

# Citizens Advice Bureau of WA Inc.



## Annual Report 2011 - 2012

### Citizens Advice Bureau

25 Barrack Street, Perth  
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*This Annual report is dedicated to the memory of Life Member*

***Elsie Merle Watson***

*Merle's dedication and commitment to her community  
will always be remembered.*



## 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*

**Established in Western Australia  
1963**

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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 2012**

**PATRON**

The Hon. Len Roberts-Smith RFD QC

**BOARD OF MANAGEMENT**

**PRESIDENT**

Margaret Dixon

**VICE PRESIDENT**

Edna Lewis

**TREASURER**

Ron MacFarlane

**CHIEF EXECUTIVE OFFICER**

Melissa Raynes

**MEMBERS**

Richard Bartlett

John Dixon

Marjorie Easton OAM

Richard Graham

Noray Jones

Cezanne Stead

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

*Thank you for your continued assistance*

**PERTH OFFICE:**

25 Barrack Street  
PERTH WA 6000  
CEO: Ms Melissa Raynes  
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](mailto: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  
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](mailto: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](mailto: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 703  
BUNBURY WA 6230  
Branch Co-ordinator: Ms Anita Turner  
Office Hours:  
10.00 am - 2.00 pm Mon, Tues & Wed  
Phone: (08) 9721 6008  
Fax: (08) 9721 8008  
email: [bunbury@cabwa.com.au](mailto:bunbury@cabwa.com.au)

**Legal Service** - by appointment

**Probate assistance** - by appointment

**BUSSELTON:**

Cnr Bussell Highway & High Street  
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](mailto:busselton@cabwa.com.au)

**Legal Service** - by appointment

**Probate assistance** - by appointment

**ESPERANCE:**

PO Box 546  
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  
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](mailto: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:  
Mrs 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](mailto:joondalup@cabwa.com.au)

**Tax help** - Jul to Oct

**Legal Service** by appointment

**Wills** - by appointment

**Probate Assistance**- by appointment

**KWINANA**

*Closed for relocation 3/9/11*  
Shop 37 Hub Shopping Centre  
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](mailto: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 ESPERANCE WA 6450  
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](mailto: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](mailto:midland@cabwa.com.au)

**Justice of the Peace** - Wed & Thurs

**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 Christopher Smith JP OAM  
Office Hours:  
9.30 am - 3.30 pm Mon - Thurs  
9.30 am - 1.30 pm Friore Avenue  
Phone: (08) 9527 6671  
Fax: (08) 9527 1445  
email: [rockingham@cabwa.com.au](mailto:rockingham@cabwa.com.au)

**Tax help** - July to Oct

**Legal Service** by appointment

**Probate Assistance**—by appointment

**Justice of the Peace** - Monday **AM**

**BOARD OF MANAGEMENT  
2011 – 2012**

**MARGARET DIXON: (President)** Member of the Board of Management since 2002 filling various roles including Vice President. Margaret has volunteered her services as Mediator/Family Dispute Practitioner since 1997 and in addition to this she has acted in the roles of Office Manager and Mediation Coordinator.

Margaret represents the Bureau on a number of committees. She is also actively involved in various organisations and committees including SCRAM (Schools Conflict Resolution And Mediation) a program that teaches young people, (year 9 and 10), life skills in alternate ways to resolve disputes. Margaret is Convenor of this Committee of which CAB is a valued sponsor. She is also the Deputy Chair of the Harold Hawthorne Retirement Village. Her experience on the Citizens Advice Bureau and Harold Hawthorn Boards has given her a very good understanding of corporate governance.

Prior to her retirement in 2005, Margaret's career with the Australian Government spanned 27 years, 13 of which she held a variety of positions at Management and Executive Officer level in the Department of Health and Ageing.

Margaret believes that the skills and attributes that she has acquired during her career in the Australian Government, (leadership, management, financial) and in her volunteering roles since her retirement holds her in good stead to be an active Board member as the Bureau moves forward to achieve excellence in all areas.

**EDNA LEWIS: (Vice 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.

**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.

**RICHARD BARTLETT:** Member of the Board since October 2011. Richard is a solicitor with the Commonwealth Bank of Australia. Richard leads a team which provides a full range of the Bank's business including advice on internal legal issues, retail banking, Powers of Attorney, disputes on accounts to business bank matters including documenting finance loans and security from corporate and businesses. Richard is also involved in advising on Hong Kong and China matters for the Bank when required. Having lived in the Peoples' Republic of China for five years Richard speaks Mandarin which comes in useful for advising Chinese speaking clients. Before joining the Bank's Legal Service Richard was in private practice as a banking and finance lawyer with Allens, Arthur, Robinson. In the past Richard spent some time volunteering on the Samaritans Helpline.

**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.

**RICHARD GRAHAM:** Member of the Board since October 2011. Richard is a legal practitioner and Director of law firm Vogt Graham. He has been a pro bono lawyer at the Bureau since 2008 providing valuable service to CAB clients in criminal, property and general law. He holds a Bachelor of Laws and Bachelor of Commerce from the University of Western Australia and a Company Directors Diploma from the Australian Institute of Company Directors.

Richard also held the position of Deputy Mayor of the City of Cockburn from 2000 to 2008. Richard has experience in strategic planning and management.

**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.

**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.

## PRESIDENT'S REPORT 2011 – 2012

The Citizens Advice Bureau continues to provide a high quality, professional service to the people of Western Australia. Every year we see an increasing demand for the many services we provide, including, but not limited to; Referrals, Legal, Probate, Mediation and Tax Help through Head Office and our 11 Branches (metropolitan and country) and this would not be possible without our dedicated staff and volunteers who give generously of their time and expertise.

A National Accreditation Scheme has been developed to provide an industry based certification process for Community Legal Centres (CLCs) that will support and give recognition to good practice in the delivery of community legal services. The Citizens Advice Bureau as a member of the State and Territory Associations of CLCS must comply with the NACLAC Accreditation Criteria. The Bureau welcomes this opportunity to achieve National Accreditation and Best Practice at all levels in all areas of service.

This is a huge workload and the Board of Management delegated this task to a working party to develop the many policies required. The members of the working party are Maryanne Culliver, Melissa Raynes and myself. Maryanne, in a voluntary capacity has the unenviable job of preparing the policies in the first instance and is carrying the bulk of the workload. My very sincere thanks and appreciation go to Maryanne for the time and commitment she is putting in to this huge and very important task.

### **Board of Management**

It was my privilege to be elected in 2011 as President of the Board of Management after serving as Vice President for a number of years. It has been a steep learning curve for me this year and I would like to take this opportunity to thank Edna Lewis (past President) for her guidance throughout the year, and other Board members for their support. The Board welcomed two new members this year, Richard Graham and Richard Bartlett and their input has been invaluable. Unfortunately Eric Tan resigned due to work commitments. I would like to take this opportunity to thank Eric for his input and dedication as a member of the Board for a number of years. We hope to see Eric back as Board member in the future.

I extend my thanks to all Board Members who bring to the Citizens Advice Bureau diverse skills, expertise and knowledge and willingly give up their time to serve on the Board.

### **Staff**

On behalf of the Board I thank the CEO, Melissa Raynes, Senior Management team (Nola Wellington, Sarah Cox, Michael Cockram and more recently Jo Wynaden) and staff for their commitment throughout the year. Congratulations and best wishes to Melissa in

her new role as Chief Executive Officer, welcome to Sarah Cox, Mediation Coordinator and Jo Wynaden, Principal Solicitor. This has been a year of change for Management and Staff at head office, in particular the Legal services area where a number of changes to procedures have been introduced thank you to all staff for embracing these necessary changes.

### **Volunteers**

Our volunteers are vital to the success of the Bureau. Our ability to deliver the variety of services to our many clients in Head Office and Branches would not be possible without the welcome contributions, skills, knowledge and generosity of time given by our many volunteers. I am continuously amazed by the wealth of knowledge and skills of our volunteers in head office and the Branches.

Because our volunteers reflect the local community our clients know they will be treated with understanding, empathy and respect. I thank you all, you are very much appreciated.

### **Branches**

The Branches are integral to the success of the Bureau, providing services to many people throughout the State. The Board extends their thanks to all Branch Coordinators and volunteer staff for the mighty job they do. We are fortunate to have Edna Lewis on the Board of Management; Edna is the Vice President and also Coordinator of the Kwinana Branch. Edna is well aware of the issues that Branches face and brings the voice of the Branches to our Board meetings. We look forward to the re-opening of the Kwinana Branch.

It was my intention to visit each Branch this year. Time constraints has not enabled me to do so, I have met with a couple of Branches, thank you for the warm welcome and the cuppa and cake. I hope to visit one or two more of branches before the AGM. I look forward to catching up with as many of you as possible at the AGM in October.

### **Legal Service**

The legal service has continued to be extremely busy this year, resulting in a review of the service. It was recognised that a full time Principal Solicitor was required to meet the demands of this very important service. Michael Cockram did not wish to take on a full time position, however we are very grateful that he has remained on staff in a part time position. Michael's knowledge is invaluable to the Bureau's clients, particularly in family law matters. Thank you Michael. As a volunteer Family Dispute Resolution Practitioner with the Bureau I hear many clients comment on the sound advice received from you.

**Mediation Service**

The mediation service as always continues to be extremely busy, and I know from personal experience that the service helps many separating couples from the expense and trauma of going through the Family Court system. Thank you to all our volunteer mediators for the time and dedication you give to our clients, you continue to amaze me with your dedication and commitment to the Bureau and the many needy clients we help.

On behalf of the Board and volunteer mediators I thank Melissa for the wonderful job she did coordinating this service, Welcome to Sarah, our new Mediation Coordinator. Sarah quickly came to grips with the complexities of the mediation service and she is doing a great job.

In conclusion I would like to extend my thanks and appreciation to our funding bodies, both State and Local Government for the financial support that they give to the Citizens Advice Bureau, which enables us to provide professional quality services to the people of Western Australia.

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

The year ahead - the Board of Management will continue to work towards achieving Accreditation and Best Practice. We are committed to the Citizens Advice Bureau and its principles. We will seek to achieve excellence in all areas and as President I am extremely proud of all members of the Board of Management, staff and volunteers of this organisation.

**MARGARET DIXON  
PRESIDENT**

## CHIEF EXECUTIVE OFFICER'S REPORT 2011 – 2012

Over the past 12 months, Citizens Advice Bureau has embraced a significant amount of change while remaining true to the values that have guided the Bureau since its inception forty nine years ago

One of these changes is the Chief Executive Officer position that I was appointed to in early December. This year has been a fascinating and challenging time, coming to grips with all that is involved in leading an organisation of such worth. There will be challenges ahead as funding opportunities become increasingly difficult to secure and the general global financial position that puts the average Australian under pressure, let alone more disadvantaged clients. These constraints do not dampen my enthusiasm and positive outlook for CAB. The challenge is to make CAB relevant and work smarter to achieve more with less.

