

Citizens Advice Bureau of WA Inc.



Annual Report 2013 - 2014

Citizens Advice Bureau

25 Barrack Street, Perth

Phone: 9221 5711

Admin: 9325 4217

Fax: 9221 5356

email: cab@cabwa.com.au

www.cabwa.com.au



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*

Contents

Page

Office Bearers	3
Funding	4
Honour List	5
Life Members	6
Financial Members	7
Branches	8
Board of Management Profiles	10
President's Report	11
CEO's Report	14
Volunteer Coordinator's Report	15
Principal Legal Officer's Report	16
Mediation Coordinator's Report	18
Albany Branch Report	21
Armadale Branch Report	22
Bunbury Branch Report	23
Busselton Branch Report	24
Fremantle Branch Report	25
Joondalup Branch Report	26
Mandurah Branch Report	28
Midland Branch Report	29
Rockingham Branch Report	30
Statistics Summary	31
Legal Statistics	34
Head Office Statistics	36
Branch Statistics	38
Consolidated Statistics	40
Financial Report	

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 2014

PATRON

The Hon. Len Roberts-Smith RFD QC

BOARD OF MANAGEMENT

PRESIDENT

Barbara Kwiecien

VICE PRESIDENT

Margaret Dixon

TREASURER

John McEvoy

CHIEF EXECUTIVE OFFICER

Kathryn Lawrence

MEMBERS

Sandra Brown
Richard Bartlett
Eric Tan
Barry Tonkin

AUDITORS

RSM Bird Cameron

Citizens Advice Bureau

Assisted by our funding organisations



Government of Western Australia
Department of Local Government and
Communities



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

Citizens Advice Bureau Honour List

Albany Community Legal Centre	Vogt Graham Lawyers (Solicitors Perth)
City of Albany	Anthony Hughes & Co (Solicitors Rockingham)
Albany Women's Rest House Committee	Theo Jongeling (Auditor Armadale)
Anthony Agostino (Auditor Midland)	Royal Association of Justices
William Allen (Solicitor Rockingham)	Justices of the Peace (Perth and Branches)
Shire of Armadale	Kott Gunning Solicitors (Perth)
Armadale Volunteer Resource Service	Legal Aid Fremantle (CAB Mandurah)
CB Legal (Solicitors Midland, Fremantle, Perth)	Nerys Lloyd Solicitor (Perth)
Slater & Gordon (Solicitors Bunbury)	John Luks (JP Midland)
Rattitan, Kearney & Bochat (Solicitors Rockingham)	Norton Rose Fulbright (Solicitors Perth)
Councillor Tom Tuffin (Shire of Busselton)	Peter Kakulas (Solicitor Fremantle)
Shaddicks Lawyers (Solicitors Busselton)	City of Mandurah
Calverley Johnston (Solicitors Fremantle)	Swan River Law (Solicitors Fremantle)
CLP Legal (Solicitors Fremantle)	Peter Moore (JP Midland)
Charles Cook (Solicitor Perth)	Andrew Monisse (Barrister Perth)
Michelle Fisher (Solicitor Perth)	Jeff Munn JP (Armadale)
Herbert Smith Freehills (Solicitors Perth)	Alana Padmanabham (Solicitor Perth)
City of Fremantle	Peel Community Legal Service (Mandurah)
Rex George (Solicitor Perth)	Peel Volunteer Resource Centre (Mandurah)
Anthony Godecke (Solicitor Perth)	Robertson Hayles Lawyers (Solicitors Perth)

Thank you for your continued assistance

MEMBERSHIP 2013 – 2014

LIFE MEMBERS

Canon Ken Barrett OAM

Mrs Beryl Black

Mrs Hazel Butorac OAM JP

Mrs Marjorie Easton OAM

Mr Noel Harding

Mrs Diana Terry

Mrs Judith Tuckey

FINANCIAL MEMBERS

Jean Bamford (Mandurah)	Claire Hielkema (Fremantle)	Christine Pittman (Perth)
Faye Bank (Mandurah)	Shayne Hingle (Perth)	Kathleen Platts (Fremantle)
Ken Barrett OAM (Mandurah)	Shirley Holl (Albany)	Jeanette Potts (Midland)
Richard Bartlett (Perth)	Lynette Holm (Armadale)	Mary Power (Perth)
Matthew Bassett-Scarfe Mandurah)	Libby Hunt (Busselton)	Ann Pratt (Fremantle)
Verity Bateman (Perth)	Beryl Hunter (Rockingham)	Marion Prowse (Bunbury)
Patricia Baxter (Fremantle)	Noray Jones (Perth)	Robin Richardson (Perth)
Rosalind Bennett (Mandurah)	Esme Justins (Albany)	Len Roberts-Smith (Perth)
Ron Beurteaux (Rockingham)	Anne Keeping-Hood (Perth)	Joy Robinson (Fremantle)
Beryl Black (Perth)	Ian Kennedy (Perth)	Luciano Sales (Perth)
Garry Bleakley (Perth)	Shirley Kohlen (Albany)	Doreen Sanders (Midland)
Judy Brealey (Mandurah)	Samantha Korman (Perth)	Roderick Bruce Savage (Perth)
Ian Brent-White (Perth)	Karen Lee Kuypers (Mandurah)	Kerrie Schilling (Armadale)
Peter Miguel Broun (Perth)	Barbara Kwiecien (Perth)	Lynette May Scott (Rockingham)
Sandra Brown (Perth)	Marek Kwiecien-Fisher (Perth)	Lorna Scrimgeour (Perth)
Jean Brown (Joondalup)	Adam Kwiecien-Fisher (Perth)	Howard Shepherd (Fremantle)
Hazel Butorac OAM JP (Perth)	Meg Lane (Bunbury)	Avril Sheridan (Armadale)
Peter Byrne (Perth)	Kathryn Lawrence (Perth)	Lynette Shields (Perth)
Verna Chapman (Busselton)	Martina Leahy (Rockingham)	Michael Shields (Perth)
Joan Chatfield (Mandurah)	Bea Leembruggen (Joondalup)	Joy Sinclair (Perth)
Kara Churchward (Perth)	Susan Leeming (Perth)	Heather Skinner (Midland)
Robyn Clancy (Albany)	Edna Lewis (Kwinana)	Barbara Smart (Mandurah)
Leola Clapin (Mandurah)	Glenn Lohr (Busselton)	Barbara Smith (Fremantle)
Joyce Cole (Mandurah)	Trish Macdonald (Joondalup)	Chris Smith OAM JP (Rockingham)
Diane Cook (Joondalup)	Ron Macfarlane (Perth)	Cezanne Stead (Perth)
Gordon Crane (Rockingham)	Dragica Madden (Perth)	Terry Stevens (Rockingham)
Jillian Mary Cross (Busselton)	Shannon Mann (Perth)	Max Stewart (Rockingham)
Lynn Davis (Fremantle)	Margaret Marrone (Fremantle)	Eric Tan (Perth)
John Davis (Mandurah)	Christina Marruffo (Busselton)	Diana Terry (Perth)
Irene Demasson (Mandurah)	John McCartney (Perth)	Joy Tidow (Esperance)
Margaret Dixon (Perth)	John McEvoy (Perth)	Barry Tonkin (Perth)
Kim Doherty (Perth)	Janice McGlinn (Mandurah)	Judith Tuckey (Mandurah)
Kendrick Duffy (Midland)	Peter McMahan (Perth)	Frederick Thomas Tuffin (Busselton)
Norma Easthope (Perth)	Kathleen McNaught (Rockingham)	Will Vogt (Perth)
Marjorie Easton OAM (Perth)	Margaret Mendelawitz (Perth)	David Ward (Perth)
Gillian Eattell (Perth)	Barry Mendelawitz (Perth)	Patricia (Trish) Ward (Armadale)
Judy Fetherston (Perth)	Patricia Menhennett (Mandurah)	Geraldine Webster (Bunbury)
Derek Fisher (Perth)	Josie Michetti (Perth)	Margaret Welshman (Fremantle)
Enid Freeman (Midland)	Wayne Milligan (Perth)	Ann White (Perth)
Billie Friedlander (Mandurah)	John Montgomery Rockingham)	Mark Wiley (Fremantle)
Joan Fulford (Rockingham)	Peter Moore (Midland)	Silvana Wiley (Fremantle)
Elaine Giggins (Midland)	John Morgan (Busselton)	Jim Williams (Fremantle)
Nick Goiran (Perth)	Maureen Helena Mortimer (Perth)	Margaret Williams (Albany)
Richard Graham (Perth)	Gail Mountain (Rockingham)	Barbara Winter (Rockingham)
Joan Graul (Fremantle)	Leola Murphy (Fremantle)	Carol Wolf (Armadale)
David Malcolm Greig (Busselton)	Doreen (Terri) Norton (Albany)	Gillian Wood (Midland)
Noel Harding (Perth)	Lyndell O'Brien (Mandurah)	Wanda Woodhouse (Perth)
Janet Harding (Perth)	Hilda O'Callaghan (Perth)	Karen Worthington (Armadale)
Shannon Hayes (Perth)	Marilyn Paxton (Albany)	Rae Wright (Armadale)
Jean Marian Hayhurst (Midland)	Ray Petridis (Fremantle)	

PERTH OFFICE:

25 Barrack Street
PERTH WA 6000
CEO: Kathryn Lawrence
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

ALBANY:

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

Tax help - Jul to Oct

ARMADALE:

2 Hobbs Drive
ARMADALE WA 6112
Branch Co-ordinator:
Ms Rae Wright & Ms Kerrie Schilling
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

BUNBURY:

