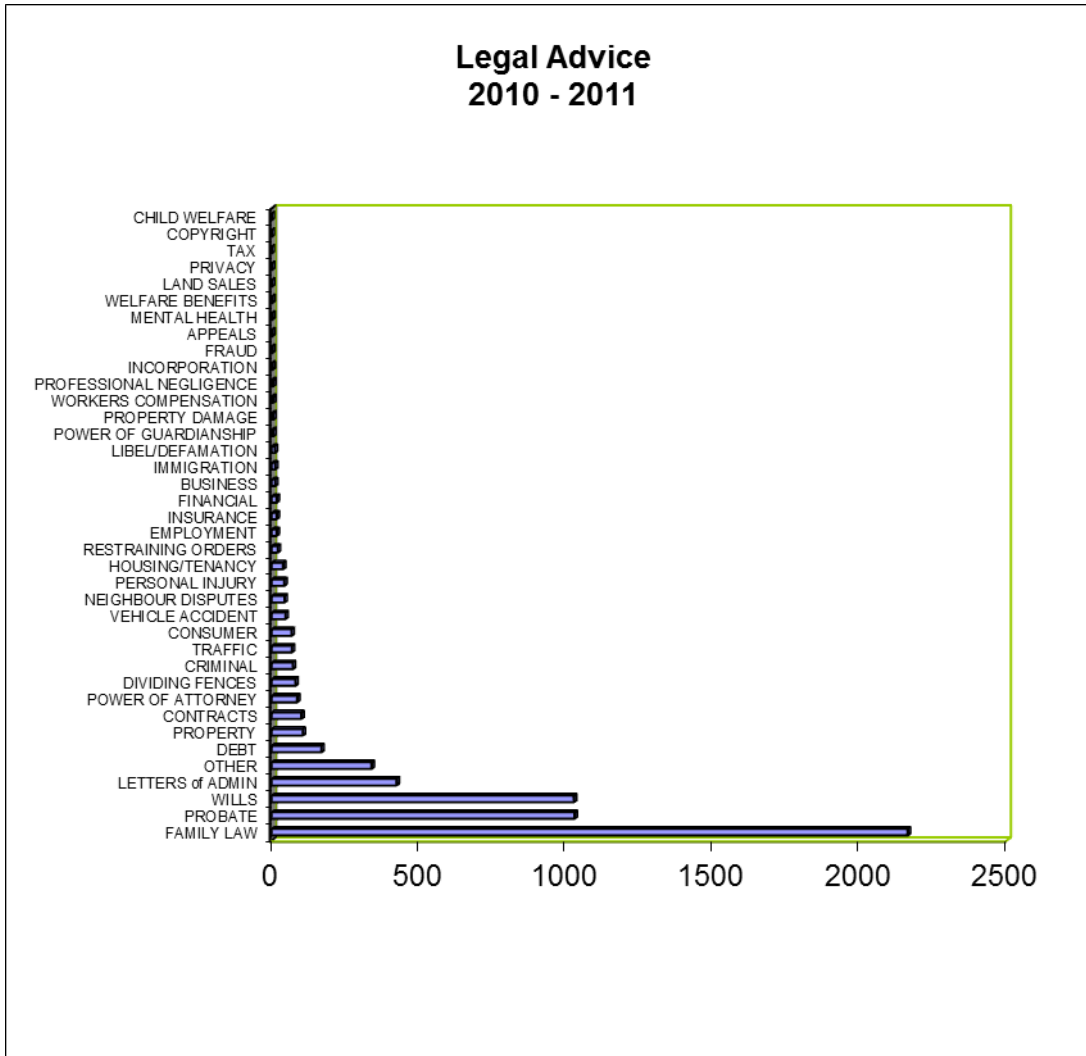
## LEGAL ADVICE STATISTICS

2009 – 2010

<u>Perth</u>		<u>Last Year</u>
APPEALS	2	5
BUSINESS	12	8
CHILD WELFARE	0	0
CONSUMER	68	146
CONTRACTS	101	112
COPYRIGHT	0	1
CRIMINAL	72	143
DEBT	169	259
DIVIDING FENCES	81	116
EMPLOYMENT	17	39
FAMILY LAW	2,163	2,486
FINANCIAL	17	28
FRAUD	2	9
HOUSING/TENANCY	39	64
IMMIGRATION	12	5
INCORPORATION	3	5
INSURANCE	17	29
LAND SALES	1	2
LETTERS of ADMINISTRATION	425	374
LIBEL/DEFAMATION	11	27
MENTAL HEALTH	2	0
NEIGHBOUR DISPUTES	44	45
PERSONAL INJURY	43	71