I would like to take a moment to thank Sandra Brown, our outgoing Chief Executive Officer, for the 17 years of dedication to the Bureau, and indeed her continued support in delivering information sessions to a wide variety of groups. We are very fortunate to keep you as a member of the CAB family.

The Bureau has assisted around 90,000 clients this year. This immense number shows the need that our communities are facing and that even in our technologically driven age and reliance on the internet, speaking to a client directly, either in person or on the phone remains an important factor to our success in helping Western Australians. This service could not be achieved without our dedicated volunteer staff. Citizens Advice Bureau has struck a rich seam of gold in the calibre of volunteer that is attracted to assisting us at head office and in the branches. Heartfelt thanks to all of our 300 volunteers for their important contribution to our Bureau and the community we serve.

We remain grateful to our landlord the Shop Distributive and Allied Employee's Association (SDA) for their continued support of the Bureau, with special thanks for the use of the 5<sup>th</sup> and 6<sup>th</sup> floor rooms for meetings and training.

### **Staff**

This year we lost the service of staff solicitor Mary Wylie due to retirement, and Nerys Lloyd our Restricted Practitioner as she took up a position in another Community Legal Centre that could offer her court work. Our best wishes are with them. We welcomed Thisari Widyalkara, Caroline Kibui and Sarah Cox on board as our full time Paralegal, Articled Clerk and Mediation Coordinator respectively.

Michael Cockram has decided to step down from the position of Principal Solicitor, however we are holding onto him as tightly as we can. Michael will continue to provide our clients with his expertise in Family Law on a less gruelling schedule. We have welcomed Jo Wynaden to work full time in the position that Michael is vacating in the new financial year.

I would like to thank all the staff for their help and support in my first year as Chief Executive Officer. The expertise and guidance that has been shown to me has greatly aided the smooth transition into my new role. The commitment our staff show to clients is remarkable. We are constantly being asked to do more with less and the dedication and compassion of CAB staff going that extra mile for their clients is very rewarding to see.

### **Branches**

The Branches continue to make a significant difference in the lives of Western Australians. I am astounded at the dedication of our branch coordinators and volunteers, your time and efforts enrich our communities. If the words of Winston Churchill are true, "We make a living by what we get, but we make a **life** by what we give" then CAB volunteers have lives of immense abundance.

It has been very disappointing that due to operational issues and an unscheduled hospital visit my chance to visit Branches thus far has been limited. I hope to remedy this very soon and would like to thank branches for their patience. I did manage to visit Esperance Branch back in March and had a wonderful time getting to know the dedicated volunteers there. Thank you to Yvonne Steer for getting the marvellous volunteer group together for me to meet.

Bunbury CAB opened its doors to the community at the end of August 2011 and the impact on the community has been very significant. I would like to thank the Anglican Cathedral Parish of Saint Boniface for offering Walker Hall for our use. Your generosity is truly appreciated. Anita Turner is doing a marvellous job in coordinating the service in Bunbury and it is rewarding that we are reaching out to more people in our state.

### **Accreditation**

Ongoing work is currently being undertaken by CAB to ensure that current and comprehensive policies and procedures are maintained to support the Bureau operations and service delivery. This work also ensures that the Centre meets the requirements of funding and accreditation bodies. I would like to

thank Maryanne Culliver for volunteering her time and expertise in sifting and sorting through these policies and transforming the thoughts and ideas of the committee into concrete policies.

**Duty Justice of the Peace**

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

**Promotion and Liaison**

The Bureau participated in Law Week again this year by providing free telephone advice for one afternoon during the week. Sincere thanks to all our pro-bono lawyers who participated in the event. Information sessions to community groups have been delivered by Sandra Brown and myself this year to a wide range of groups including Rotary, Probus and Red Cross. The "Questions with Answers" segment continues on Capital Community Radio.

I have been very active representing the Bureau on a number of external bodies including the Community Legal Centres Association of WA, the Family Pathways Network Committee, the Family Relationship Centre Consortium and the School Conflict Resolution and Mediation Committee.

**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 acknowledgement list in the Annual report.

In conclusion I would also like to pay tribute to the Citizens Advice Bureau Board of Management for their commitment in 2011/12. Once again, there will be significant challenges facing the Bureau in the coming years, however I believe the organisation is well equipped to manage these changes and will continue to strive to achieve its important mission, vision and values.

**MELISSA RAYNES  
CHIEF EXECUTIVE OFFICER**

<b>OFFICE MANAGER'S REPORT</b> <b>2011-2012</b>
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The year past has been an amazing roller coaster ride of highs and lows that goes with the territory of being a community service organisation. We have assisted thousands of client enquiries by phone, email and face to face. It is very beneficial for CAB clients not to be means tested and branches and head office not post code bound.

Of course the assistance to all of our clients cannot be done without the amazing volunteers and the small but dedicated salaried staff.

### **Information and Referral**

This is our core business and remains a growing area for the public to access. The community has access to hundreds of brochures in Head Office and Branches and information is accessible at the fingertips of staff via our CAB info system and the handbook. Email enquiries are on the increase as well as telephone calls.

### **Volunteers**

We have approximately 300 volunteers working at CAB, about the same as last year. During the year, I employed more than 30 new volunteers. Many more were employed at our Branches. While the service to the Bureau by volunteers is, without doubt, an amazing feat; however keeping the roster buoyant is certainly a challenge! Juggling volunteer's long holidays, sickness and changing student schedules is definitely not a job for the feint-hearted.

### **Probate**

Again the face-to-face Probate application numbers have dropped and again the number of affidavits has risen. More and more the public are accessing the electronic system, thus reducing the need for face to face appointments. We completed on-line training for all of our Branch Probate trained volunteers this year, much to the pleasure of all concerned. 'Paper' applications are still completed in Head Office and some Branches.

Sadly Life Member Merle Watson and long term member Pam Whyte passed away this year.

### **Tax Help**

This free service is available in most Branches and Head Office to eligible clients. The Tax Office trains volunteers and provides resources to maintain the service while CAB provides the venue.

### **Salaried Staff**

There were some changes to the salaried staff during 2011/2012. The CEO Sandra Brown retired, Articled Clerk Nerys Lloyd and Paralegal Nour Pavy resigned and Lawyer Mary Wylie retired. Thisari Widyalkara and Caroline Kibui came on board as Paralegals, Melissa Raynes was appointed CEO, Sarah Cox was appointed as the new Mediation Coordinator, taking

over from Hilda O'Callaghan who temporarily filled that position. The Principal Solicitor Michael Cockram reduced his working hours and later resigned as Principal Solicitor, requesting a further reduced workload when a new Principal Solicitor is employed. CAB now has 12 salaried staff with 7 full time and 5 part time employees.

### **Other Salaried Staff Matters**

Nerys Lloyd was admitted to the bar in October. This was a very exciting event as Michael was Nerys's supervisor and mentor. We enjoyed celebrating this milestone with Nerys. Caroline Kibui was taken on as an Articled Clerk in November.

Jo Wynaden has been appointed as Principal Solicitor, taking up her employment with CAB in the new financial year.

### **Training**

- Three session of 'Talking Heads' training was conducted this year with nearly 80 attendees.
- Two Induction Training courses were conducted this year in Head Office with 30 new volunteers being inducted. I also conducted Induction Training at the newly opened Bunbury Branch for six volunteers.
- Three volunteers trained in Probate services during the year.
- Training sessions were conducted at Branches for 'conflict checking' and at Head Office for 'EFTPOS' training.
- I attended some branches for branch training.
- The CAB's Annual Conference, held in November, was a resounding success. I invited the Department of Human Services to underwrite the event. I had many meetings, conference calls, phone calls and emails and spent an extraordinary amount of time organising the event. We had nearly 100 attendees over the three days. Some of the topics included reform, health and older Australians, financial information, family assistance, child support and business integrity. Further training included a Probate session and a session for salaried staff and coordinators with Dr Megan Paull. Staff, coordinators, their assistants, Board members and representatives from DHS enjoyed a cocktail party. The coordinators met as part of the Conference.
- The Annual General Meeting was well attended.

### **Mid-Year Coordinator's Meeting**

The Coordinator's Mid-Year Meeting was conducted during July. Not all coordinators were able to attend; however the coordinators enjoyed the day discussing Probate with Cezanne and a Q & A session on Family Law with Nerys. I collated the information into a booklet for the branch to keep as a resource.

### **Branch Visits**

During the year I visited Joondalup, Bunbury, Fremantle, Rockingham and Midland Branches either for their AGM or training.

### **Celebrations**

During the year I organised and attended several events:

- Several morning teas for long serving volunteers and a lawyer
- Volunteer's Christmas party at Season's Hotel for about 80 guests
- Pro Bono Law Week event, meeting and drinks
- Dinner for salaried staff for Christmas and Sandra's farewell
- Morning tea every day for volunteers during Volunteer week
- Attended the launch of Bunbury Branch

### **Student Placements**

This year I supervised 6 Careerlink year 11 students, 4 TAFE students (Certificate III and Certificate IV) and one law student who can count volunteering hours at CAB towards her Deacon University placement. I create a schedule for each student making sure all areas of CAB work is included in their work placement. I meet with all students' supervisors to discuss the student's progress before completing the reports.

### **Meetings**

- Monthly salaried staff meetings
- Various legal, admin, Conference preparation meetings
- CLC meetings- accreditation
- Risk Management meetings
- Volunteer WA Network Management Meetings
- Quarterly meetings with the DHS Morley Branch Focus Group
- Quarterly meetings with the DHS Community Consultative Group

### **Professional Development**

I attended a CLC 'World Café' course, several discussions on National Standards for Volunteering, a WACOSS development session, WRMC breakfast and Volunteer Management training.

### **Pro Bonos**

The Pro Bono lawyer service continues to be a valuable asset to the community. Most branches have services of a Pro Bono lawyer. We now have lawyers with expertise in Insurance, Contracts and other areas of law which our staff lawyers do not cover.

### **Conclusion**

Without the wonderful dedication of the amazing volunteers and salaried staff, thousands of people would be without assistance.

Thank you to everyone.

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

**LEGAL DEPARTMENT  
2011-2012**

**Overview**

I held this position for the financial year 2011 – 2012. Work in the Legal Department continued at a steady rate.

**Staff**

Nerys Lloyd was admitted to practice at the end of 2011 and entered the private profession after assisting the CAB with distinction for some years. Luciano Sales has continued to provide professional service in the field of legal advice as was the case with Mary Wylie until her retirement a few months ago. We took on Caroline Kibui as my articled clerk late in 2011 and as time went on I was able to allow her to see clients to take instructions for Wills, EPAs, EPGs and Letters of Administration under my direct supervision. In this capacity she performed very well and will deserve her admission to practice as a lawyer in a few weeks time. Helga Van Schoor and Thisari Widyalkankara gave service as paralegals throughout the year and demonstrated a capacity to operate with considerable independence (within the constraints required having regard to the duty of supervision by a qualified lawyer). Penny Bevan (with the assistance of other staff members) performed her usual sterling work on the wills etc.