7 Oakley Street or
PO Box 703
BUNBURY WA 6230
Branch Co-ordinator:
Mr Errol Kendall
Office Hours:
10.00 am - 2.00 pm Mon, Tues & Wed
Phone: (08) 9721 6008
Fax: (08) 9721 8008
email: bunbury@cabwa.com.au

BUSSELTON:

Unit G4, 19 Cammilleri Street or
PO Box 313
BUSSELTON WA 6280
Office Hours:
10.00 am-1.00pm Mon – Thurs
10.00 am – 12 noon - Fri
Phone: (08) 9751 1199
Fax: (08) 9752 1764
email: busselton@cabwa.com.au

FREMANTLE:

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

Tax help - Jul to Oct

JOONDALUP

Lotteries House
Suite 5, 70 Davidson Terrace
JOONDALUP WA 6027
Branch Co-ordinator:
Dianne Cook
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

MANDURAH:

PO Box 1326 or
Mewburn Centre, Sholl Street,
MANDURAH WA 6210
Branch Co-ordinator:
Ms Lyn O'Brien
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

MIDLAND:

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

Justice of the Peace - Wed &

Thurs

Tax help - Jul to Oct

ROCKINGHAM:

Room 4, 14 Council Avenue
ROCKINGHAM WA 6168
or
PO Box 1140
ROCKINGHAM WA 6968
Branch Co-ordinator:
Mr Christopher Smith OAM JP
Office Hours:
9.30 am - 3.30 pm Mon - Thurs
9.30 am - 1.00 pm Fri
Phone: (08) 9527 6671
Fax: (08) 9527 1445
email:

rockingham@cabwa.com.au

Tax help - July to Oct

Justice of the Peace - Monday **AM**

**BOARD OF MANAGEMENT
2013 – 2014**

BARBARA KWIECIEN: (President)

Member of the Board of Management since October 2012. Barbara has primarily worked in the private corporate sector where she is a member of four boards and panels, in addition to CAB. She brings a wealth of experience in respect of governance, management, finance and government liaison. A volunteer of CAB since 2002, as a mediation panel member and at times Acting Mediation Coordinator, she also sits on the Mediation Sub-committee of CAB. She is an Adjunct Professor at Notre Dame University, Fremantle and she is a frequent international presenter for the business, legal and non-profit communities. The skills and experience attained in her professional working life will assist the strategic development of Citizens Advice Bureau.

MARGARET DIXON: (Vice 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.

JOHN MCEVOY: (Treasurer)

Member of the Board and Hon. Treasurer since June 2014. John has an honours degree in Mathematics from Southampton University and is a Chief Financial Officer and Company Secretary with over 25 years of experience in finance. He is a Member of the Institute of Chartered Accountants in England & Wales (ICAEW) & Australian Institute of Company Directors (AICD).

RICHARD BARTLETT: (Member)

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, and 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.

SANDRA BROWN: (Member)

Member of the Board since June 2014. Sandra was a previous CEO of the Citizens Advice Bureau until 2011. Sandra Brown has been associated with Citizens Advice Bureau since 1994. In 2003 she became the CEO of Citizen Advice Bureau and remained so until her retirement in 2011. During her time as CEO, the Citizens Advice Bureau established itself as a leader in the provision of information service to the community of Western Australia and cultivating ten branches in regional Western Australia. She administered the development of the two auspice services of Legal and Mediation. Sandra is currently Director of Family Support WA, Inaugural Councillor of Town of Victoria Park, Member of the Consumer Advisory Committee, Member of the Retail Shops Advisory Committee, State vice president of the Liberal Party, Secretary of the Harold Hawthorne Retirement Village and Adult Centre and Secretary of the Carlisle Ratepayers Association.

Sandra has extensive expertise in governance and establishment of policies and procedures. She has a degree in Marketing and Promotion and has several post grad qualifications in governance and protocol. She was involved in the review of the Associations and Incorporation Acts through the Department of Commerce and Department of Communities and brings this expertise and knowledge onto the Board of Management.

ERIC TAN: (Member)

Member of the Board since March 2014. Eric is a legal practitioner with over 15 years of experience providing estate planning, estate litigation, estate administration, property and commercial law advice and representation for his clients. Eric has been involved with the Citizens Advice Bureau WA for many years as a volunteer pro bono lawyer and as a member of the Board of Management. In the past two years, he continued his involvement as a volunteer pro bono lawyer but did not re-nominate to be on the Board of Management in order to make way for fresh faces and ideas. In view of the challenges that the Citizens Advice Bureau WA had faced more recently, he has nominated to be a member of the Board of Management to assist in representing the interest of all its members throughout the State. He strongly believes that the focus of community organisations such as the Citizens Advice Bureau WA should be to value its members who have given dedicated service to it, and a motivated membership will enable the Citizens Advice Bureau WA to continue

providing good, relevant services to our Western Australian community.

Eric takes a keen interest in the issues affecting our community and is involved with various other community groups. He is currently a member of the Prisoner's Review Board, and is the honorary legal advisor to various community organisations.

BARRY TONKIN: (Member)

Member of the Board since October 2013. Barry has been a volunteer with Citizens Advice Bureau for six years in the mediation service and he understands the commitment, time and energy involved in volunteering for a not-for-profit organisation.

Barry is a civil engineer with Business, Law, Dispute Resolution and Management degrees. His professional career includes working in both State government and private enterprise and he has represented engineers in a voluntary capacity in International, National and State divisions. Barry has served as National President of the Association of Professional Engineers (APESMA) and State President of both APESMA and Engineers Australia. These varied Board roles have given Barry an insight into the importance of good corporate governance in a not for profit organization. He has completed the Australian Institute of Company Directors' course and believes his strong commitment to ethical behaviour will help him provide the best service to the community and in particular the volunteers of the Citizens Advice Bureau.

**PRESIDENT'S REPORT
2013 – 2014**

I am pleased to provide my inaugural President's Report. Each year that passes seems to have its own character. Some years leave us with a feeling of accomplishment and satisfaction while others give us pause to reflect. This past year has been a challenging year for many in so many ways, however Citizens Advice Bureau continued to provide a high quality, professional service to the people of Western Australia. This was largely due to the loyal and dedicated group of volunteers and the steadfast and professional staff in Perth. I would like to acknowledge a debt of gratitude to these volunteers and staff members who continued to maintain the Head Office functioning proficiently, keeping the Branches open and continuing to provide excellent services to our clients in need.

Board of Management

Though the past year is not one which I will look back on with undiluted pleasure, it was a welcome catalyst for change. It has laid the foundations for an exciting way forward which will strengthen and expand the services that the Bureau offers. I would like to thank the former Board of Management members who had given their time so freely earlier in the year as they have assisted in focusing the direction of Citizens Advice Bureau. The current Board of Management has brought continuity and a strategic direction that is commensurate with the Bureau's Mission Statement. I would like to thank Margaret Dixon, Barry Tonkin and Richard Bartlett for their continued commitment to the Board of Management. I would also like to express my appreciation to Eric Tan and Sandra Brown for agreeing to come onto the Board of Management to share their existing knowledge and expertise of management of the Bureau. I would also like to welcome John McEvoy, our new Treasurer, whose corporate experience and financial expertise will help ensure the Bureau's viability into the future. These Board Members have brought diverse skills, expertise and knowledge and willingly give up their time to serve the members.

Staff

On behalf of the Board of Management, I would like to thank the salaried staff who have steadfastly undertaken their duties with professionalism and unqualified support for the Bureau. Particular thanks go to Kathryn Lawrence who has stepped into the role of Acting CEO and Verity Bateman who has taken on the role of Acting Principal Solicitor, both at short notice. Shayne Hingle, as Volunteer Coordinator, has done an exceptional job in coordinating and keeping the volunteers informed. As the position of Mediation Coordinator became vacant, we were fortunate Davina Gasper agreed to step into the role of Acting Mediation Coordinator and I thank her for that. Thank you to Garry Bleakly, Marilyn Martion, Judy Fetherston and Genevieve Cooper for their unfailing commitment and

hard work for the Bureau. Congratulations to Caroline Kibui who now joins the legal team as an unrestricted legal practitioner. I would also like to take this opportunity to thank and recognize Monica Snowball and Lyn Shields for their contribution to the Legal Service and wish them every success in their new endeavours as new horizons beckon. This has been a year of adjustment for the management and staff at head office and I thank all staff for embracing these necessary changes.

Voluntary Staff

The activities and services that are provided by Citizens Advice Bureau would not be made possible without the dedication and commitment of our wonderful voluntary staff. Having been closely associated with the Bureau for a number of years, I continue to be awed by the loyalty and enthusiasm of the many people who selflessly give their time and energy to undertake voluntary work to ease the burden for our clients in need. We currently have approximately 250 volunteers who each play a significant and unique role for the Bureau. It is inspiring to learn of some of the work that is being done by our volunteers, who bring compassion and resolution to the challenges that our clients face. On behalf of the Board of Management I would like to thank each and every one of you for your continuing commitment, loyalty and dedication to the Bureau and to our clients.

Of particular note, I would like to congratulate Sandra Brown who was awarded the Rona Okely Award for 2014 for individual achievement in Consumer Protection awarded by the Department of Commerce. Congratulations are also extended to Kathryn Lawrence who was appointed Chair of the WA Pathway Network for 2014-2015.

Branches

The Branches provide an integral connection within their communities assisting clients with services that are current and local. The Board of Management extends its appreciation for maintaining the services that they provide for their local communities. Thank you to the continuing Branch Coordinators Christopher Smith OAM for Rockingham and Christine Marruffo the chairperson for Busselton. Welcome and thank you to the new Branch Coordinators Rae Wright and Kerrie Schilling for Armadale, Errol Kendall for Bunbury, Lynn Davis for Fremantle, Diane Cook for Joondalup, Lyn O'Brien for Mandurah and Gill Wood for Midland. Many thanks are extended to retiring Branch Coordinators Esme Justins from Albany, Avril Sheridan from Armadale, Michael Young from Bunbury, Pat Baxter from Fremantle and Leola Clapin from Mandurah. Your contribution to the Branches over the past year

has been invaluable and on behalf of the Board of Management and Staff, we wish you the very best in your future endeavours.