POWER OF ATTORNEY	87	103
POWER OF GUARDIANSHIP	6	0
PRIVACY	1	1
PROBATE	1,030	1,173
PROFESSIONAL NEGLIGENCE	5	5
PROPERTY	106	166
PROPERTY DAMAGE	6	9
RESTRAINING ORDERS	21	40
TAX	0	3
TRAFFIC	69	137
VEHICLE ACCIDENT	47	58
WELFARE BENEFITS	2	0
WILLS	1,028	1,047
WORKERS COMPENSATION	5	10
OTHER	340	145
<b>Perth Total</b>	<b>6,054</b>	<b>6,871</b>
<b>Branch total</b>	<b>1,322</b>	<b>1,062</b>
<b>GRAND TOTAL</b>	<b>6,394</b>	<b>7,933</b>



# Perth Legal Advice

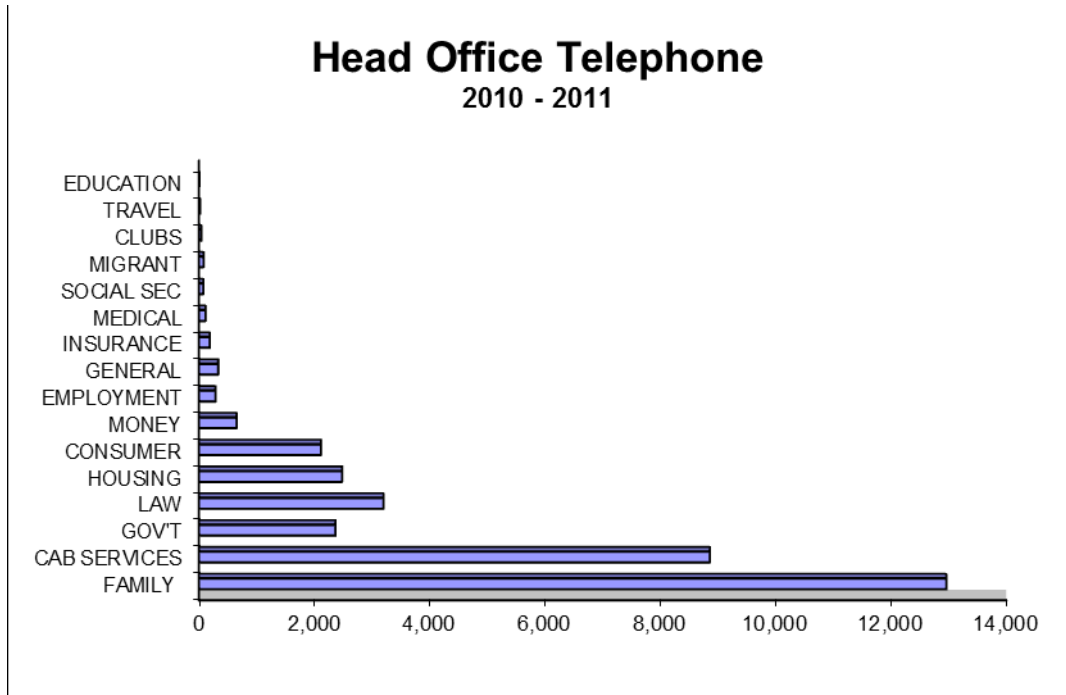
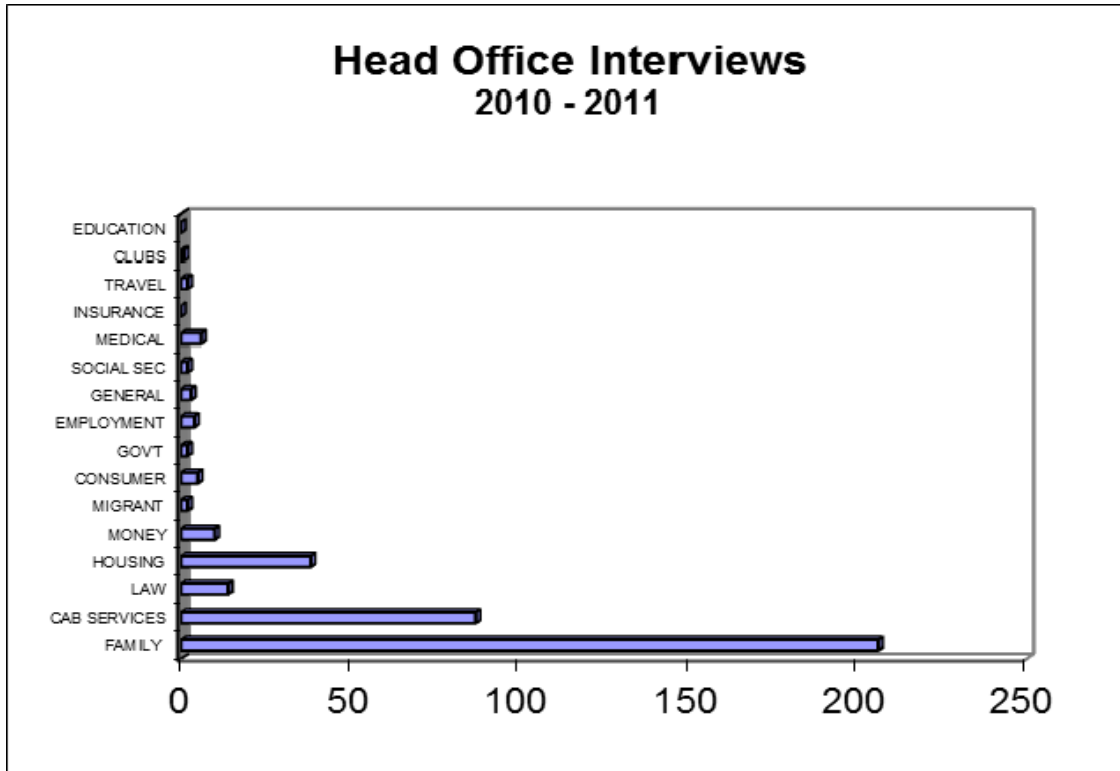