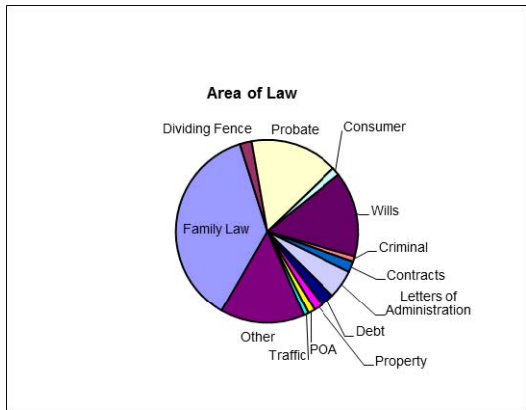
**Statistics**

Any change in the statistics probably reflects staff movements during the year.

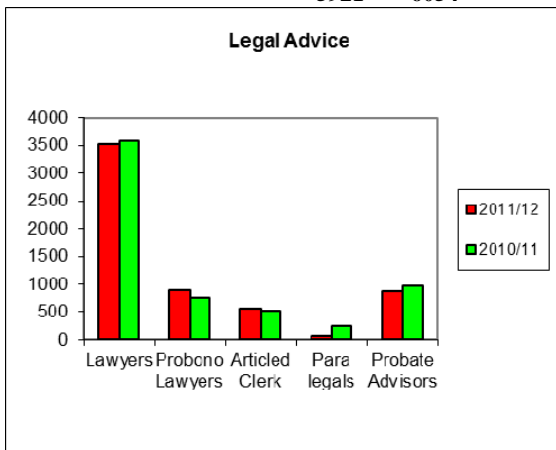
**Branches**

Working relationships have been good and branches seem to have operated to a satisfactory standard.

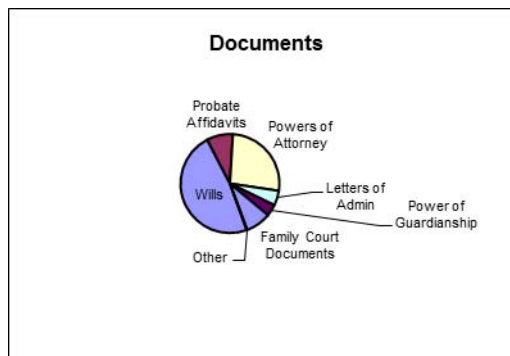
Advice by area of law	2011/12	2010/11
Family Law	2179	2163
Probate	926	1030
Wills	889	1028
Letters of Administration	304	425
Debt	141	169
Property	96	106
Consumer	86	68
Criminal	57	72
Traffic	50	69
Dividing Fence	124	81
Contracts	113	101
POA	74	87
Other	<u>882</u>	<u>655</u>
	<b>5921</b>	<b>6054</b>



Legal Advice	2011/12	2010/11
Lawyers	3531	3576
Pro Bono Lawyer	886	747
Articled Clerk	562	513
Paralegal	67	252
Probate Advisors	<u>875</u>	<u>966</u>
	<b>5921</b>	<b>6054</b>



Documents Produced	2011/12	2010/11
Wills	1394	1579
Powers of Attorney	768	940
Powers of Guardianship	111	141
Letters of Administration	141	148
Family Court Documents	242	231
Probate Affidavits	250	244
Other	<u>3</u>	<u>4</u>
	<b>2909</b>	<b>3287</b>



It has been a privilege to serve the CAB as Principal Solicitor for nearly 4 years and I extend my best wishes to Jo Wynaden as she takes over from me.

**MICHAEL COCKRAM  
PRINCIPAL SOLICITOR**



**MEDIATION DEPARTMENT  
2011-2012**

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 520 initial enquiries, 207 files were opened with 234 Pre-Mediations and 110 Mediations conducted. Sarah Cox took over from Melissa Raynes running the mediation department in April 2012, 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.

14 of our 16 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.

In May 2012, a number of panel mediators and the mediation coordinator attended the Family Pathways Network Conference held in Perth.

**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 (PFN) and Schools Conflict Resolution and Mediation (SCRAM)

**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 develop 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 fantastic to work with such high calibre professionals who volunteer their time and expertise for our community.

**SARAH COX  
MEDIATION COORDINATOR**

## BRANCH COORDINATOR'S REPORT - ALBANY BRANCH

2011 – 2012 Established 1974



### STATISTICS

Telephone	589
Interview	<u>708</u>
<b>TOTAL=</b>	<b>1,297</b>

### Probate:

A total of 24 probate appointments have been carried out during the reporting period. In addition there were two requests for affidavits and the necessary information was forwarded to Head Office.

### Volunteers

There have been two resignations Gwen Arney and Margaret Burrell. We have a total of fifteen volunteers with two emergency volunteers. We welcome Karen Montgomery who has recently commenced working on Thursdays.

### Promotions

A weekly advertisement in the Weekender (a free paper), an entry in the Albany Chamber of Commerce and Industry Directory and also the Seniors Directory published by the City of Albany are the main means of publicity.

Peta Pyke gave a talk on the work of the Citizens Advice Bureau in Albany at a Mini Expo organised by the DVA and this was very well received.

I was interviewed on Community Radio and talked a little about our work and also that we were offering Tax Help Advice from July to October.

### Tax Help

Three new Tax Help volunteers have commenced this year and will be offering service on Wednesday and Friday mornings. One volunteer is also providing Tax Help at the Denmark Resource Centre on a Friday morning when required. Bookings have been quite good and the service is fully booked up to two weeks ahead.

### Volunteer Week

We celebrated Volunteer Week with a Morning Tea at the Mt Barker Co-op Building in the museum precinct along with a number of other voluntary organisations. There was an exhibition of Tai Chi and a walk around the Historic precinct of Albany. All the CAB Volunteers (except

Esmé), armed with their umbrellas went on the walk in the pouring rain. Well done ladies!

Approximately 200 volunteers attended an evening at the Albany Boatshed on the Friday to enjoy food, drinks, friendship and music. The event was also attended by local politicians. The Hon. Robyn McSweeney gave an address on volunteering and also thanked all volunteers for the service they provide to the local community. This function, along with the members of the Albany & Regional Volunteer Service Committee was mentioned in the next Parliamentary session by local member, Peter Watson MLA – we are now in Hansard!!

### Other

Plans to renovate the building have come to a halt through lack of finance. The Taxi Office, the drainage and the repairs to the roof were completed late in 2011. The need for work on the inside of the building is becoming very obvious and we hope that this will occur before the building deteriorates any further. Parking continues to be difficult especially on Thursdays and Fridays – in part due to groups using the Hall and also when the auction house is operating.

### Conclusion

I would like to thank the Staff at Head Office for their assistance throughout the year. A special thank you to Garry, who copes on the whole very patiently, with our sometimes silly questions re the computer.

**ESMÉ L. JUSTINS**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT – ARMADALE BRANCH  
2011 – 2012 Established 2004**



**STATISTICS**

Telephone	2,991
Interview	<u>1,317</u>
<b>TOTAL</b>	<b>4,308</b>

**Introduction**

The Armadale Branch has been open for 8 years now and doing extremely well. The increase in new suburbs has allowed us to spread the word about our services even further. Word of mouth seems to be increasing our popularity as well as pamphlets and flyers issued to local agencies and Government offices.

**Probate**

Unfortunately due to most probate applications being done on line, our service has decreased in this area. Our staff are doing their utmost to encourage clients to use our service.

**Tax Help**

Our Tax help is once again up and running. Kerrie Schilling, one of our new volunteers is doing our Tax help this year. The A.T.O. has asked permission to bring another Tax help volunteer from their office to do one morning a week at our premises. Bookings will be taken as from the 2 July 2012.

**Justice of the Peace**

Jeff Munn is constant with his assistance to our branch, and we appreciate his dedication and willingness to assist our clients in every way possible.

**Legal**

Our legal department is always booked at least three to four weeks ahead. Keith Sorensen our Probono Lawyer was kind enough to give us an extra morning. This was completely booked out in a few hours. Our sincere thanks to Keith for all his help and consideration to staff and clients. Our Staff Lawyer Luciano Sales is very popular with all the volunteers and clients, we have many clients returning to see both of them

**Volunteers**

Our number of volunteers has risen to seven and one volunteer on standby. We have welcomed two new volunteers since the start of the year and one volunteer on work placement from Midland Job Link.

I would like to acknowledge all the volunteers for their help in keeping the Bureau running smoothly while I recovered from my Cardio Vascular Surgery. They all

did a wonderful job. THANK YOU ALL VERY MUCH.

**Committee**

An extraordinary meeting was held on 27 June 2012. The meeting was successful and the nominations were all carried unanimously. Rae Wright is our Treasurer and the Assistant Co-ordinator Lynn Holm is our Secretary.

**AGM**

This will be held in August on a date to be decided. Trish Ward is our Statistician and Kerrie Schilling does our Tax Help

**Training**

Volunteers who attended the last training session in Head Office gave feedback to say it was very interesting and they were impressed by the speakers and the subjects that were discussed.

Further training was also given on Conflict checking. Thank you to head office and to Nola for all the work she does to organize the guest speakers.

**Conclusion**

The Armadale Branch is well established and we can look forward to a busier future where we continue to service a growing community.

**AVRIL SHERIDAN  
COORDINATOR**

**BRANCH COORDINATOR'S REPORT - BUNBURY BRANCH**  
**2011-2012 Established 14 June 2011**



**STATISTICS**

Telephone	=	162
Interview	=	<u>115</u>
<b>TOTAL</b>	=	<b>277</b>

The Bunbury Branch opened to the public at the end of August 2011. The Anglican Cathedral Parish of Saint Boniface generously offered the use of Walker Hall rent free for an indefinite period.

**Statistics**

The first full quarter statistics were calculated at the end of December 2011 and showed a contact rate of 2 contacts per open day, the March quarter showed an increase to 2.56 contacts per open day and the June statistics showed a daily contact rate of 3. I'm happy with these results, and have confidence that we can increase our client contact rate in the 2012/13 financial year,

It is interesting to note that by far the greatest number of enquiries - 58% are for family queries. We also received a lot of Wills and Probate queries. In light of this, we will look at having more volunteers do the probate training and maybe have some workshops on wills and probate issues.

**Volunteers**

We opened with 7 volunteers: 6 women and 1 man, opening Tuesday and Wednesday from 10 am to 2 pm. Unfortunately 2 of our original volunteers have had to resign. Although resigned from attending in opening hours, Meg continues to be member of our committee.

Since opening the Branch we have been extremely fortunate to have recruited 4 additional excellent volunteers which brings our number up to 9 in total.

We now open 3 days: Monday, Tuesday and Wednesday from 10 am to 2 pm. with a view to extend our opening hours, and to this end will be looking to attract more volunteers. We appointed a pro bono lawyer in May 2012, Jamie Blair from Slater & Gordon. Jamie attends our office each Tuesday afternoon. We are very fortunate that Jamie chose to volunteer his services to us and our clients have all commented on his helpful and caring manner.