To enhance communication with the Branches, a monthly tele conference has been implemented so that Shayne Hingle can keep the Branch Coordinators abreast of the activities across the Bureau. The meetings are minuted and the initiative has been well received by all.

A milestone was celebrated by the Armadale Branch as it marked its 10th anniversary in February 2014. The occasion was celebrated by a luncheon in June 2014 with 32 volunteers and invited guests attending the festivities.

Looking Forward

To quote Lao Tzu "*New beginnings are often disguised as painful endings.*" The past is important as it has brought us to the present; however we need to look forward to new beginnings. Citizens Advice Bureau was fortunate to be awarded a substantial grant to undertake a strategic review of the organisation in which many of you participated. This Strategic Plan will be revealed at the 2014 Annual General Meeting. Thank you to all who participated in this review. It confirmed that our members, our volunteers, our clients and other stakeholders want Citizens Advice Bureau to continue, strengthen and expand our Information and Referral Services. While our Mediation and Legal Services are considered an important part of our service to the community, they are considered ancillary to our core activities. The Bureau's website will also be upgraded as part of this strategic review.

Our Branches are the life blood of the services that are provided and Margaret Dixon, Shayne Hingle and I were able to visit all the Branches to ascertain their concerns, comments and the services that they would like to see in their local community. In this respect, we have reintroduced the Pro Bono Scheme and Tax Help into the Branches. Other services which are being investigated are NILS (No Interest Loan Scheme) providing interest free loans for individuals or families on low incomes. Our volunteers will assist clients in preparing loan applications with all training being provided by NILS. The JP Service continues to operate in Perth and in some of the Branches. The Management Team is working extremely hard to reopen the Kwinana Branch which is planned to occur later this year.

In order to reach more Western Australians, the Management Team is investigating such initiatives as a relationship with Community Resource Centres across Western Australia which will include regional and remote regions allowing Citizen Advice Bureau to establish a presence in those communities. Other initiatives include "sound bites" on a community network programme called WestLink where our services can be publicised. Relationships are being established with Legal Aid and the Family Law Court through the Family Pathways Kiosk to promote the

services that are available at Citizens Advice Bureau. Thank you to the Management Team for their drive and energy in seeking out these opportunities for the Bureau.

Citizens Advice Bureau continues to be involved in the Schools Conflict Resolution and Mediation Programme, which is in its 14th year. SCRAM is an interactive dispute resolution role play competition for Western Australian Years 9 and 10 high school students, where the students mediate simulated disputes that relate to their everyday lives. The Bureau provides administrative support for the competition and Margaret Dixon does an outstanding job as the current Coordinator of the committee that manages the programme.

The coming year will also be one of consolidation and reinvigoration. The Constitution and the associated Branch Bylaws will be reviewed and amended to bring them into line with impending changes to the Associations Act. While our insurances have been placed with another company, Citizens Advice Bureau was fortunate to maintain our membership with the WA Branch of the National Association of Community Legal Centres. I am pleased to report that the Bureau also retained our accreditation with NACLC and we are working towards updating our policies and procedures to ensure best practice in corporate governance. To support these changes, training for all our staff, salaried and voluntary, will continue to be developed, updated and rolled out to maintain the Board of Management's commitment to ensure the best possible services for our clients. During the past year over 20 training sessions were provided across all our departments including Insight Suicide Training, Conflict Training, Mediation Training on a variety of topics and Induction Training to mention a few. I thank the people involved in the organisation, facilitation and provision of this training.

While there is plenty to look forward to, there are also some significant challenges ahead. The incoming Board of Management will drive these new exciting initiatives and will manage the challenges as they present themselves. I wish them success and good fortune.

Conclusion

I would like to express my thanks and appreciation to our steadfast funding bodies, both State and Local Governments for their financial support. They have allowed Citizens Advice Bureau to reach into the community of Western Australia and to enable the Bureau to provide a high quality and professional service.

I would like to extend the Bureau's appreciation, to our patron, The Hon Len Robert-Smith RDF QC, for continuing in his role and to thank him personally for the advice and direction during the year.

Heartfelt thanks to Margaret Dixon, Vice President, for her guidance, mentoring and advice during this

most challenging year. Her knowledge, wisdom and support of the Bureau have assisted me in taking on the role of President.

Finally, to the members of Citizens Advice Bureau, thank you for your continued support, loyalty and commitment to the Bureau during the past year. It is over 50 years since Citizens Advice Bureau was created by a small dedicate group of publicly minded individuals. I pay tribute to the courage and vision that was exhibited by those pioneers and hope that the Bureau of today can continue with the same vision, determination and courage for the next 50 years.

The year ahead promises to be challenging, exciting, eventful and perhaps, at times, difficult, however I am sure the incoming Board of Management, Management Team and all the Staff and Volunteers will be able to work together in achieving excellence while addressing the changes required to reinvigorate Citizens Advice Bureau. Thank you for the honour of leading such an exceptional organisation.

BARBARA KWIECIEN
PRESIDENT

**CHIEF EXECUTIVE OFFICER'S REPORT
2013 – 2014**

The past year at CAB has been a busy one for staff and volunteers. Demand for our services continues to increase and we have had to look for innovative ways to ensure service provision standards remain high. With the help of Catalyse Research and Strategy we have almost completed a strategic review of our services and structure. This involved a survey of our members, volunteers, staff, stakeholders and clients. In line with results of the survey the executive and board have agreed upon a review of our services and in making them more accessible to people in more remote parts of WA. This has already seen preliminary change occurring both in head office and in our branches and the next year promises to be a year where we will focus on more diverse service delivery from our branches and increased accessibility to CAB services. Once the strategic review is complete it will be presented at our AGM in October.

I acknowledge how difficult the past year has been for our branches. With the temporary removal of some services volunteers were left wondering what they could contribute to their community. I am pleased that the return of most of the services plus the addition of a number of others will ensure our volunteers are run off their feet! CAB relies on the continued assistance of volunteers and we are extremely grateful for this assistance and for the loyalty and goodwill that has been shown. In December we were able to celebrate CAB's 50th anniversary with a function at Government House. The diversity of volunteers and their exceptional skills were evident. Our thanks go to Lotterywest for allowing us the opportunity to celebrate this incredible milestone.

Our website is to be completely revamped and will have capacity for providing information and training to our volunteers and staff as well as increased relevance to our clients. I look forward to working with those CAB volunteers who have let me know they would like to be a part of this exciting project.

CAB is a member of the Community Legal Centres Association (WA) and also the National Association of Community Legal Centres. As part of our membership we have undergone a long process of accreditation. This has given CAB a 'blueprint' to ensure all policies and procedures are in line with best practice. These not only apply to our legal services but also to information and referral and mediation. This accreditation encompasses head office and our branches and the Board is committed to implementing any necessary changes as soon as is practical.

All existing funding arrangements continued throughout the year. Our thanks once again to the Department of Local Government and Communities, who fully fund our information and referral service, Legal Aid WA and the Public Purpose Trust and the Legal Contributions Trust for their on-going financial assistance to our legal and mediation services, and to Lotterywest who have provided CAB with resources for our strategic review and our 50th celebrations. A number of local government agencies support our mediation service and we have also received pro bono assistance in the way of invaluable advice and opinion from KPMG and Norton Rose Fulbright. Our deepest gratitude to you all and we look forward to another successful year ahead.

Thank you to the Board of CAB for your unwavering support of your employees, volunteers and members. My thanks also to the staff of CAB who, in their usual manner, have taken the changes that have occurred over the past year in their stride. CAB is a wonderful workplace and I feel honoured to be part of a team of dedicated employees and volunteers who managed to keep their senses of humour and professionalism even when faced with great challenges. Also my personal thanks for your support and encouragement whilst I have been in the role of CEO.

**KATHRYN LAWRENCE
A/CHIEF EXECUTIVE OFFICER**

VOLUNTEER COORDINATOR'S REPORT 2013 - 2014

The 2013/14 financial year has wrought a series of significant changes and challenges for Citizens Advice Bureau. At the heart of all that CAB does, is a strong commitment to achieve the best positive and enduring outcomes for the Western Australian community.

I gratefully acknowledge those wonderful volunteers who turn up week after week, month after month and in some cases, year after year, to provide assistance to those most in need. Your commitment and valuable contribution strengthens and advances our very reason for being in Western Australia.

To those volunteers who joined CAB during the past 12 months, thank you for generously donating your time, skills and enthusiasm.

To all our volunteers old and new, I hope you will continue to invest your time with CAB to ensure its sustainability and growth. If we all strive to work together and take pride in strengthening our reputation as a leading organisation that delivers quality outcomes and services, we will achieve a common goal.

You have all made a positive difference to our WA community – Thank you!

I would like to thank my dedicated and wonderful colleagues who work at CAB for their passion, sense of humour and strong commitment to team work. We have weathered the ups and downs of the year with dedication and professionalism.

Citizens Advice Bureau has the essential building blocks in place to grow the organisation to new levels. It is an organisation that is now ready to embark on the next exciting stage and I encourage all volunteers to stay on board with us for the adventure. The rewards are plentiful and your contribution is essential to the future prosperity and well-being of CAB.

Justice of the Peace Service

This service was offered at Head Office five days a week and at various branches on designated days.

Pro Bono Lawyers

During the months July to December 2013, the Pro Bono lawyer service was a valuable asset to Citizens Advice Bureau and the community. Dedicated lawyers with expertise in many areas of law generously dedicated their time and knowledge and as a result assisted an ever growing need for legal services. We acknowledge and thank you.