**STATISTICAL RETURNS  
2010 – 2011**

**SUMMARY**

**HEAD OFFICE**

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	206	12,960	13,166	12,727
2. MONEY MATTERS	10	656	666	804
3. HOUSING, LAND, ACCOMMODATION	38	2,485	2,523	2,038
4. CONSUMER, TRADE, BUSINESS	5	2,115	2,120	1,403
5. LAW	14	3,200	3,214	2,502
6. SOCIAL SECURITY BENEFITS, VETERANS AFFAIRS, OTHER BENEFITS	2	75	77	105
7. INSURANCE	0	187	187	228
8. LOCAL, STATE, FEDERAL GOVERNMENT and STATUTORY BODIES	2	2,368	2,370	2,471
9. MEDICAL	6	116	122	161
10. EMPLOYMENT	4	287	291	467
11. EDUCATION, TRAINING, BURSARIES	0	11	11	24
12. SPECIFIC MIGRANT REQUESTS	2	80	82	115
13. TRAVEL	2	22	24	40
14. REQUESTS FOR CAB SERVICES	87	8,860	8,947	8,066
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	1	42	43	57
16. LOCAL and GENERAL INFORMATION	3	335	338	331
<b>TOTAL</b>	<b>382</b>	<b>33,799</b>	<b>34,181</b>	<b>31,539</b>
Males	200	14,583	14,783	13,310
Females	182	19,216	19,398	18,264