**Meetings**

We held our inaugural committee meeting on 21 June 2011 at which time officers were appointed.

We have since appointed Annette Ryder to the position of Treasurer. Our AGM is scheduled for 27 July.

**Training**

We had one training session with Nola in Bunbury prior to the Branch opening. We have since had individual training with new volunteers, and one in house training meeting which all volunteers attended. Two of our volunteers have attended probate training in the Perth office, and three volunteers have done the tax help training with Mary Munnely from the ATO. We have also had training from WANILS (No Interest Loans).

We will look at some in-house workshops covering family queries as the majority of our clients have questions or problems in this area.

We intend to give information to clients on No Interest Loans through WANILS.

**Visits**

Drug and Alcohol, City of Bunbury, Food Bank, Consumer Affairs, and visits to various agencies when distributing our pamphlets

**Promotions and Marketing**

We have had two articles in the South West Times: the first to advertise the news that we were now offering probate help, the second when our pro bono lawyer commenced seeing clients in our office. We have had one paid advertisement in the local paper following up the pro bono lawyer article. We have advertised at intervals on local radio, placed notices in the community notices in our 2 local papers and distributed CAB pamphlets to businesses and community organizations.

We did notice a big jump in enquires about the making of a will after the Perth office placed an advertisement in the *WA Seniors* paper last year.

**Other**

Council street signs, and Rev Marion, one of our committee members, persuaded the council to erect parking signs to allow clients to park outside our office.

Speaking engagements will be followed up in the coming months.

**ANITA TURNER**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - BUSSELTON BRANCH**  
**2011-2012 Established 1975**



**STATISTICS**

Telephone	=	703
Interview	=	<u>503</u>
<b>TOTAL</b>	=	<b>1,206</b>

The Citizens Advice Bureau has been providing service to the community of Busselton for over twenty years. The office is currently located in a meeting room in the Youth and Community Hall on the corner of Bussell Highway and High Street. This excellent temporary accommodation was made available by the City of Busselton when it became necessary for us to relocate from the old police station to allow redevelopment of that area into a cultural precinct. The office is open week days between the hours of 10 am to 2 pm.

In addition to handling general enquiries, the Busselton Branch offers more specialised services including assistance with probate, pro bono legal advice, Tax Help and monthly consumer advice from the Department of Commerce.

**Statistics**

The following statistics covering the period from the September Quarter 2011 to June Quarter 2012 give a general idea of the significance of the various aspects of the Branch's activities:

Total Enquiries - 1206

[52% Phone & 48% Interview]

Enquiries regarding Wills & Probate - 279

[22% of total enquiries]

Pro Bono Solicitor Advice - 75 interviews

Tax Help - 125 interviews

**Volunteers**

There are currently 13 volunteers working at the Busselton Branch, including Verna Chapman who celebrated her 20th year of service in 2012. The range of services made available by the Branch is a tribute to the dedication and diverse talents of the volunteers. Special notice and congratulation is due to one of our volunteers, Hilary Smith, who became a Justice of the Peace during the year.

Unfortunately, during the year we lost the services of Kevan Gray (due to health) and Terri Keeble (due to other commitments). We acknowledge their contribution and wish them well in the future.

The operation of the branch is facilitated by regular meetings of all volunteers held on the 2nd Monday of each month. These meetings are used to coordinate operational procedures and to share information that may be of use in assisting clients. The AGM is held in September each year. Our current office bearers are Joe Moylan (Chairperson), Fiona Blake (Secretary), and John Morgan (Treasurer). The branch thanks them for taking on these extra duties.

As mentioned earlier, the Branch's present accommodation is temporary, pending the opening of a new Community Resource Centre. This facility is currently under construction and is expected to be completed by late October. The construction of this facility, which has been funded by LotteryWest, is the product of a joint effort between the Shire and a number of community service groups. I would like to acknowledge and thank our President, Joe Moylan, for the work he has done representing the interest of CAB as part of the original steering group for this project. A Management Committee has now been formed to advise the City Council on the operation of the facility, and I am currently one of three tenant representatives on that committee.

The location of the Community Resource Centre next to the library in the centre of Busselton should improve community access to the services of the Citizens Advice Bureau.

**GLENN LOHR**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - ESPERANCE BRANCH**  
**2011-2012 Established 1976**



**STATISTICS**

Telephone	=	36
Interview	=	<u>none</u>
<b>TOTAL</b>	=	<b>36</b>

The Esperance Branch has managed to stay operational; helping the community even though the coordinator Joy Tidow has been in poor health this year. Yvonne Steer and Bev Spencer have filled in admirably whilst the coordinator has been unavailable. The majority of calls have been to do with Wills or Marriage breakups and the simplest case was "what time is it in WA?" Consumer problems have been referred to the department of commerce in Kalgoorlie.

Best wishes to you all.

**JOY TIDOW**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - FREMANTLE BRANCH  
2011-2012 Established 1966**



**STATISTICS**

Telephone	=	2,474
Interview	=	<u>1,925</u>
<b>TOTAL</b>	=	<b>4,399</b>

A steady year for Fremantle Branch with no disasters. The needle exchange our next door neighbour has had no real impact on us, just the odd client of theirs wandering into our office as much to their embarrassment as ours. Also a little noisy at times.

**Tax Help**

We assisted 56 clients this year.

**Legal**

We assisted 129 clients this year.

**Probate**

We assisted 56 clients this year.

**Voluntary Staff**

Total	21
New	2 (Both Law Students)
Resignations	1
Floating	1

Dorothy Broderick resigned after a long and much valued service to Fremantle. It will be sometime before we find someone with the overall knowledge that Dorothy accumulated. I must acknowledge Joy Robinson for longevity of service also great wisdom of Fremantle, suburbs and life in general. Joy served in the meteorology office during World War 11 in London during the blitz, so you can imagine she is a very interesting person to talk to. Well done Joy more power to your elbow

**Meetings**

Leola organized for the ACCC to speak to us especially for those who did not attend Head Office talking heads. Fremantle Community Legal Centre came to update us on their services. The very interesting visit we experienced was from a lady named Celia Royce who lives on the Isle of Mull. She is a volunteer of CAB in Fort William in Scotland. Her round trip to her office takes 4 hours partly by ferry (brave lady when you think of the weather they experience). She was interested to find out how we ran our services.

It was extremely interesting. Thanks Leola.

We maintained our staff meetings every 2 months, our committee meetings were conducted as usual.

My heartfelt thanks to Fremantle's voluntary staff for their dedication and support without it we could not even open the doors.

**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**  
**2011-2012 Established 1999**



**STATISTICS**

Telephone	=	3,515
Interview	=	<u>410</u>
<b>TOTAL</b>	=	<b>3,925</b>

**Introduction**

Joondalup was once one of the most active branches and had a legal service four days a week. Two things are restricting expansion of the branch – suitable premises, that is an office more central to pedestrian traffic. Perhaps we could look at the possibility of sharing with other community based organizations that experiences similar problems of unsuitable location.

**Staff**

My sincere thanks to Sebastian Luxa who maintained the branch finances from 2010 until recently. Due to the pressures of building a house he has retired, but he found us a very capable young graduate by the name of Dune Thi Trinh (Kathryn). In spite of now being employed full time she is still prepared to be our treasurer, and will formally be accepted into the team at our AGM.

Regular referrals from Volunteering W.A. have ensured that our roster is covered most of the time.

**Legal Services**

Appointments are always booked four weeks ahead, especially for Wills. If we could outsource the typing of Wills perhaps we could cater to more clients.

Ed Wall, one of our monthly pro-bonos, is retiring at the end of the year.

**Probate**

Tony has regular bookings for probate assistance. Thank you Tony for a valuable service.

**Tax Help**

We welcome Malcolm Ross who is providing tax assistance three days a week until October 2012.

**Administration**

We have had two staff lunches and a visit from head office, Nola Wellington, who provided valuable information on social media. Both were well attended. Thank you to Nola for opening our eyes to another area of the mystifying world of technology.

I have been coordinator for over ten years and my vision for Joondalup is to see the branch expand to cater to the growing needs of the fast growing northern corridor.

**Conclusion**

Once again I thank the hard working dedicated staff who keeps the Joondalup Branch functioning without too many problems.

**ROSALIND FRANKLIN**  
**COORDINATOR**



**BRANCH COORDINATOR'S REPORT - KWINANA BRANCH**  
**2011-2012 Established 1994**



**STATISTICS**

Telephone	=	0
Interview	=	<u>0</u>
<b>TOTAL</b>	=	<b>0</b>

Kwinana Branch is currently closed for relocation into the new Community Offices and should reopen in January 2013.

**EDNA LEWIS**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - MANDURAH BRANCH**  
**2011-2012 Established 1977**



**STATISTICS**

Telephone	=	1,583
Interview	=	<u>5,535</u>
<b>TOTAL</b>	=	<b>7,118</b>

In spite of all the changes going on in the Mandurah area we continue to retain our spot in the Mewburn Gardens. The gardener situation has changed and we only have the usual gardener now and then. The gardens are now maintained on a roster system. We miss our regular gardener coming in to fill his water jug.

**Statistics**

Our statistics remain steady, probate continues to increase as it becomes known that this is done at our office. Tax help also boosts our figures each year and the JP's continue to be kept busy. We were fortunate in receiving another computer from Head Office this enables us to have probate and Etax completed at this office.

**Volunteers**

We have had several changes within our staff. Two new volunteers joined the roster. Two long standing volunteers resigned due to ill health. One of these passed away in March this year. Two volunteers will receive a 30 year service certificate this year and one receives a 25 year certificate.

I have a volunteer who has agreed to take over the Deputy Coordinator role with a view to taking over the Coordinator role.

Our Committee meetings are held each quarter with the AGM in July each year.

**Training**

We have been unfortunate with our training sessions. These have been cancelled the last two years from Head Office. Some of the volunteers manage to go to Perth to attend the Talking Heads sessions and find these *very* interesting and helpful.

**Events**

The Seniors Expo was once again held at Accent (formerly Senior Citizens Centre). This was most successful and attracted several queries from attendees. Volunteers manned this stall in shifts.

**Conclusion**

Once again our thanks go to the City of Mandurah for their ongoing assistance, the JP's for their regular attendance and to the volunteers for their professionalism and dedication. It is a pleasure to work with them.

**JUDY BREALEY**  
**COORDINATOR**

**BRANCH COORDINATOR'S REPORT - MIDLAND BRANCH  
2011-2012 Established 1993**



**STATISTICS**

Telephone	=	4,215
Interview	=	<u>2,259</u>
<b>TOTAL</b>	=	<b>6,574</b>

**Introduction**

Citizens Advice Bureau Midland Branch is situated at Unit 3, 8/12 Stafford St Midland, and is open Monday to Thursday between 9am and 3pm.