Volunteers

There were over 250 volunteers working at CAB in various roles during the 2013/2014 period.

Training

- Four Information training sessions were held at the Perth office for metropolitan and regional branches in August 2013.
- Two Insight Suicide Intervention training workshops were conducted for the legal team and Mediators in August 2013.
- Branch Coordinator training in August 2013.
- Induction training in September 2013.
- Two Information training sessions were held at the Perth office for metropolitan and regional branches in September 2013.
- One Information training session held at the Perth office for metropolitan and regional branches in November 2013.
- Insight Suicide Intervention training was conducted in January 2014.
- Conflict checking training was conducted for all Branch Coordinators in May 2014. All volunteers from two branches, namely Armadale and Joondalup, were also trained in conflict checking during the latter part of the year.
- Daily training and updating was conducted every morning with the volunteers at the Perth office.

Branch Coordinator's Meeting and Conference Calls

The Branch Coordinator's mid-year meeting was conducted during August 2013. Unfortunately not all Coordinators were able to attend however the meeting was positive and constructive.

In February 2014, a monthly conference call with all Branch Coordinators was instituted. This regular sharing of developments, news and ideas has proven most successful and as a result communication between the branches and the Perth office has been greatly improved.

Conclusion

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

SHAYNE HINGLE
VOLUNTEER COORDINATOR

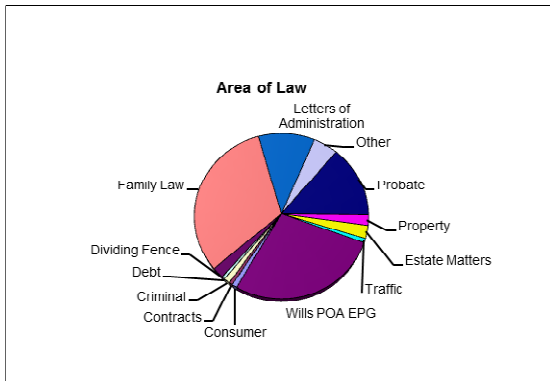
**PRINCIPAL LEGAL OFFICER'S REPORT
2013 - 2014**

Overview

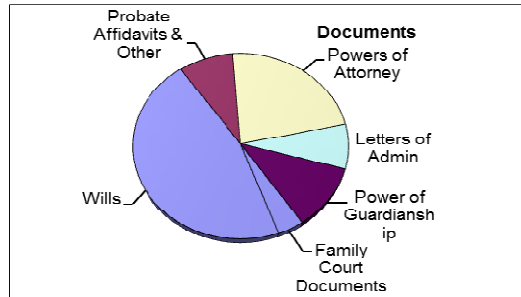
At 30 June 2014, the Legal Department comprised four staff lawyers (Principal Solicitor, and one unrestricted solicitor and two restricted practitioners), together with support from our administrative assistant Marilyn Martion, our part-time administrative assistant Judy Fetherston and a part-time paralegal. In December 2013, our part time LCT lawyer (who attended the Armadale, Joondalup and Midland branches) resigned and in February 2014, our Principal Solicitor, Jo Wynaden resigned. At the date of this report, these positions have not been re-filled. The loss of these two practitioners has unfortunately seen a decrease in the number of legal appointments the Legal Department has been able to take on.

The Legal Department continues to work to capacity. We acknowledge that there is a significant community need for affordable legal services and that this need continues to grow. The Legal Department at CAB aims to provide affordable and professional legal services to the community and as can be seen from the statistics below, CAB has seen a large number of legal clients throughout the year.

Advice by area of law	2013/14	2012/13
Consumer	32	59
Contracts	21	67
Criminal	37	38
Debt	18	46
Dividing Fence	71	72
Family Law	1070	1302
Letters of Administration	361	337
Other	159	456
Probate	473	561
Property	69	51
Estate Matters	86	0
Traffic	28	26
Wills POA EPG	928	878
	3353	3893



Documents Produced	2013/14	2012/13
Wills	798	1163
Probate Affidavits & Other	147	169
Powers of Attorney	397	559
Letters of Admin	134	132
Power of Guardianship	196	158
Family Court Documents	66	115
	1738	2296



Earlier this year, CAB made the difficult decision to temporarily suspend legal services to our branches. This was done to ensure that the correct practices and procedures were in place in all branches, so that our clients receive the highest possible level of service. We recognise that this was difficult for the branches and we thank all branches for their continued support.

Document Management

This year, CAB made the decision to switch to a new document management software, Filepro, which has enabled the Legal Department to develop merge field precedents and greatly assists with conflict of interest checking. The introduction of legal document management software ensures that client files are managed as effectively as possible and allows our staff lawyers to work more efficiently with our precedent documents. I would like to thank Gemma Keystone and Garry Bleakley for all their help with the introduction of Filepro.

Acknowledgements

The Legal Department is grateful to our funding bodies, the Public Purposes Trust run by the Law Society, and the Legal Contributions Trust provided by Legal Aid WA. We also thank CLCWA for its continued support and assistance.

Finally, I would like to thank the paid staff and voluntary staff who help in all facets of the Legal Department. The voluntary staff who assist the Legal Department include those who book our appointments, assist with compiling documents, undertake some initial document drafting and provide administrative services. We also thank our pro bono lawyers who provide advice to our clients. Due to the generosity of our volunteer staff, CAB's legal team can ensure that as many people as possible can obtain legal services from CAB.

**VERITY BATEMAN
A/PRINCIPAL SOLICITOR**

LEGAL CASE STUDIES

Estate Law Client – Case Study

The Citizens Advice Bureau advises on estate law matters and prepares low cost Probate and Letters of Administration documents for our clients.

A recent case study involved a client whose wife had died, leaving a Will which appointed a trustee company as the sole executor. The estate was reasonably small and our client was the sole beneficiary of the estate. However, the costs for the trustee company to act as executor of the estate were quoted at over \$10,000. We advised our client to seek the trustee company renounce from their position as executor, to allow our client to apply for Letters of Administration with the Will Annexed.

On our advice, the client sought and received the renunciation from the named executor. Our client then instructed us to draft his application for Letters of Administration with the Will annexed. Once the Letters of Administration was granted by the Supreme Court, our client was then in a position to administer the estate himself, incurring no further charges.

Our assistance saved our client many thousands of dollars in legal fees and administration costs. As an Aged Pensioner, our client was incredibly grateful for the low cost service provided by our office.

Family Law Client Case Study

The Citizens Advice Bureau assists many clients with family law advice and document preparation.

A case study involved a family law client who wished to enter into a property settlement through the Family Court with her former husband. Our client had limited income and was not in a position to afford a private lawyer.

Our client was keen to finalise the property matters by consent; however her husband refused to communicate or negotiate with our client. We advised our client of the Family Court's pre-action procedures and explained what she would need to do to meet her obligations.

On our advice, our client undertook her pre-action obligations, but was not able to reach an agreement with her husband. Our client then instructed us to draft her initiating application in the Family Court.

We took background information and reviewed our client's documents to enable us to advise our client of what she could reasonably expect to receive if the matter were to proceed to trial. This matter was complicated by the fact that the husband had incurred a debt with a litigation funder (as a result of previous children's proceedings), and the funder had registered a mortgage against the husband's share of the jointly owned marital home. There were also significant issues with regard to excessive spending by the husband during the relationship. In addition, our client suffered from chronic health conditions which limited her ability to work.

On the basis of the information provided by our client, we drafted our client's Form 1, Form 13 and Affidavit to commence the proceedings in the Family Court and provided our client with advice as to how to self-represent in Court.

On the basis of the evidence put forward in her affidavit, the parties were able to reach a settlement agreement at the Conciliation Conference. Our office then assisted our client with drafting the Minute of Consent Orders to formalise the agreement. Our client was extremely happy with the outcome as it allowed her to retain the former matrimonial home, with a payment to the husband which was within her budget.

By obtaining legal advice from our lawyers over several 20 minute advice sessions, and engaging the Citizens Advice Bureau to produce her Family Court documents, our client obtained successful outcome in her family law property matter for a very reasonable fee.

**MEDIATION COORDINATOR'S REPORT
2013 - 2014**

Citizens Advice Bureau (CAB) Mediation services operates from the head office building at Level 1, 25 Barrack Street, Perth. The service is coordinated by one full time staff member (Mediation Coordinator) with the assistance of a law student volunteer who undertakes administrative duties, two days per week.

Panel of Volunteer Mediators

Our Panel of Mediators consists of 16 accredited volunteer mediators – 13 who are registered Family Dispute Resolution Practitioners (FDRP).

Panel
Ms Ann BEALE
Mr Peter BYRNE (FDRP)
Ms Margaret DIXON (FDRP)
Mr Kim DOHERTY (FDRP)
Mrs Gillian EATELL (FDRP)
Mrs Shannon HAYES (FDRP)
Mrs Noray JONES (FDRP)
Ms Samantha KORMAN
Ms Barbara KWIECIEN (FDRP)
Mr John McCARTNEY (FDRP)
Mr Barry MENDELAWITZ
Mrs Margaret MENDELAWITZ (FDRP)
Mrs Hilda O'CALLAGHAN (FDRP)
Mrs Christine PITTMAN (FDRP)
Mr Barry TONKIN
Mr David WARD (FDRP)

Our panel consists of highly qualified and experienced mediators. As a Recognised Mediation Accreditation Body (RMAB), CAB is able to accredit mediators who have fulfilled necessary requirements, under the National Mediator Accreditation Standards. All CAB mediators are accredited either through the Institute of Arbitrators and Mediators (IAMA), LEADR or through CAB.