## STATISTICAL RETURNS

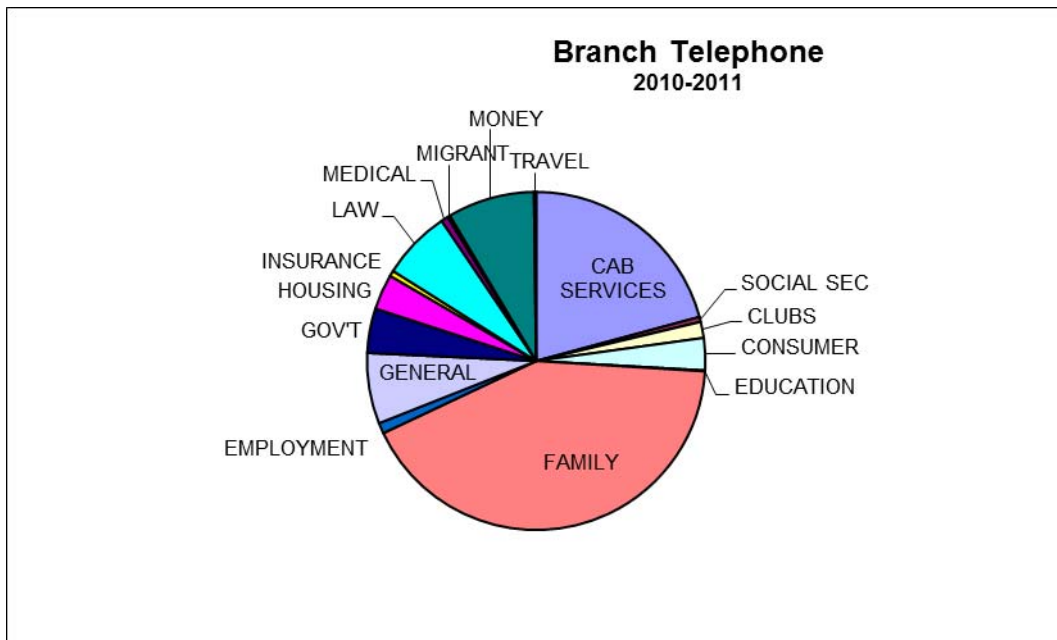
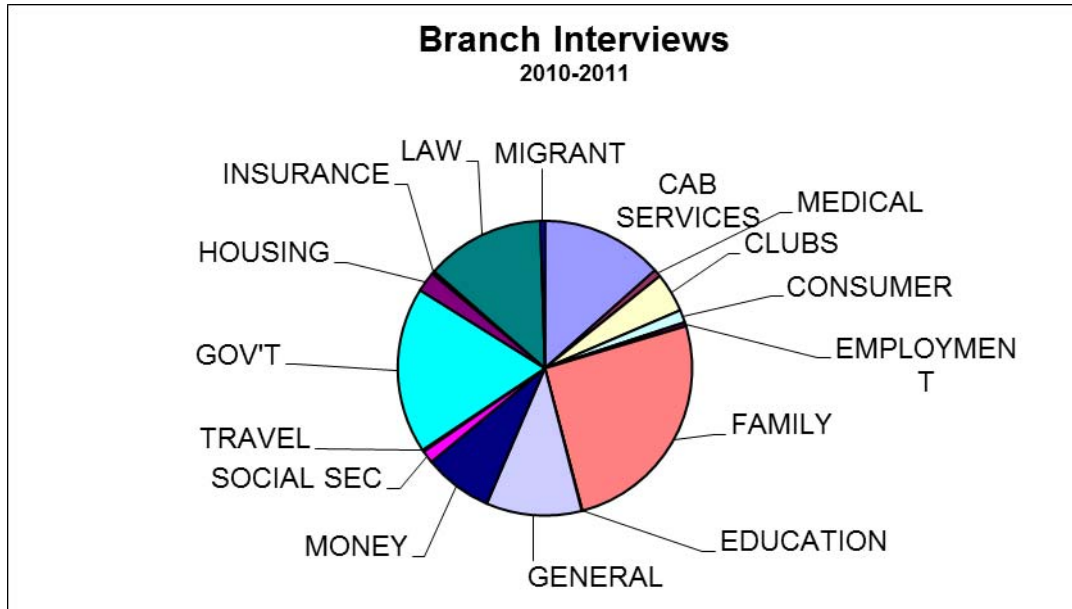
2010 – 2011

### SUMMARY

#### BRANCHES

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	5,676	8,044	13,720	12,607
2. MONEY MATTERS	1,682	1,594	3,276	3,073
3. HOUSING, LAND, ACCOMMODATION	498	649	1,147	1060
4. CONSUMER, TRADE, BUSINESS	310	591	901	829
5. LAW	2,911	1,267	4,178	4,352
6. SOCIAL SECURITY BENEFITS,	309	91	400	475
7. INSURANCE	67	103	170	117
8. LOCAL, STATE, FEDERAL GOV	4,056	815	4,871	4,427
9. MEDICAL	180	128	308	570
10. EMPLOYMENT	96	196	292	331
11. EDUCATION, TRAINING,	16	15	31	20
12. SPECIFIC MIGRANT REQUESTS	109	48	157	175
13. TRAVEL	50	39	89	92
14. REQUESTS FOR CAB SERVICES	2,989	3,985	6,974	7,544
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	960	295	1,255	1,413
16. LOCAL and GENERAL INFORMATION	2,334	1,296	3,630	3,178
<b>TOTAL</b>	<b>22,243</b>	<b>19,156</b>	<b>41,399</b>	<b>40,263</b>
Males	10,352	6,224	16,576	16,287
Females	11,903	12,932	24,835	24,024