**Staff**

We have a staff of fourteen consisting of Rosalie Gordon, Coordinator and Probate assistant, Doreen Sanders, Treasurer, Don Butler, Probate assistant, Peter Moore, volunteer and JP, Jean Hayhurst, Jeanette Potts, Heather Skinner, Pene Reid, Chris Dedman, Enid Freeman and Jean Bowman. Arlene Wickham is on leave of absence but has been very helpful filling in when staff is away. Noel Holland is assisting with Tax Help on Thursday.

We were very sorry to accept the resignations of Glenn Ware and Stephen Sharp, although Stephen is happy to assist with JP duties if necessary.

**Legal Service**

Luciano Sales has returned to our office after Mary Wylie went back to Head Office.

Craig Bloxham has increased his appointment times to 10.00am to 2.40pm depending on Court commitments.

**Justice Of The Peace**

John Luk and Peter Moore are very reliable assistants in JP services. John works on Thursday afternoon and Peter works on Wednesdays.

**Probate Service**

Rosalie Gordon and Don Butler provide assistance with Probate applications and have assisted with 37 during the past financial year.

**Tax Help**

Wally Winfield has been helping with Tax Help for many years and continues again this year.

Noel Holland does a couple of appointments on Thursday afternoon.

**Administration**

Jeanette Potts has taken over the role of resources coordinator and is keeping the pamphlet display up to date.

The Treasurer, Doreen, has had the financial statements audited for 2011-2012 and prepared the finance report.

**Meetings**

We have two new members on the Committee, Jeanette Potts and Peter Moore who join, Rev Ken Duffy, David Earnshaw, Tony Turner, Rosalie Gordon, Doreen Sanders, Enid Freeman and Heather Skinner. The first meeting of the year was in May and another on July 25<sup>th</sup>. The next meeting will be before the Annual General Meeting on 8<sup>th</sup> October at 3.00pm

**ROSALIE GORDON  
COORDINATOR**

## BRANCH COORDINATOR'S REPORT - ROCKINGHAM BRANCH

2011-2012 Established 1979



### STATISTICS

Telephone	=	1,866
Interview	=	<u>2,197</u>
<b>TOTAL</b>	=	<b>4,063</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 five years.

#### General Enquiries

Our figures to the end of June are up, slightly, over last year.

#### Probate

Joan and Beryl are still our Probate officers, and have assisted a total of 34 clients in the last year.

#### Tax Help

Gordon has volunteered to assist with Tax Help. This will be his fifth year. Max has joined Gordon in doing Tax Help this year.

#### Justice Of The Peace

I now have our office in Rockingham registered with the Department of the Attorney General as a signing centre. We have had a total of 217 enquiries for a JP for the year.

#### Legal Service

We now have four Pro Bono solicitors. Three of our pro bonos have given long service to our branch, John Bochat, Anthony Hughes and William Allen. Joining our legal team is Mr Patrick Kearney, a colleague of Mr J Bochat.

#### Volunteers

Our senior members (years of service to the CAB) consist of my assistant Gwen Wiggins 23 years of service, myself Christopher Smith OAM JP 22 years of service, one of our Probate people, Joan, 17 years and our Tax help volunteer Gordon 12 years. We also have Terry who has completed 11 years. A further few members have completed 7 years of service. We have two new members to the branch, Max and Kathy and we now currently, have a total of 16 volunteers.

Unfortunately, Mr John Simmons decided to leave us.

#### Acknowledgement

I would like to thank John Montgomery for the time consuming work he has done in looking after our figures and breaking them down as he has. Thank you also to Gordon, for the work he has done as Treasurer. Beryl and Joan for the continual work they do as our Probate persons, and Gwen for continuing to be a good backstop for me, and for preparing our light lunches whenever we have meetings or trainings. Thank you to all our members for making this branch a success.

#### Meetings

**AGM:** We held our AGM for 2011 on Tuesday 30 August.

The **committee:** **Secretary:** Gwen, **Treasurer:** Gordon, **Committee:** Joan, Beryl and John.

#### Staff

We have had only one staff meeting this year. Everyone appears to be reasonably happy. No complaints.

#### Training

As part of our staff meeting, we also had a training session. Mr Stuart Jefferies from the Family Court attended and gave a very excellent presentation. We all learned a thing or three. Two of our members attended the last Induction Training, held in Perth.

#### Visits

Last November, our branch had a stall in the Garry Holland Centre, Rockingham as part of Seniors Week. John, Joan and myself attended. It was highly successful.

#### Promotions and Marketing

In our last quarter, to June 30, I decided to try advertising in one of our local papers. It was an excellent advertisement and covered everything we do here at Rockingham.

#### Conclusion

The team here in Rockingham are an excellent team. They all pull together to make this branch as great as it is. Should a member fall sick or go on holiday there is always someone to take their place. Nothing is a chore. A great team to lead.

**CHRIS SMITH OAM JP  
COORDINATOR**

## **MEMBERSHIP 2011 – 2012**

### **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

### **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**  
**2011-2012**

Ken Barrett OAM (MANDURAH)  
Richard Bartlett (PERTH)  
Matthew Bassett-Scarfe  
(MANDURAH)  
Patricia Baxter (FREMANTLE)  
Rosalind Bennett (MANDURAH)  
Robert Black (PERTH)  
Beryl Black (PERTH)  
Garry Bleakley (PERTH)  
Judy Brealey (MANDURAH)  
Sandra Brown (PERTH)  
Hazel Butorac (PERTH)  
Peter Byrne (PERTH)  
Vince Calalesina (FREMANTLE)  
Jill Louise CARLAND (PERTH)  
Rosalie Carmichael (BUNBURY)  
Robyn Clancy (ALBANY)  
Leola Clapin (MANDURAH)  
Diane Cook (JOONDALUP)  
Alva Courtis (ESPERANCE)  
Serena Craig (BUSSELTON)  
Gordon Crane (ROCKINGHAM)  
Judith Creedon (ESPERANCE)  
John Crouch JP (KWINANA)  
Maryanne Culliver (PERTH)  
Maria Cusmano (PERTH)  
Barbara Danks JP (KWINANA)  
Irene Demasson (MANDURAH)  
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)

Nick Goiran (PERTH)  
Rosalie Gordon (MIDLAND)  
Richard Graham (PERTH)  
Noel Harding (PERTH)  
Janet Harding (PERTH)  
Claire Hielkema (FREMANTLE)  
Shirley Holl (ALBANY)  
Lynette Holm (ARMADALE)  
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)  
Janice McGlenn (MANDURAH)  
Joan McIlroy (ESPERANCE)  
Peter McMahon (PERTH)  
Margaret Mendelawitz (PERTH)  
Barry Mendelawitz (PERTH)  
Patricia Menhennett  
(MANDURAH)  
John Montgomery  
(ROCKINGHAM)  
Peter Moore (MIDLAND)  
Maureen Mortimer (PERTH)  
Doreen (Terri) Norton (ALBANY)  
Hilda O'Callaghan (PERTH)  
Tony O'Gorman (JOONDALUP)  
Marilyn Paxton (ALBANY)  
Jeanette Potts (MIDLAND)  
Mary Power (PERTH)  
Ann Pratt (FREMANTLE)  
Marion Prowse (BUNBURY)  
Peta Pyke (ALBANY)  
Melissa Raynes (PERTH)  
Robin Richardson (PERTH)

Len Roberts-Smith (PERTH)  
Joy Robinson (FREMANTLE)  
Annette Ryder (BUNBURY)  
Luciano Sales (PERTH)  
Doreen Sanders (MIDLAND)  
Lorna Scrimgeour (PERTH)  
Howard Shepherd (FREMANTLE)  
Avril Sheridan (ARMADALE)  
Joan Sibenaler (PERTH)  
Joy Sinclair (PERTH)  
Heather Skinner (MIDLAND)  
Barbara Smart (MANDURAH)  
Brian Smart (MANDURAH)  
Chris Smith OAM JP  
(ROCKINGHAM)  
Keith Sorensen (PERTH)  
Beverly Spencer (ESPERANCE)  
Cezanne Stead (PERTH)  
Yvonne Steer (ESPERANCE)  
Terry Stevens (ROCKINGHAM)  
Eric Tan (PERTH)  
Diana Terry (PERTH)  
Joy Tidow (ESPERANCE)  
Barry Tonkin (PERTH)  
Thi D Trinh (JOONDALUP)  
Judith Tuckey (MANDURAH)  
Anita Turner (BUNBURY)  
Will Vogt (PERTH)  
David Ward (PERTH)  
Patricia (Trish) Ward  
(ARMADALE)  
David Webse (PERTH)  
Geraldine Webster (BUNBURY)  
Ann White (PERTH)  
Gwen Wiggins (ROCKINGHAM)  
Margaret Williams (ALBANY)  
Barbara Winter (ROCKINGHAM)  
Karen Worthington (ARMADALE)  
Rae Wright (ARMADALE)  
Joharna Wynaden (PERTH)

**STATISTICS 2011-2012  
SUMMARY**

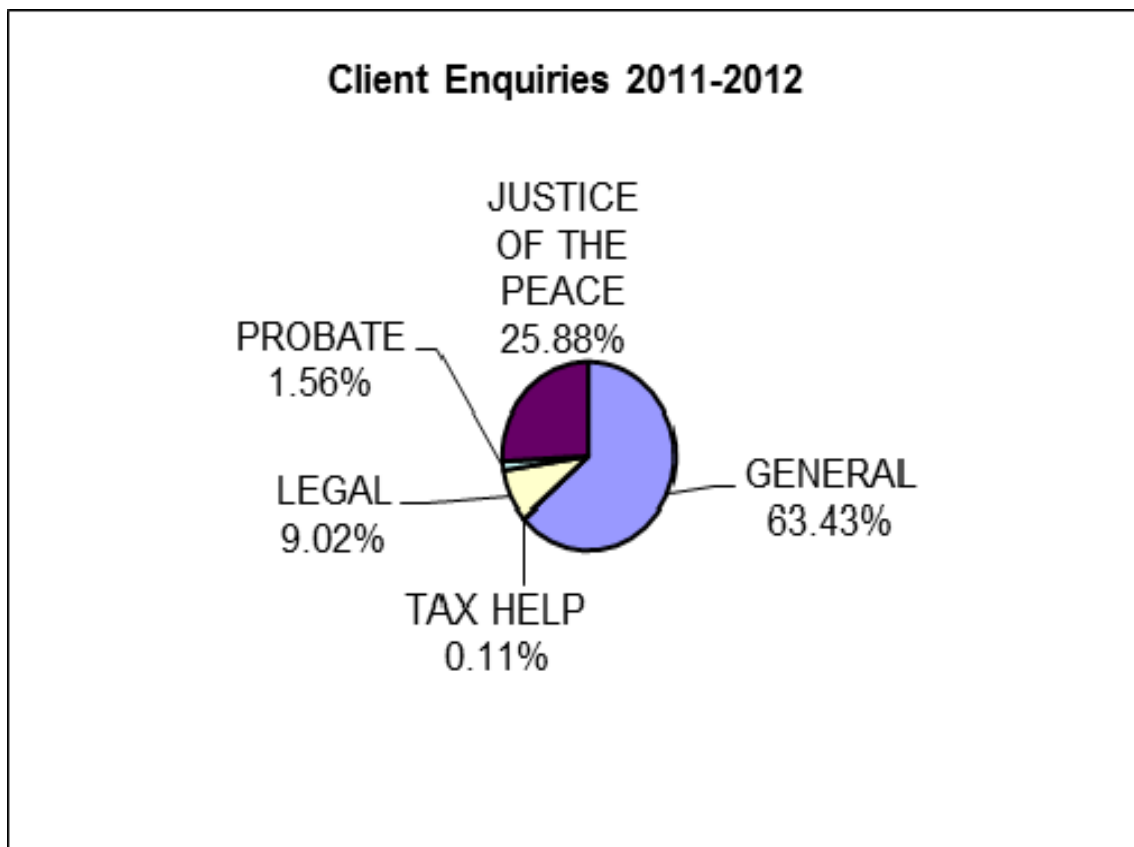
		<b>TOTAL</b>	<i>Last Year</i>
PUBLIC SPEAKING ENGAGEMENTS	54		54
MEDIATIONS	110		<u>111</u>
<b>SUB TOTAL</b>	164	164	<u>165</u>