CAB receives requests each week from mediators wishing to be on our panel. We are currently training two mediators to become panel members. Although both mediators are accredited, CAB requires that new mediators to our panel be supervised and trained prior to conducting mediations for CAB. All new panel members must conduct at least 10 hours of supervised mediations before mediating unsupervised.

Mediators must complete a minimum of 20 hours Continual Professional Development (CDP) every two years to be accredited. CAB provides in-house training to mediators once a month on areas that are relevant to their work as mediators. All mediators are also advised of training opportunities available externally.

Scope of Service

Citizen's Advice Bureau offers a mediation service that caters to three main areas – Family, Community and Commercial.

Family
✓ All children's matters
✓ Financial matters

Community
✓ Dividing Fences
✓ Encroaching roots and branches
✓ Nuisance – pets or noise issues
✓ Variations made to a property that is having an impact on their neighbour's property

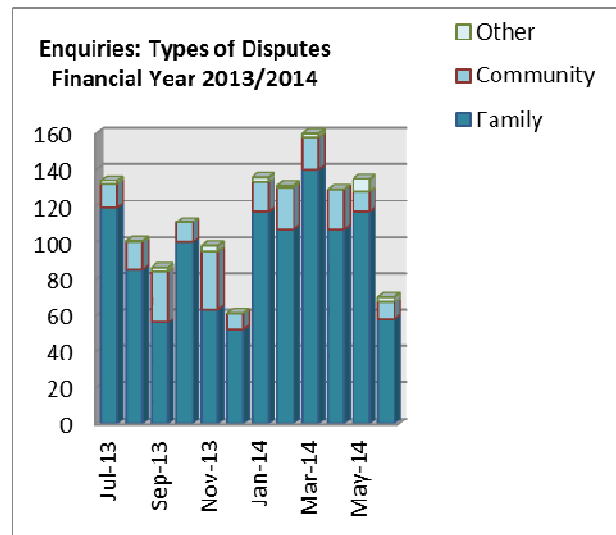
Commercial
✓ Workplace disputes
✓ Small business disputes
✓ Non-payment of unsatisfactory work
✓ Workplace facilitation

Statistics for CAB - Mediation Services for Financial Year 2013/2014

Enquiries

The Mediation Coordinator receives on average 35 new enquiries a week with regard to commencing mediation or the process that is involved with mediation. This year, approximately 1352 calls and emails were received.

Approximately 83% of all mediation enquiries for this financial year were in regard to family dispute resolution, 15% of enquiries related to community disputes and 2% related to Commercial disputes.

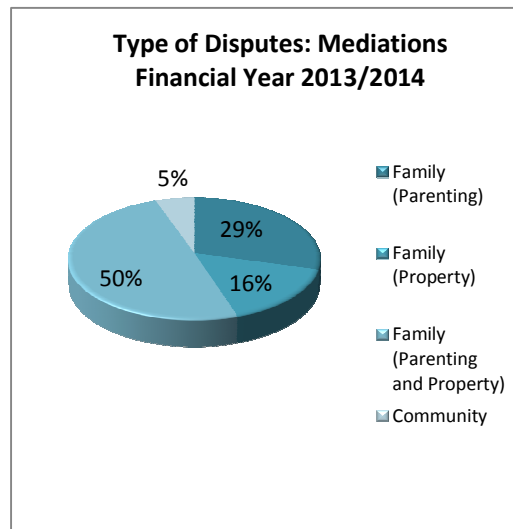
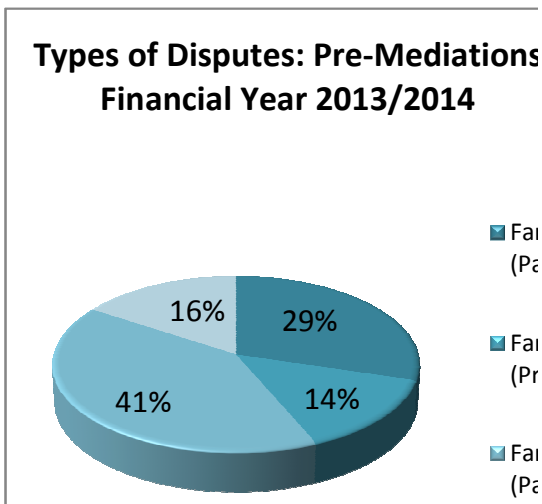
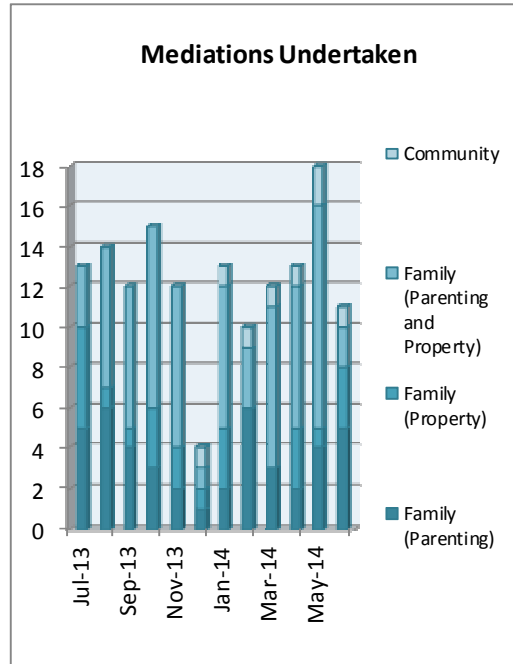
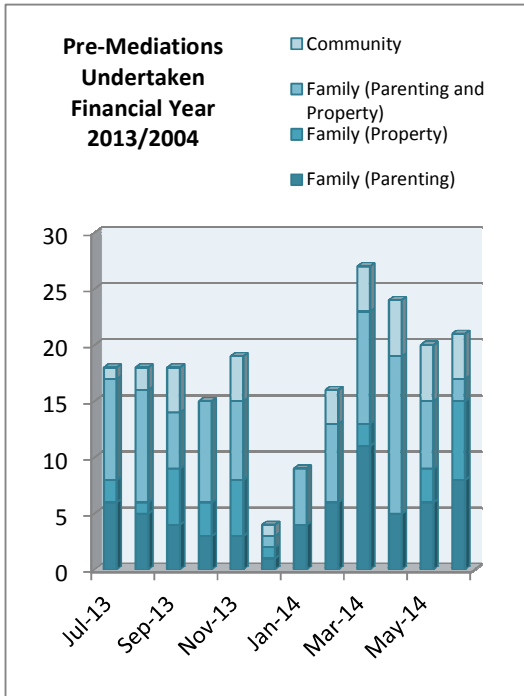


Pre-mediations

In 2013–2014 209 pre-mediations were held. Each party attending mediation is required to attend a pre-mediation assessment appointment with a mediator. This is to ensure the suitability of the matter for mediation and that the parties are able to mediate. This appointment can take approximately two hours and in family matters is conducted by an FDRP.

Mediations

In 2013–2014 155 mediation sessions were held. Each session ran for an average of three hours. CAB uses a co-mediator model which requires two mediators to conduct each session.



Family Dispute Resolution: Case Study

CAB Mediation Services receives many cases where one of the parties is a Fly in Fly Out worker (FIFO).

One of these cases involved a father who contacted the mediation coordinator via email to enquire about the mediation process and the service CAB offered. He had recently separated from his wife and was hoping to negotiate a parenting plan with her to suit his FIFO roster. One of his main concerns was the wait time and that his work schedule would be an obstacle to access the service. CAB was able to provide a minimal wait time and was able to offer flexibility in scheduling any required sessions.

Initiating letters were sent to both parties with information about the process and costs. The other party responded positively to our letter and appointments for pre-mediation assessments were made for both parties. Pre-mediation sessions were held on separate dates and times. The mediators assessed both parties individually and the matter was deemed suitable for mediation. A mediation session was subsequently organised for both parties to attend. This was scheduled to suit both party's schedules.

The level of communication was very poor between both parties during their first mediation session. The mediators guided the discussion to focus on the best interests of the children by allowing both parties to state their case without interruption. They also assisted by defining specific issues that were in dispute. A list of options was provided to both parties at the end of the first session for the parties to consider prior to attending their next session.

Communication between the parties improved significantly at the second session. Both parties had time to reflect and consider the options that were listed from the previous session. The parties were able to discuss the specific issues in further details and make necessary compromises. A written agreement was formulated from the discussion and the parties were happy that a solution that was agreeable to both parties was achieved.

Trends

Fly In Fly Out (FIFO) Workers

We received an increasing number of FIFO families that utilise our mediation service. Processes have been adapted to ensure that these families are not disadvantaged further.

Debt Management Mediation

A number of the family financial mediation matters received are with regards to debt management. Mediators have adapted their approach to ensure that parties receive quality and effectively structured sessions to reach a solution that avoids incurring further monetary costs.

Networking

CAB Mediation Service is represented on a number of committees. This includes:

- The Western Australian Dispute Resolution Association (WADRA)
- Western Australia Family Pathways Network (WAFPN)
- School Conflict Resolution and Mediation (SCRAM)

The Acting Chief Executive Officer, Kathryn Lawrence has been recently appointed to chair the WAFPN.

The Mediation Coordinator

- has been a guest speaker at a number of local government agencies, speaking in regard to CAB's community mediation program;
- provides complementary referrals to other agencies if it is noted that a client or potential client requires assistance in other areas including clients who require assistance dealing with the emotional aspect of the breakdown of a relationship or the financial hardship that is often associated.
- maintains a good network of referral agencies who reciprocate as required.
- advises all parties attending mediation to seek legal advice prior to mediation and are referred to Legal Aid, Community Legal Services or the Law Society for a private practitioner. Mediation clients are unable to access CAB's legal services due to a conflict of interest.