# Branches Interview & Telephone



**STATISTICAL RETURNS  
2010 – 2011**

**EXPLANATORY DETAIL**

<b>PERTH AND BRANCHES COMBINED</b>				
<b>CATEGORY HEADINGS:</b>	<b>INTERVIEWS</b>	<b>TELEPHONE</b>	<b>TOTAL</b>	<i>Last Year</i>
<b>1. <u>FAMILY AND PERSONAL</u></b>				
(a) Marital: Separation, Divorce, Custody	1,170	9,147	10,317	8,825
(b) Regulations: Family, Name Change	64	120	184	246
(c) Miscellaneous Problems: Young People	31	122	153	224
(d) Miscellaneous Problems: Adult Persons	245	1,110	1,355	1,263
(e) Food and Material Needs	87	81	168	238
(f) Deaths, Funerals, Wills, Probate, etc.	3,494	9,499	12,993	12,631
(g) Power of Attorney	791	925	1716	1,907
<b>TOTAL</b>	<b>5,882</b>	<b>21,004</b>	<b>26,886</b>	<b>25,334</b>
<b>2. <u>MONEY MATTERS</u></b>				
(a) Mortgages /Loans	43	222	265	292
(b) Debts /Hire Purchase /Credit Accounts	61	421	482	576
(c) Financial Counselling	111	219	330	322
(d) Investment /Superannuation	44	80	124	157
(e) Taxation (Personal, Land, Stamp Duty)	1,388	1,180	2,568	2,276
(f) Banking Complaints	17	55	72	128
(g) Bankruptcy	28	73	101	126
<b>TOTAL</b>	<b>1,692</b>	<b>2,250</b>	<b>3,942</b>	<b>3,877</b>
<b>3. <u>HOUSING &amp; LAND</u></b>				
(a) Home or Land Purchase or Sale	91	809	900	867
(b) Home Building Advice /Disputes	44	284	328	422
(c) Landlord /Tenant	181	1,832	2,013	1,388
(d) Accommodation	55	68	123	150
(e) Strata Titles, Corporate Bodies	165	141	306	271
<b>TOTAL</b>	<b>536</b>	<b>3,134</b>	<b>3,670</b>	<b>3,098</b>
<b>4. <u>CONSUMER, TRADE, BUSINESS</u></b>				
(a) Unsatisfactory Goods & Services	153	2,154	2,307	1,469
(b) Small Business Information	33	149	182	200
(c) Professional Fees, & Complaints	32	68	100	104
(d) Consumer Information	97	335	432	459
<b>TOTAL</b>	<b>315</b>	<b>2,706</b>	<b>3,021</b>	<b>2,232</b>
<b>5 <u>LAW</u></b>				
(a) Enquiries (e.g. Summons, Referrals)	2,623	3,429	6,052	5,001
(b) Motor Vehicle Accidents	73	269	342	433
(c) Traffic Offences	70	338	408	605
(d) Restraining Orders	55	176	231	394
(e) Legislation (What the Law says)	88	197	285	317
(f) Complaints (e.g. Fees, Lawyers)	16	58	74	104
<b>TOTAL</b>	<b>2,925</b>	<b>4,467</b>	<b>7,392</b>	<b>6,854</b>