	<b>CLIENT ENQUIRIES</b>					
	WRITTEN	INTERVIEWS	TELEPHONE	TOTAL		
GENERAL	741	723	34046	35510		34835
LEGAL		5046		5046		5088
TAX HELP		59		59		62
PROBATE		875		875		966
JUSTICE OF THE PEACE		<u>14478</u>		<u>14478</u>		<u>13158</u>
<b>SUB TOTAL</b>	741	21181	34046	55968	55936	<u>54109</u>

<b>BRANCHES</b>						
ALBANY		708	589	1297		1349
ARMADALE		1317	2991	4308		5109
BUNBURY		115	162	277		0
BUSSELTON		503	703	1206		1598
ESPERANCE		0	36	36		142
FREMANTLE		1925	2474	4399		4665
JOONDALUP		410	3515	3925		3933
KWINANA		0	0	0		6423
MANDURAH		5535	1583	7118		7483
MIDLAND		2359	4215	6574		6727
ROCKINGHAM		<u>2197</u>	<u>1866</u>	<u>4063</u>		<u>3970</u>
<b>SUB TOTAL</b>		15069	18134	33203	33203	<u>41399</u>
<b>TOTALS</b>	<b>741</b>	<b>36218</b>	<b>52156</b>	<b>89115</b>		

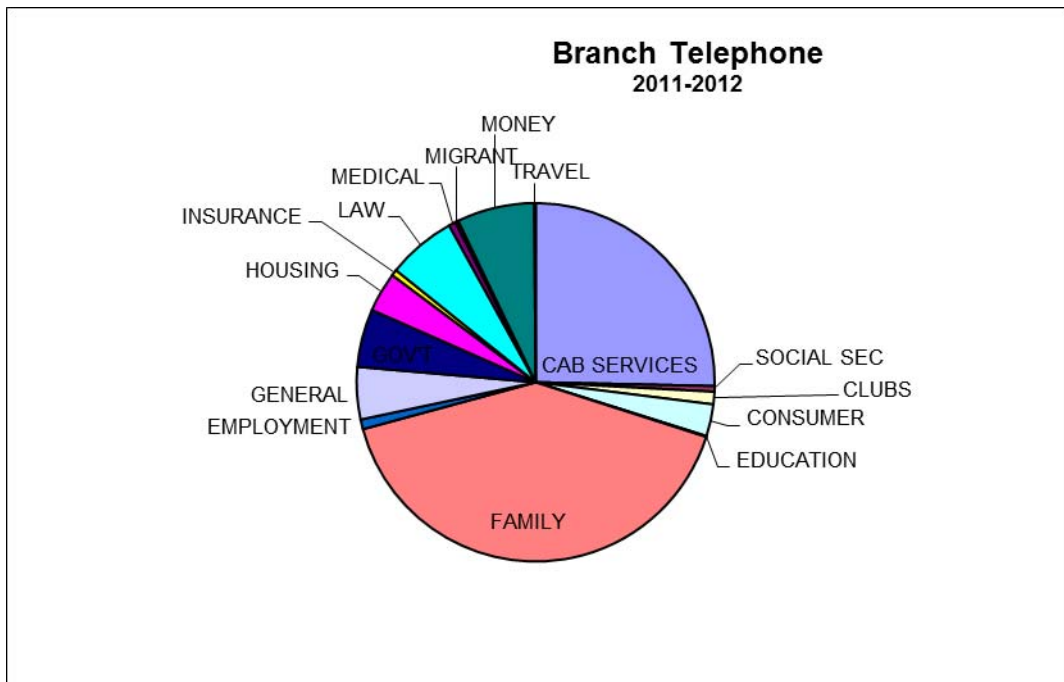
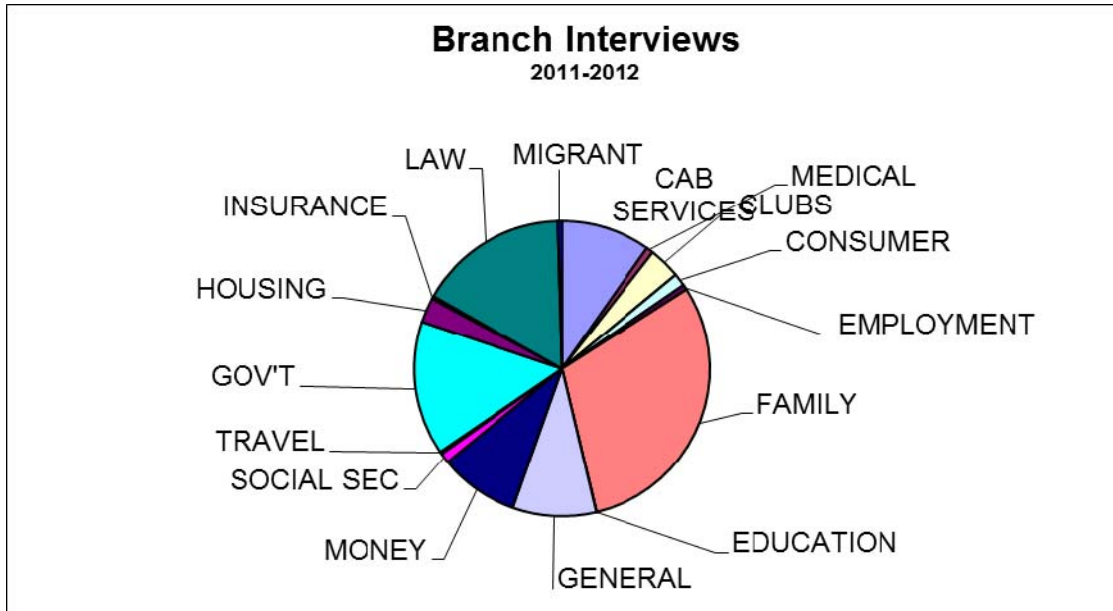
<b>GRAND TOTAL</b>					<b>89303</b>	<u><b>95673</b></u>
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# Perth Client Enquiries