Conclusion

Mediation services continue to develop to adapt to the types of mediations required and requested by our clients. Wait times have been kept to a minimum at all times where possible and referrals to complementary or alternative agencies are provided as required. Service provision is adapted to suit the changing needs of the community.

With grateful thanks to our panel of mediators, especially those who give their time generously each week. Without their assistance, Mediation Services at CAB would not exist. A special thanks to Margaret Dixon, Barbara Kwiecien, Margaret Mendelawitz and Noray Jones.

Grateful thanks to Legal Aid WA, the City of Joondalup, the City of Vincent, the City of Cambridge and the City of Subiaco for their generous funding of our service.

DAVINA GASPER
A/MEDIATION COORDINATOR

BRANCH COORDINATOR'S REPORT - ALBANY BRANCH
2013 - 2014 Established 1974



STATISTICS

Telephone	471
Interview	<u>574</u>
TOTAL	1,045

The Bureau continues to close on Thursdays as there are not any volunteers to work on that day. To my knowledge we have not received any complaints about the closure.

Shirley Holl retired as a regular volunteer but is willing to come in and help when needed.

Shirley Kohlen retired as a volunteer but continues to chair the Citizens Advice Bureau meetings.

Peta Pyke resigned as a volunteer but continues to do the statistics for the Bureau and will also work as a volunteer when needed.

The generosity of these volunteers has enabled the Bureau to continue its work.

The Annual General Meeting will be on 22nd September 2014 and we look forward to having members from Head Office attending.

Tax Help is appreciated by the public and is continuing to operate from the Bureau from July to end of October.

The Bureau continues to be a source of information for the residents of Albany.

ESMÉ L. JUSTINS
COORDINATOR

BRANCH COORDINATOR'S REPORT – ARMADALE BRANCH
2013 - 2014 Established 2004



STATISTICS

Telephone	2,621
Interview	<u>1,008</u>
TOTAL	3,629

General

Armadale Branch is situated reasonably close to the city centre of Armadale. There is a small park across the street which is an ideal location for the volunteers if they wish to take advantage of the peaceful setting to have some lunch.

Armadale is also a very busy business centre. It's the last stop on the Perth rail line, and also the last stop for city prices. Beyond the township the community changes to rural – dairy and cattle farming as well as a large horse and horseracing industry.

Our office hours are: 9.00am to 3.00pm - Monday to Friday.

Statistics

The suspension of our probate service and legal appointments was a great loss for our community. Sadly, We believe our statistics reflect the downturn in enquiries. CAB has the only Community Legal Service in the area, so elderly residents and clients on a low income (and even Centrelink payments) were left wondering where they could access those services.

Notably our patience and wishful thinking paid off. Now that the legal appointments have been reinstated, there is a definite increase in client contact. I'm sure that this will continue to improve in the future.

Volunteers

Following the retirement of our Coordinator, Avril Sheridan, we are down to five volunteers – Kerrie, Carol, Lyn, Trish and Rae.

There have been times when unavoidably we each have held the fort single handedly. All of us at Armadale are extremely capable. We are proud to have such a wonderful team working with us and We would like to thank them all very much.

We are on the lookout for more volunteers; and We are happy to report that we have a new one starting next week. Her name is Julie. We feel that she will be a good fit with the rest of the team; and that she will become an excellent addition the Branch and CAB.

Meetings

We had a rather inconsistent year at Armadale in 2013/2014. Volunteers took long holidays, others were dealing with health issues. We are only a small group and at times we had trouble meeting a quorum. So sadly we did not hold any significant meetings. There has been a changing of the guard and the two new Coordinators have agreed to hold regular Staff and Committee meetings. These will be fairly informal and held at the office during office hours.

Training

Two of our volunteers attended a training session at Head Office to learn about the new Conflict Checking Program. As a result Verity Bateman very generously conducts legal appointments at the Branch on a fortnightly basis to offer advice and information for the clients. Thank you, Verity.

Recently we attended a Workshop for Volunteers and Volunteer Managers organised by the Armadale Volunteer Service; and presented by Volunteering WA. This was extremely informative and we learned some very useful tips and skills which I hope I will be able to put to good use.

Conclusion

The preceding year was quite difficult for both Head Office and the Branches. Unfortunately the temporary suspension of the legal and probate services caused a lot of confusion for volunteers; and sadly a lot of frustration for clients. We at Armadale applaud the efforts of those in Head Office who had the foresight to strive for the tried and true values that have been the cornerstone for the continued success of the Citizens Advice Bureau. Armadale has had the reintroduction of the Legal Service and at this point in time it seems to be running beautifully. I'm sure the news is spreading in the community, so we hope that the other branches will be able to follow on in the very near future – that is if they have not already.

RAE WRIGHT & KERRIE SCHILLING
COORDINATORS

BRANCH COORDINATOR'S REPORT - BUNBURY BRANCH

2013 - 2014 Established 14 June 2011



STATISTICS

Telephone	302
Interview	<u>96</u>
TOTAL	398

Overview

As the stats suggest, we are talking to more people by phone than we are in person. This trend can be contributed to our location and the difficulty people have of finding us, coupled with the stigma of operating out of a church property, isolated, with no passing pedestrian traffic.

We have struggled because of the loss of legal services. The side effect was the resultant loss of referrals and attendance from the community seeking assistance, which then directly impacted on the CAB statistics. At the time of publishing this report, Bunbury has suffered a significant loss of daily business.

Tax Help

Because the start-up of this community service was delayed significantly last year, a reduced number of citizens utilised this free service. Approximately 50 people received assistance with Tax Help this year.

Meetings

Three meetings were held throughout the year, two special strategy discussions and the AGM of July 17th 2014.

Training

A request for Head Office to support a training session in Oct/Nov 2013 unfortunately did not eventuate. It is hoped that in 2014 we will complete a full and comprehensive training schedule for all the volunteers.

Marketing and Promotions

Due to the changing directions and limitations placed on the branch by directives issued from Perth, we were unable to market ourselves to the community because we were unsure of what services we could provide.

Conclusion

Bunbury is currently looking towards finding new premises as a means to increase our community footprint. A committee has been formed to look into current existing CBD commercial premises that could be negotiated out at an affordable cost that could be sustained long term. The view would be that the rental would be required for three years during which time the City of Bunbury may have completed its planning and construction of the proposed Not for Profit Organisations office complex. We will be seeking guidance and assistance from Head Office during this period of negotiation.

Bunbury CAB remains confident that the future will continue to ensure that the community assistance role currently undertaken will strengthen and remain a rewarding Volunteer based entity.

MIKE YOUNG
COORDINATOR

BRANCH COORDINATOR'S REPORT - BUSSELTON BRANCH
2013 - 2014 Established 1975



STATISTICS	
Telephone	383
Interview	<u>354</u>
TOTAL	737

General Overview

The Busselton Branch has experienced a sharp decline this year. The services which we formerly were able to offer, such as Pro bono solicitor appointments, Probate and Enduring Power of Attorney, are no longer offered and as a result, we are unable to meet the needs of the community as effectively as previously.

Statistics

The following statistics from the September quarter 2013 until the June quarter 2014 give a general idea of the significance of the various services offered by the Branch:

Total Enquiries	737
(52% Phone & 48% Interview)	
Enquiries regarding Wills and Probate	167
Family issues	88
Enquiries regarding Taxation	44

Volunteers

The volunteers at the Branch continued to offer their dedicated services under difficult circumstances, but this has taken its toll. From a total of 14 volunteers this time last year, we are now down to 5. The loss of such able and dedicated people leaves the Branch in a position from which it may not recover. The position of Co-ordinator has not been filled and our Chairperson, Christina, has done what she can to step in and ensure that the Branch continues to function effectively. At present our operating hours are on Mondays and Thursdays from 10.00 am until 1.00 pm and on Fridays from 10.00 am until 12 noon.

Meetings

The operation of the Branch is facilitated by regular meetings of all volunteers held on the second Monday of each month. These meetings are used to coordinate operation procedures and to share information. The AGM is held in September each year. Our current office bearers are Christina Marruffo (Chairperson); Jill Cross (Secretary) and John Morgan (Treasurer).

Training

Volunteers will be trained in conflict checking for the re-introduction of pro-bono solicitor services. We have had three solicitors who have expressed an interest in offering their services. Christina has taken part in the tele-conference calls facilitated by Head Office.

Conclusion

The Busselton Branch has a long history of dedicated volunteers helping the Community and provides a much needed service to people from a large area of the South West. At present, it is housed in the new Busselton Community Resource Centre, a wonderful facility, and well positioned to allow convenient access for everyone.

CHRISTINA MARRUFFO
CHAIRPERSON

BRANCH COORDINATOR'S REPORT - FREMANTLE BRANCH
2013 - 2014 Established 1966



STATISTICS

Telephone	1,959
Interview	<u>1,161</u>
TOTAL	3,120

Recruitment

The Branch is now actively recruiting volunteers, with some success. New recruits include Margaret Marrone, Julie Wyatt and Pam Thompson who were trained and oriented in March, June and July respectively.

General

The Fremantle Branch, established in 1966, continues to provide a high level of service to clients from the many and diverse suburbs which include, and surround, the City of Fremantle.

Publicity & Promotion

Minimal promotion of the Fremantle CAB was undertaken during 2013-2014, however, Pat Baxter featured in an interview published in the Fremantle Herald.

Administration

The day to day administration of the Branch is overseen by the Coordinator, Lynn Davis, assisted by the Secretary Ann Pratt, and Treasurer Claire Hielkema.

Publicity and promotion will be a high priority for the Branch in 2014-2015, as it seeks to attract new clients, and re-establish relationships with previous clients.

The Branch Management Committee is chaired by local businessman, Howard Shepherd. The Committee is comprised of the Coordinator, Secretary, Treasurer, Volunteer and Community members.