<b>CATEGORY HEADINGS:</b>	<b>INTERVIEWS</b>	<b>TELEPHONE</b>	<b>TOTAL</b>	<i>Last Year</i>
<b>6. <u>SOCIAL SECURITY BENEFITS</u></b>				
(a) Social Security Benefits	84	103	187	237
(b) Veterans' Affairs Benefits	5	9	14	20
(c) Overseas Pensions	12	7	19	19
(d) Seniors Cards	210	47	257	304
<b>TOTAL</b>	<b>311</b>	<b>166</b>	<b>477</b>	<b>580</b>
<b>7. <u>INSURANCE</u></b>				
(a) Property	45	110	155	143
(b) Personal Insurances	12	89	101	90
(c) Public Risk	1	43	44	63
(d) Workers Compensation	9	48	57	49
<b>TOTAL</b>	<b>67</b>	<b>290</b>	<b>357</b>	<b>345</b>
<b>8. <u>GOVERNMENT</u></b>				
(a) By-Laws: Fencing, Dogs, Trees, Noise	179	1,313	1,492	1,555
(b) Members of Parliament	5	15	20	30
(c) Local Government Information	16	72	88	67
(d) Justice of Peace	3,822	1,753	5,575	5,204
(e) Electoral Matters	34	25	59	27
(f) Copyright and Patents	2	5	7	15
<b>TOTAL</b>	<b>4,058</b>	<b>3,183</b>	<b>7,241</b>	<b>6,898</b>
<b>9. <u>MEDICAL</u></b>				
(a) Health: Mental and Physical	86	106	192	455
(b) Information and Support Groups	50	42	92	120
(c) Alcohol and Drugs	9	12	21	26
(d) Hospital and Medical Benefits	8	8	16	15
(e) Hospital and Nursing Homes	16	24	40	52
(f) Medical Complaints	17	51	68	63
<b>TOTAL</b>	<b>186</b>	<b>243</b>	<b>429</b>	<b>731</b>
<b>10. <u>EMPLOYMENT</u></b>				
(a) Employment /Unemployment	22	157	179	234
(b) Self-Employment	5	14	19	19
(c) Employer-Employee Disputes	45	163	208	315
(d) Union Matters	1	6	7	8
(e) Wages and Awards	18	100	118	127
(f) Discrimination, Harassment	8	26	34	71
(g) Occupational Health & Safety	1	17	18	24
<b>TOTAL</b>	<b>100</b>	<b>483</b>	<b>583</b>	<b>798</b>
<b>11. <u>EDUCATION &amp; TRAINING</u></b>				
(a) Financial Assistance	1	6	7	12
(b) Pre-School, Primary, Second, Tertiary	13	16	29	28
(c) HECS (Higher Educ Cont Scheme)	2	4	6	4
<b>TOTAL</b>	<b>16</b>	<b>26</b>	<b>42</b>	<b>44</b>
<b>12. <u>MIGRANTS</u></b>				
(a) Specific Problems	36	84	120	121
(b) General Queries (e.g. Citizenship)	75	44	119	169
<b>TOTAL</b>	<b>111</b>	<b>128</b>	<b>239</b>	<b>290</b>

<b>CATEGORY HEADINGS:</b>	<b>INTERVIEWS</b>	<b>TELEPHONE</b>	<b>TOTAL</b>	<i>Last Year</i>
<b>13. TRAVEL</b>				
(a) Passports, Visas, Consulates	40	35	75	97
(b) Travel Agencies	1	10	11	11
(c) Accommodation	4	8	12	8
(d) Tourism	7	8	15	16
<b>TOTAL</b>	<b>52</b>	<b>61</b>	<b>113</b>	<b>132</b>
<b>14 CAB - REQUESTS TO CAB</b>				
(a) Public Relations	1,962	3,545	5,507	6,456
(b) Pamphlets, Information about Bureau	553	484	1,037	1,235
(c) CAB Legal appointments made	461	3,105	3,566	3,087
(d) CAB Legal appointments cancelled	48	1,584	1,632	1,406
(e) Query on status of documents	32	181	213	264
(f) Missing Persons	3	32	35	28
(g) Mediation: The Process	10	1,027	1,037	902
(h) Mediation: Relationships: Matrimonial	6	2,420	2,426	1,873
(i) Mediation: Intra Family	1	111	112	58
(j) Mediation: Community	0	314	314	239
(k) Mediation: Commercial	0	42	42	62
<b>TOTAL</b>	<b>3,076</b>	<b>12,845</b>	<b>15,921</b>	<b>15,610</b>
<b>15. CLUBS &amp; ORGANISATIONS</b>	961	337	1298	1,530
<b>TOTAL</b>	<b>961</b>	<b>337</b>	<b>1298</b>	<b>1,530</b>
<b>16 LOCAL &amp; GENERAL INFO</b>	2,337	1,631	3,968	3,509
<b>TOTAL</b>	<b>2,337</b>	<b>1,631</b>	<b>3,968</b>	<b>3,509</b>
<b>GRAND TOTAL</b>	<b>22,625</b>	<b>52,954</b>	<b>75,579</b>	<b>71,802</b>