# Branches Interviews & Telephone

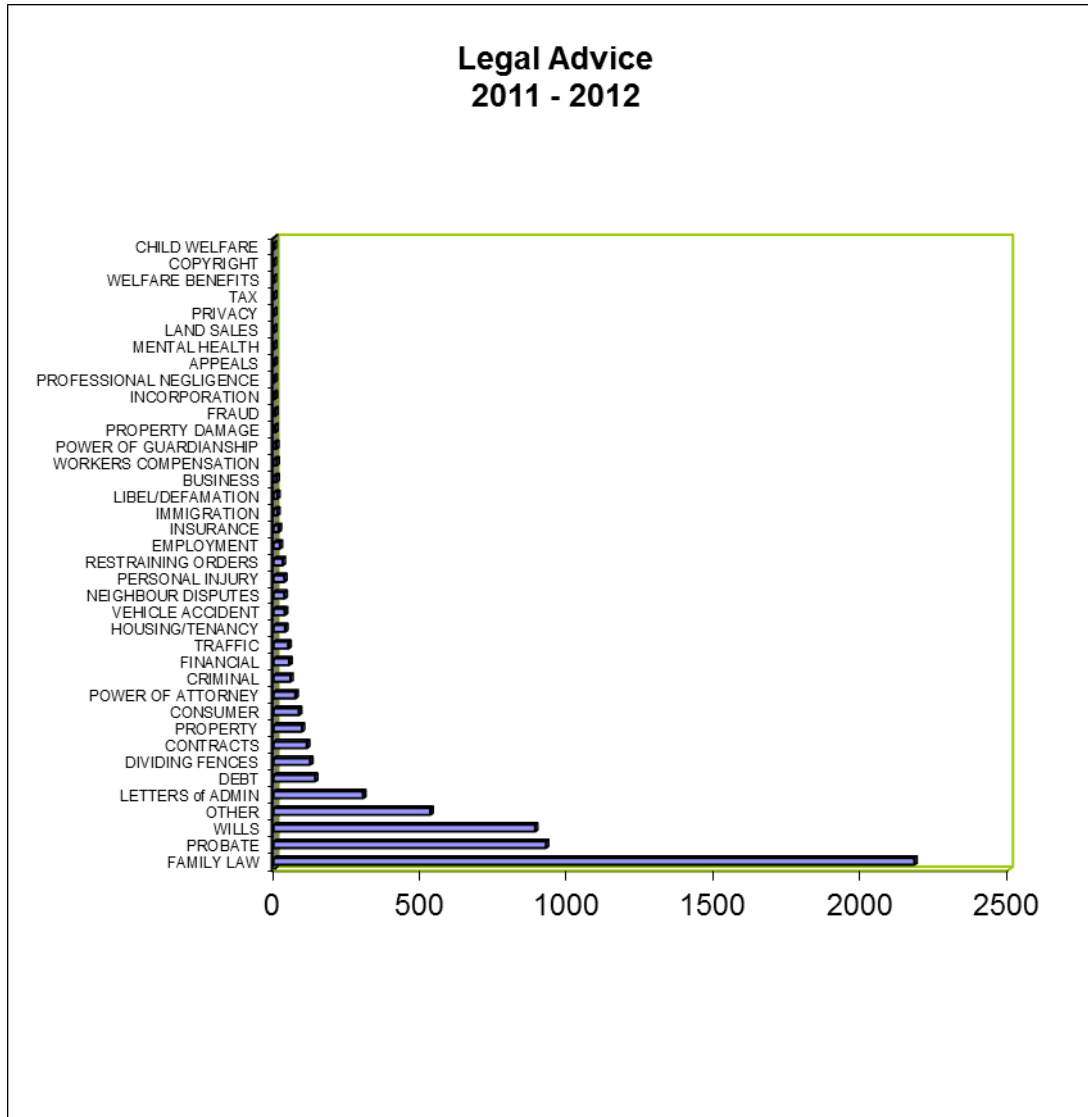


## LEGAL ADVICE STATISTICS

2011-2012

<u>Perth</u>		<i>Last Year</i>
APPEALS	2	2
BUSINESS	10	12
CHILD WELFARE	0	0
CONSUMER	86	68
CONTRACTS	113	101
COPYRIGHT	0	0
CRIMINAL	57	72
DEBT	141	169
DIVIDING FENCES	124	81
EMPLOYMENT	21	17
FAMILY LAW	2,179	2,163
FINANCIAL	53	17
FRAUD	6	2
HOUSING/TENANCY	39	39
IMMIGRATION	12	12
INCORPORATION	3	3
INSURANCE	17	17
LAND SALES	1	1
LETTERS of ADMINISTRATION	304	425
LIBEL/DEFAMATION	12	11
MENTAL HEALTH	1	2
NEIGHBOUR DISPUTES	37	44
PERSONAL INJURY	36	43
POWER OF ATTORNEY	74	87
POWER OF GUARDIANSHIP	9	6
PRIVACY	1	1
PROBATE	926	1,030
PROFESSIONAL NEGLIGENCE	2	5
PROPERTY	96	106
PROPERTY DAMAGE	7	6
RESTRAINING ORDERS	31	21
TAX	1	0
TRAFFIC	50	69
VEHICLE ACCIDENT	38	47
WELFARE BENEFITS	0	2
WILLS	889	1,028
WORKERS COMPENSATION	10	5
OTHER	533	340
<b>Perth Total</b>	<b>5,921</b>	<b>6,054</b>
<b>Branch total</b>	<b>1,677</b>	<b>1,322</b>
<b>GRAND TOTAL</b>	<b>7,598</b>	<b>7,376</b>

# Perth Legal Advice

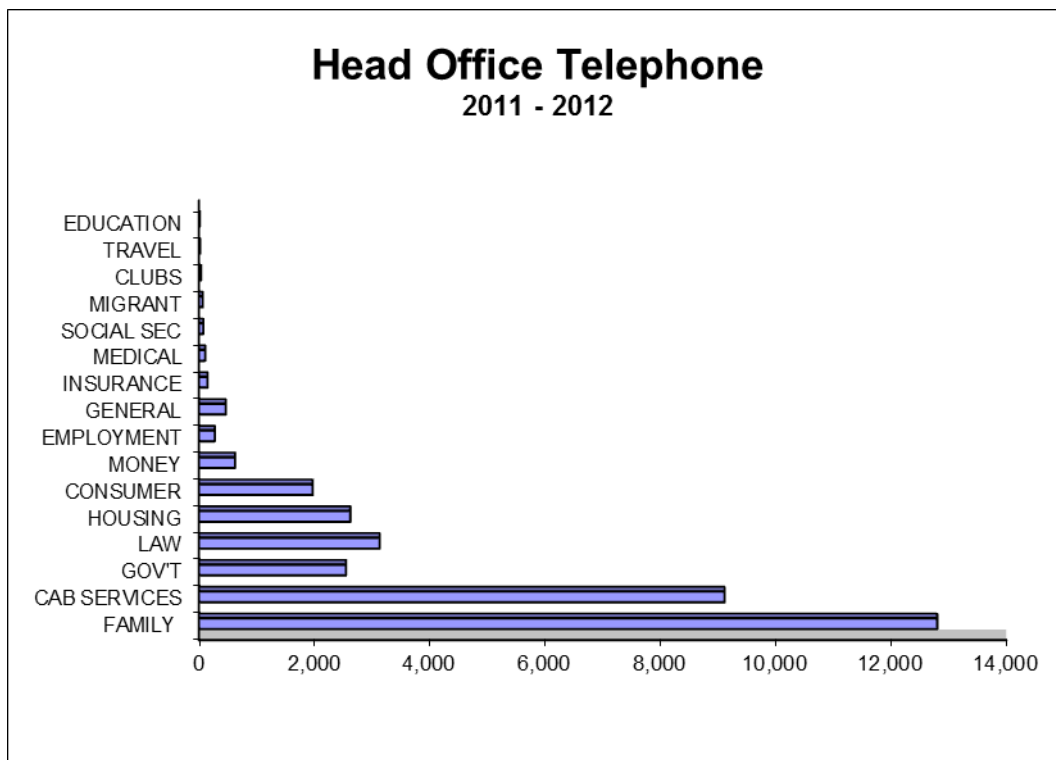
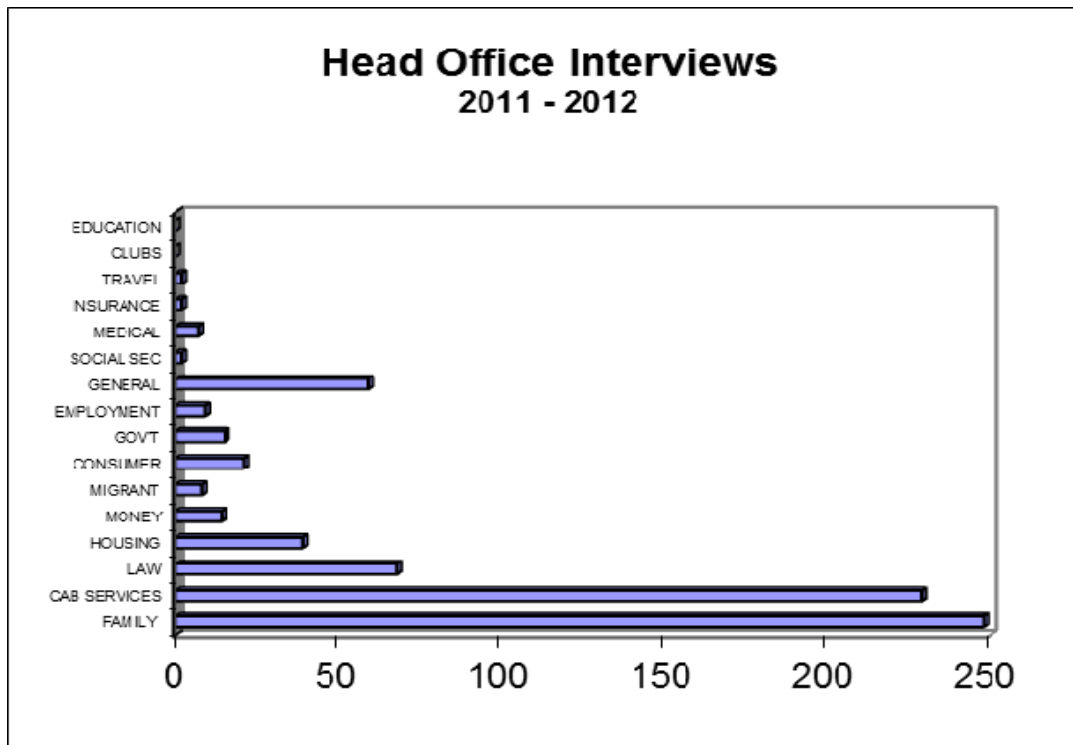


**STATISTICAL RETURNS  
2011-2012**

**SUMMARY**

**HEAD OFFICE**

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	248	12,803	13,051	<i>13,166</i>
2. MONEY MATTERS	14	628	642	<i>666</i>
3. HOUSING, LAND, ACCOMMODATION	39	2,625	2,664	<i>2,523</i>
4. CONSUMER, TRADE, BUSINESS	21	1,974	1,995	<i>2,120</i>
5. LAW	68	3,134	3,202	<i>3,214</i>
6. SOCIAL SECURITY BENEFITS, VETERANS AFFAIRS, OTHER BENEFITS	2	77	79	<i>77</i>
7. INSURANCE	2	150	152	<i>187</i>
8. LOCAL, STATE, FEDERAL GOVERNMENT and STATUTORY BODIES	15	2,550	2,565	<i>2,370</i>
9. MEDICAL	7	111	118	<i>122</i>
10. EMPLOYMENT	9	276	285	<i>291</i>
11. EDUCATION, TRAINING, BURSARIES	0	13	13	<i>11</i>
12. SPECIFIC MIGRANT REQUESTS	8	67	75	<i>82</i>
13. TRAVEL	2	20	22	<i>24</i>
14. REQUESTS FOR CAB SERVICES	229	9,116	9,345	<i>8,947</i>
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	0	37	37	<i>43</i>
16. LOCAL and GENERAL INFORMATION	59	465	524	<i>338</i>
<b>TOTAL</b>	<b>723</b>	<b>34,046</b>	<b>34,769</b>	<b><i>34,181</i></b>
Males	335	14,582	14,917	<i>14,783</i>
Females	389	19,514	19,903	<i>19,398</i>