Future Directions

Following updated training programs, Fremantle CAB looks forward to the reintroduction of a number of services in 2015, including legal services and Tax Help.

Due to staff shortages, Fremantle currently operates a reduced service of 27 hours per week (Mon/Tue/Wed 9:30 to 3:30 and Thu 9:30 to 12:30), utilising a staff of 13 regular volunteers and two relief staff.

The Coordinator intends to develop and implement a range of plans to ensure Fremantle CAB provides the highest level of services to its client base. Such plans include training and development, workforce Planning (recruitment and succession planning), and Publicity and promotion.

Meetings

All meetings are conducted formally, requiring both a quorum and minutes recorded by the Secretary:

- Branch Meetings are held alternate months February to December inclusive.
- Management Committee Meetings are held quarterly, or as required.
- AGM is held in August.

The Branch also looks forward to developing a strong relationship with the newly restructured Board of Management.

Training

In August 2013, eight staff attended an information session on new procedures at the Perth office.

Conclusion

I extend my personal thanks to Pat Baxter, Coordinator 2007 to 2014, for her friendship and guidance in encouraging and preparing me to assume the role of Coordinator in June 2014.

Training is vital in any organisation, and will be a priority for Fremantle in 2014-2015.

Thank you to all Fremantle volunteers for their ongoing commitment to assisting clients.

Resignations

A total of eight resignations were received during the period 2013-2014. The Branch thanks Pam, Ros, Joan, Delis, Nola, Ian, Don and Joy for their individual contributions to CAB Fremantle.

Grateful thanks to our sponsors Legal Aid and the Department of Communities, without whom CAB would undoubtedly flail.

LYNN DAVIS, MAppSc
COORDINATOR

BRANCH COORDINATOR'S REPORT - JOONDALUP BRANCH

2013 - 2014 Established 1999



STATISTICS

Telephone	2,567
Interview	<u>421</u>
TOTAL	2,988

General

Joondalup Branch is situated in Lotteries House Joondalup. We are just one of various tenants. Our office is on the ground floor, and is open 9am - 3pm Monday to Friday. Lotteries House has Management Committee meetings once a month where I attend with all other tenants. Lotteries House has just replaced our carpet for our two offices and in the coming months blinds will be replaced as well as painting the walls, so we are virtually updated with the maintenance. The northern corridor has opened up with lots of new suburbs and residents, so we envisage a much busier future in the office.

Joondalup Branch AGM was held on the 21st July 2014, with two staff coming on board with one volunteering to be a signatory. New Treasurer, Nicole Pan was able to attend, the first AGM she has attended. CAB was advertised in the two local Community Newspapers one with a photo of the office showing our brochures with myself and two other volunteers, the other advertising our Tax Help.

Statistics

As expected, the number of clients dropped by approximately 800 in 2013/2014. The two main areas were family law, Wills, followed by dividing fences and neighbourhood disputes. The demand for Wills exceeded Family Law enquiries in 2013/2014.

Tax Help

Last year we had a Tax Help person, Malcolm Ross, completing a couple of months with all appointments taken up (approximately 50) and he has come on board this Tax time, commencing on the 4th August 2014 with appointments on a Monday afternoon and Tuesday morning and now on Fridays. We have just cancelled Thursdays to enable the Lawyer to use the office. Malcolm was very obliging in the change.

Legal Service

2013 we had lawyer Shannon Mann working for us on Fridays on a weekly basis and all our appointments were full, mainly, Wills, EPA's and family matters. Shannon was a delight to work with and we were sorry to see her leave. I know our new Lawyer will be just as

easy to work with and we are looking forward to this commitment.

Volunteers

An advertisement for volunteers was placed in the local Community Newspaper in November 2013 where we had an enormous amount of replies, whereby five new volunteers were invited to work with us. Unfortunately, we had three permanent volunteers who for several reasons terminated with us and of the five new volunteers three decided there was not enough work for them. Tony Savory resigned as he was moving to Melbourne permanently on the 14th July 2014.

Out of pocket expenses were paid to the volunteers at our Christmas function and again on the 8th July 2014 at our staff meeting. Shayne Hingle attended this meeting with President Barbara Kwiecien, and Vice President Margaret Dixon. Barbara was asked to hand out the Certificates of Appreciation. Joondalup Branch has a great team and everyone is working well together. Most of all our volunteers do other volunteering work as well as CAB. I know several who do hospital work, and there are a couple of volunteers who will always do a double shift when asked and this is always appreciated.

We now boast 17 volunteers and two relief staff, two on the morning shifts and two on the afternoon shifts.

We have acquired a new Treasurer who has settled in well and is frequenting the office on a more regular basis keeping the books in order. Nicole comes in at weekends as she has a steady position and I am more than happy with her. A staff meeting was held in January 2014 where we had a good response with most staff attending plus Head Office representative Shayne Hingle. Volunteers have asked for more regular meetings with perhaps a guest speaker, which I will organise. This is a time when everyone can get together and catch up, particularly when we have new volunteers. Thanks must go to all of the Joondalup Branch volunteers for their help and hanging in when times were tough!!!

Training

New volunteers are working with volunteers who have been with us for some time and this is proving successful.

Administration

The position of Coordinator was taken on in September 2013 when it was discovered that the office required some definite changes. The roster has certainly been a challenge. When the new carpet was laid Garry Bleakley came in to disconnect the computers and then in again to get them up and running which was really appreciated. The office manual has been updated and completed and is assembled in such a way that pages can be updated and replaced.

Brochures have been placed in the Joondalup Library advertising CAB and volunteer positions.

Conclusion

Joondalup Branch is more than happy with the turnaround in Head Office and is very appreciative of the new Board and we are looking forward to a brighter future. Volunteers in Joondalup are all more than happy with having Tax Help and a lawyer, they are certainly more inspired than they have been over the past six months. Shayne Hingle has been a huge help along with Garry and Marilyn which really makes everything run smoothly. When we ask for help it is always there.

The monthly conference calls keep us up to date with all Branches, this information can then be passed on to all the volunteers. Communication is vital.

**DIANE COOK
COORDINATOR**

**BRANCH COORDINATOR'S REPORT - MANDURAH BRANCH
2013 - 2014 Established 1977**



STATISTICS

Telephone	1,538
Interview	<u>6,213</u>
TOTAL	7,751

Our figures are up only very marginally this year. I hope we can boost numbers along next year with a little more promotion and marketing.

Services

Justice of the Peace

We have ten JPs on a roster system, coming in Thursdays and Fridays 10.00am to 12.00pm and their statistics for the past six months were 5560 papers witnessed.

Tax Help

We assisted 162 clients. We have three ladies helping with tax, Monday, Tuesdays and Wednesdays, 9.00am to 1.00pm, commencing 14th July to end October.

Courts

Our wonderful Rene Demasson is still attending the Magistrates Court basically three days a week (no court every 1st and 3rd Wednesday). Also Judy Brealey and one of our newest volunteers John Davis alternate Children's Court duties once a month.

Volunteers

We have 19 volunteers on roster, two of whom are new volunteers and have just been put on the July – August roster and we have two volunteers in training.

Meetings and Training

Our meeting in January was attended by the Community and Development Officer from the Council and we've had a meeting at the end of June, covering tax procedures.

Conclusion

Thanks must go to the Council for their ongoing assistance, also, many thanks to the JPs for all their hard work throughout the year.

I would also like to thank Shayne and Garry at Head office, who are always there to help out with a query or problem.

Our best wishes go to Barbara Kwiecien, Margaret Dixon, Kathryn Lawrence and all the Board of Management. Thank goodness for their dedication and determination and we wish them well in the job they have ahead to resolve many issues.

It is with regret that I must stand down as Coordinator of the Mandurah Branch, it was a privilege to be selected I have gained much more than I've given. Although rather trying at times, I have enjoyed the experience, because of our wonderful group of volunteers, their camaraderie and friendship and the way they work as a team, and I sincerely thank you all for the help and support you have given me over the past 18 months and I'm sure our incoming Coordinator Lyn O'Brien will find the same. Congratulations Lyn.

**LEOLA CLAPIN
COORDINATOR**

BRANCH COORDINATOR'S REPORT - MIDLAND BRANCH
2013 - 2014 Established 1993



STATISTICS

Telephone	2,676
Interview	<u>1,803</u>
TOTAL	4,479

The Midland Branch of the Citizens Advice Bureau is situated at 8-12 Stafford Court Midland. Hours of business are 9am to 3pm Monday to Thursday. Midland is a diverse and large growing community. Its situation makes it easily accessible to rural areas in the east and north, in addition to the surrounding metropolitan areas.

Volunteers

The Midland volunteers continue to provide a valuable information and referral service to the community and surrounds. We have a total of 14 volunteers and will increase this to 17 in the near future. Our volunteers have assisted over 4400 people in their community with information in various matters and referrals to government departments. My sincere thanks to all our volunteers for their support and assistance since I took up the position of Coordinator.

Statistics

Although our statistics have been somewhat less than previously, enquiries have grown in recent weeks.

Legal Service

The LCT service provided in the past few months was very much appreciated, as was the pro bono service provided by Craig Bloxham. Our sincere thanks to Craig for his valuable assistance.

JP Service

We are extremely fortunate to have services provided by both John Luks and Peter Moore. Our grateful thanks to both of them for providing this much needed service to the Midland Community.

Tax Help

Wally Winfield has once again provided the community with Tax Help. We are very grateful to him for his ongoing support to Midland Branch. Tax Help started on the 23rd of July and we expect to have more enquiries as the local library is not providing Tax Help this year.