## STATISTICAL RETURNS

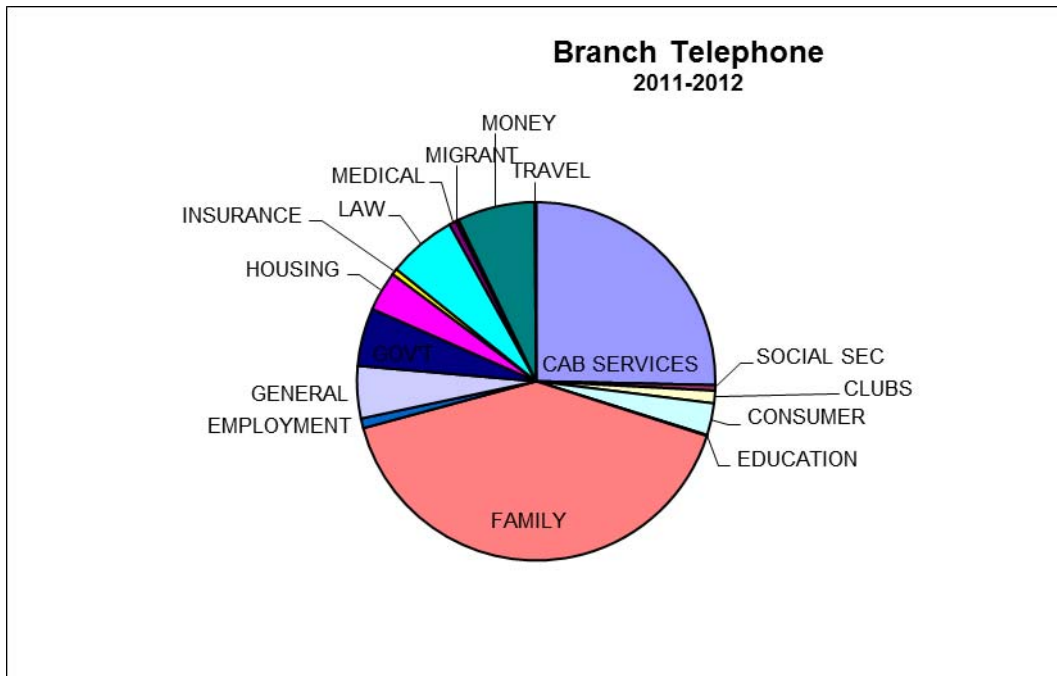
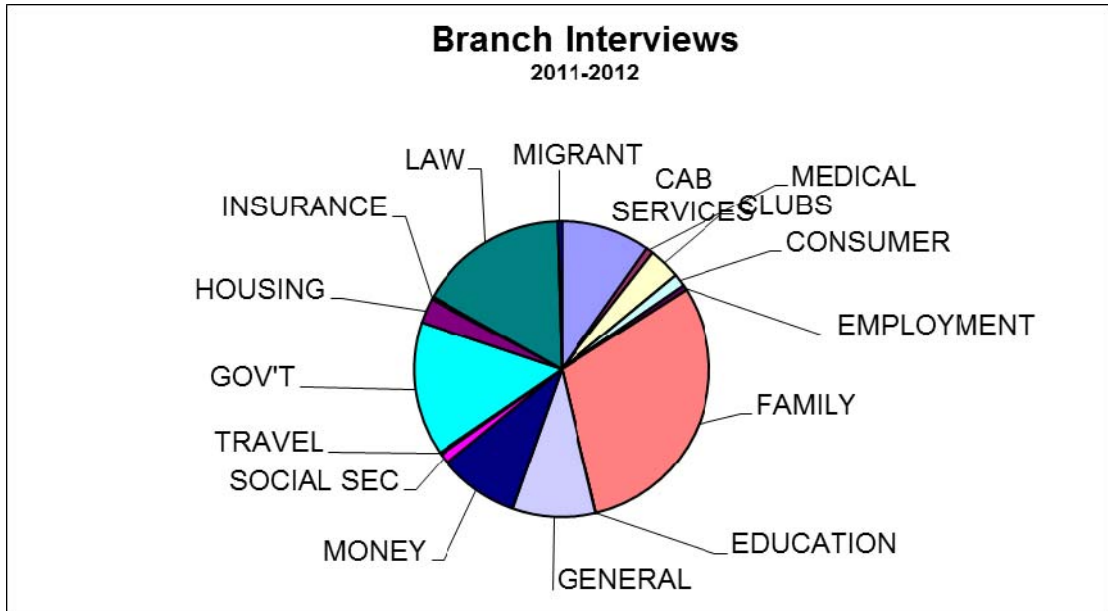
### 2011-2012 SUMMARY

#### BRANCHES

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	4,562	7,408	11,970	13,720
2. MONEY MATTERS	1,310	1,271	2,581	3,276
3. HOUSING, LAND, ACCOMMODATION	409	650	1059	1,147
4. CONSUMER, TRADE, BUSINESS	211	523	734	901
5. LAW	2,465	1,126	3,591	4,178
6. SOCIAL SECURITY BENEFITS,	167	93	260	400
7. INSURANCE	47	101	148	170
8. LOCAL, STATE, FEDERAL GOV	2,215	950	3,165	4,871
9. MEDICAL	116	114	230	308
10. EMPLOYMENT	87	160	247	292
11. EDUCATION, TRAINING,	6	14	20	31
12. SPECIFIC MIGRANT REQUESTS	69	49	118	157
13. TRAVEL	38	22	60	89
14. REQUESTS FOR CAB SERVICES	1,473	4,594	6,067	6,974
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	520	204	724	1,255
16. LOCAL and GENERAL INFORMATION	1,374	855	2,229	3,630
<b>TOTAL</b>	<b>15,069</b>	<b>18,134</b>	<b>33,203</b>	<b>41,399</b>
Males	7,152	6,139	13,291	16,576
Females	7,924	11,995	19,919	24,835

# Branches

## Interview & Telephone



**STATISTICAL RETURNS  
2011-2012**

**EXPLANATORY DETAIL**

**PERTH AND BRANCHES COMBINED**

<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	1,174	9,453	10,627	10,317
(b) Regulations: Family, Name Change	48	97	145	184
(c) Miscellaneous Problems: Young People	25	96	121	153
(d) Miscellaneous Problems: Adult Persons	247	1,011	1,258	1,355
(e) Food and Material Needs	80	27	107	168
(f) Deaths, Funerals, Wills, Probate, etc.	2,611	8,834	11,445	12,993
(g) Power of Attorney	625	693	1318	1716
<b>TOTAL</b>	<b>4,810</b>	<b>20,211</b>	<b>25,021</b>	<b>26,886</b>
<b>2. <u>MONEY MATTERS</u></b>				
(a) Mortgages /Loans	53	200	253	265
(b) Debts /Hire Purchase /Credit Accounts	75	435	510	482
(c) Financial Counselling	124	188	312	330
(d) Investment /Superannuation	46	79	125	124
(e) Taxation (Personal, Land, Stamp Duty)	974	867	1,841	2,568
(f) Banking Complaints	10	54	64	72
(g) Bankruptcy	42	76	118	101
<b>TOTAL</b>	<b>1,324</b>	<b>1,899</b>	<b>3,223</b>	<b>3,942</b>
<b>3. <u>HOUSING &amp; LAND</u></b>				
(a) Home or Land Purchase or Sale	88	924	1012	900
(b) Home Building Advice /Disputes	31	250	281	328
(c) Landlord /Tenant	205	1,887	2,092	2,013
(d) Accommodation	45	69	114	123
(e) Strata Titles, Corporate Bodies	79	145	224	306
<b>TOTAL</b>	<b>448</b>	<b>3,275</b>	<b>3,723</b>	<b>3,670</b>
<b>4. <u>CONSUMER, TRADE, BUSINESS</u></b>				
(a) Unsatisfactory Goods & Services	125	1,991	2,116	2,307
(b) Small Business Information	26	160	186	182
(c) Professional Fees, & Complaints	13	39	52	100
(d) Consumer Information	68	307	375	432
<b>TOTAL</b>	<b>232</b>	<b>2,497</b>	<b>2,729</b>	<b>3,021</b>
<b>5 <u>LAW</u></b>				
(a) Enquiries (e.g. Summons, Referrals)	2,315	3,326	5,641	6,052
(b) Motor Vehicle Accidents	63	274	337	342
(c) Traffic Offences	57	276	333	408
(d) Restraining Orders	46	166	212	231
(e) Legislation (What the Law says)	42	158	200	285
(f) Complaints (e.g. Fees, Lawyers)	10	60	70	74
<b>TOTAL</b>	<b>2,533</b>	<b>4,260</b>	<b>6,793</b>	<b>7,392</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	70	109	179	187
(b) Veterans' Affairs Benefits	5	9	14	14
(c) Overseas Pensions	9	15	24	19
(d) Seniors Cards	85	37	122	257
<b>TOTAL</b>	<b>169</b>	<b>170</b>	<b>339</b>	<b>477</b>
<b>7. <u>INSURANCE</u></b>				
(a) Property	15	91	106	155
(b) Personal Insurances	11	81	92	101
(c) Public Risk	13	46	59	44
(d) Workers Compensation	10	33	43	57
<b>TOTAL</b>	<b>49</b>	<b>251</b>	<b>300</b>	<b>357</b>
<b>8. <u>GOVERNMENT</u></b>				
(a) By-Laws: Fencing, Dogs, Trees, Noise	124	1,258	1,382	1,492
(b) Members of Parliament	2	7	9	20
(c) Local Government Information	15	58	73	88
(d) Justice of Peace	2,076	2,170	4,246	5,575
(e) Electoral Matters	13	7	20	59
(f) Copyright and Patents	0	0	0	7
<b>TOTAL</b>	<b>2,230</b>	<b>3,500</b>	<b>5,730</b>	<b>7,241</b>
<b>9. <u>MEDICAL</u></b>				
(a) Health: Mental and Physical	50	90	140	192
(b) Information and Support Groups	23	63	86	92
(c) Alcohol and Drugs	12	5	17	21
(d) Hospital and Medical Benefits	11	5	16	16
(e) Hospital and Nursing Homes	15	16	31	40
(f) Medical Complaints	12	46	58	68
<b>TOTAL</b>	<b>123</b>	<b>225</b>	<b>348</b>	<b>429</b>
<b>10. <u>EMPLOYMENT</u></b>				
(a) Employment /Unemployment	34	137	171	179
(b) Self-Employment	3	24	27	19
(c) Employer-Employee Disputes	37	156	193	208
(d) Union Matters	1	4	5	7
(e) Wages and Awards	11	75	86	118
(f) Discrimination, Harassment	9	31	40	34
(g) Occupational Health & Safety	1	9	10	18
<b>TOTAL</b>	<b>96</b>	<b>436</b>	<b>532</b>	<b>583</b>
<b>11. <u>EDUCATION &amp; TRAINING</u></b>				
(a) Financial Assistance	3	7	10	7
(b) Pre-School, Primary, Second, Tertiary	2	18	20	29
(c) HECS (Higher Educ Cont Scheme)	1	2	3	6
<b>TOTAL</b>	<b>6</b>	<b>27</b>	<b>33</b>	<b>42</b>
<b>12. <u>MIGRANTS</u></b>				
(a) Specific Problems	31	53	84	120
(b) General Queries (e.g. Citizenship)	46	63	109	119
<b>TOTAL</b>	<b>77</b>	<b>116</b>	<b>193</b>	<b>239</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	33	30	63	75
(b) Travel Agencies	4	5	9	11
(c) Accommodation	0	0	0	12
(d) Tourism	3	7	10	15
<b>TOTAL</b>	<b>40</b>	<b>42</b>	<b>82</b>	<b>113</b>
<b>14 CAB - REQUESTS TO CAB</b>				
(a) Public Relations	966	4,748	5,714	5,507
(b) Pamphlets, Information about Bureau	181	259	440	1,037
(c) CAB Legal appointments made	453	2,923	3,376	3,566
(d) CAB Legal appointments cancelled	45	1,654	1,699	1,632
(e) Query on status of documents	21	194	215	213
(f) Missing Persons	2	4	6	35
(g) Mediation: The Process	27	1,830	1,857	1,037
(h) Mediation: Relationships: Matrimonial	5	1,437	1,442	2,426
(i) Mediation: Intra Family	1	452	453	112
(j) Mediation: Community	1	165	166	314
(k) Mediation: Commercial	0	44	44	42
<b>TOTAL</b>	<b>1,702</b>	<b>13,710</b>	<b>15,412</b>	<b>15,921</b>
<b>15. CLUBS &amp; ORGANISATIONS</b>	520	241	761	1298
<b>TOTAL</b>	<b>520</b>	<b>241</b>	<b>761</b>	<b>1298</b>
<b>16 LOCAL &amp; GENERAL INFO</b>	1,433	1,320	2,753	3,968
<b>TOTAL</b>	<b>1,433</b>	<b>1,320</b>	<b>2,753</b>	<b>3,968</b>
<b>GRAND TOTAL</b>	<b>15,792</b>	<b>52,180</b>	<b>67,972</b>	<b>75,579</b>