The Midland Branch looks forward to continuing to provide the local community with a useful information and referral service, Tax Help, pro bono legal and other services. We all look forward to working with the organisational improvements proposed and are confident of maintaining the CAB's empathetic role while expanding a range of much-needed services to meet the needs of the growing community.

GILL WOOD
COORDINATOR



STATISTICS	
Telephone	1,591
Interview	<u>1,687</u>
TOTAL	3,278

The new Committee was duly elected, Gordon again as Treasurer, Kathy as Secretary, and the three Committee members elected were Max, Barbara and Gail. All members were elected unopposed. Congratulations, I look forward to working with you all.

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 seven years.

Welcome

I would like to give a very warm welcome to new President Barbara Kwiecien and our Vice President Margaret Dixon. I would also like to welcome to the Rockingham branch Martina, who started with us 27th August 2013, Raelene 9th June 2014 and Elena who commenced 18th June 2014.

Service

The number of client contacts for the 2013/14 financial year was 3278, this was down from last year's 4124 which was due to a reduction in services at the Branch, which is currently being addressed. There has been an increase in the demand for JP services. JP clients constitute 39% of all clients at CAB Rockingham.

Justice of the Peace

The Justice of the Peace is available Monday morning and Thursday afternoons. We have had a total of 604 enquiries for a JP for the year, a 346% increase on the previous year. This included 66 Affidavits, 65 Statutory Declarations, 615 Certified Copies and the witnessing of 88 'other' documents, including Probate, Wills and Mortgage. I believe the very high numbers are because JPs still do not charge for their service. Interestingly, the Post Office now charge \$4.95 a page to certify documents.

AGM

Our AGM for 2014 was held on Thursday July 17th. I would like to thank the outgoing Committee, Secretary: Gwen (retired), Treasurer: Gordon and three Committee members Joan, Beryl and Barbara.

Volunteers

Our senior members (years of service to the CAB) myself Christopher Smith OAM JP (24years service), Joan, (19 years) and Gordon (14 years). We also have Terry who has completed 13 years and Beryl 11 years. A further few members have completed nine years service. We now have a total of 14 volunteers.

Unfortunately, we lost five of our members over the last year. Gwen in August 2013 after 24 years of excellent service. John resigned in March 2014 and Jo and Jeff also finished in March 2014. Robyn resigned in June 2014. My thanks and appreciation for their valued work.

I would like to thank Kathy, for taking responsibility for statistics and for the time consuming work she has done in looking after our figures and breaking them down as she has. I thank Gordon for the work he has done as Treasurer, Joan for looking after the rosters and finally, thanks to the remainder of our members for making this Branch a continuing great success.

The team at Rockingham are an excellent team. They continue to pull together to make this Branch as great as it is. Nothing is a chore to them and the success of the Branch in such times of change is a reflection on their excellent skills and personalities.

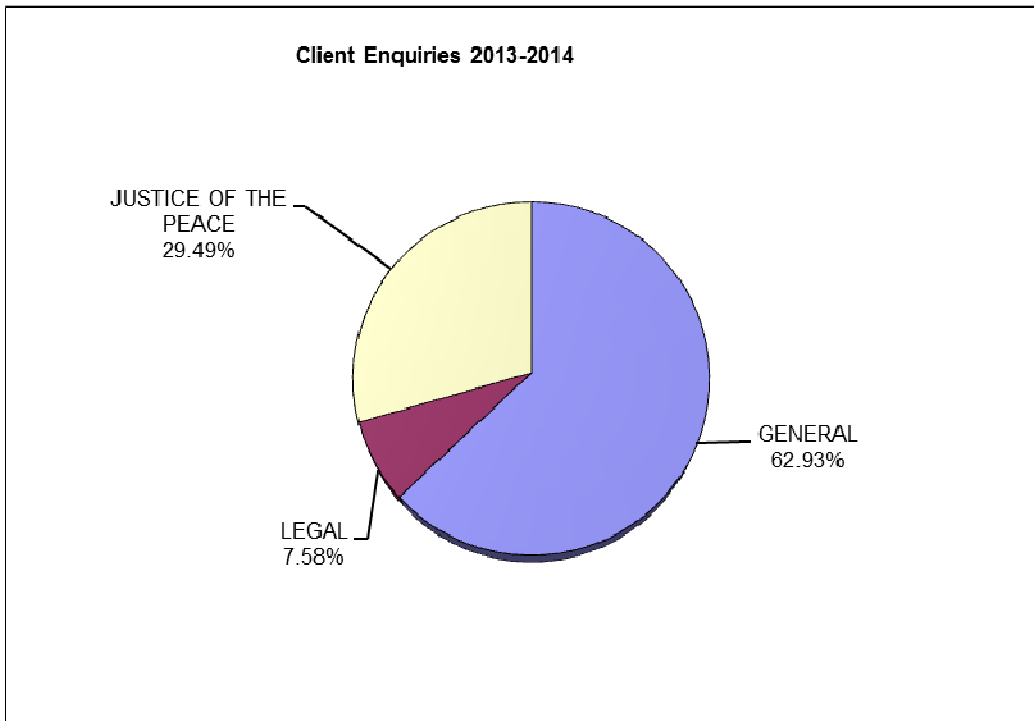
My thanks to you all. You are a really great team to be part of.

**CHRIS SMITH OAM JP
 COORDINATOR**

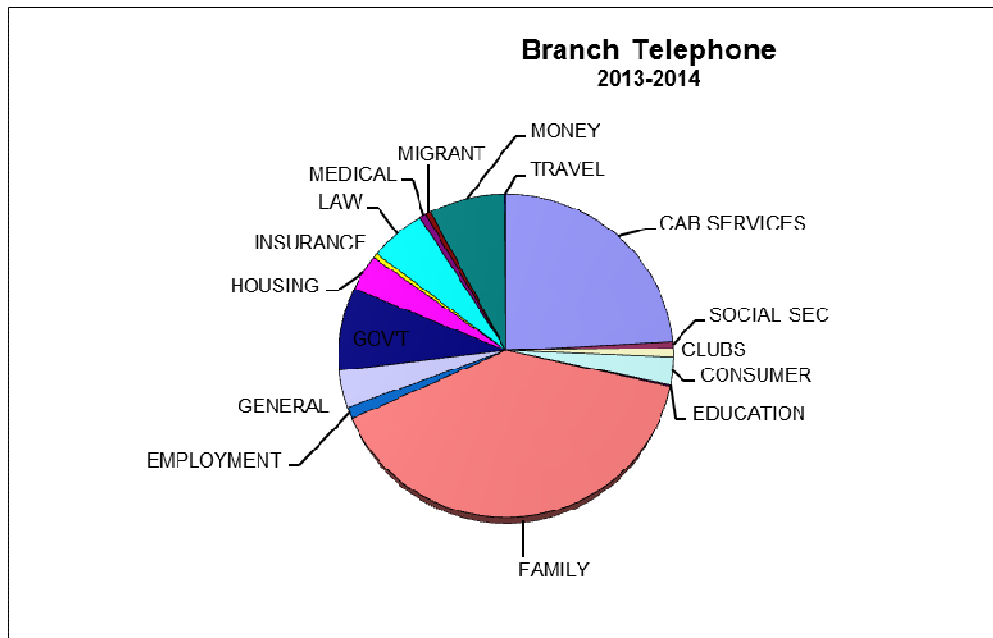
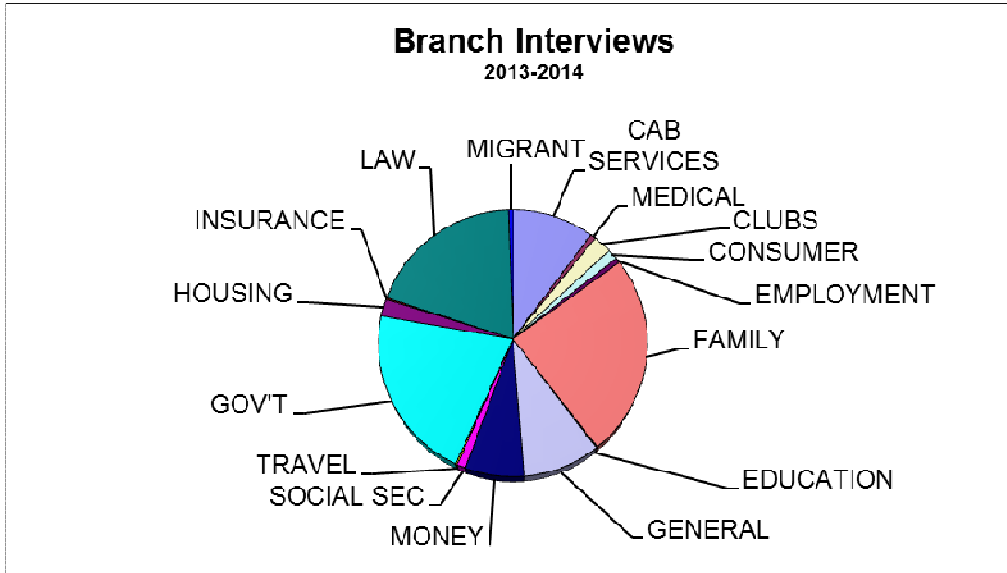
**STATISTICS 2013 - 2014
SUMMARY**

HEAD OFFICE	CLIENT ENQUIRIES			<i>Last Year</i>
	INTERVIEWS	TELEPHONE	TOTAL	
GENERAL	360	27,474	27,834	29,923
LEGAL	3,353		3,353	3,448
TAX HELP	0		0	54
PROBATE	0		0	445
JUSTICE OF THE PEACE	<u>13,045</u>		<u>13,045</u>	<u>14,260</u>
SUB TOTAL	16,758	27,474	44,232	48130
BRANCHES				
ALBANY	574	471	1045	1,220
ARMADALE	1,008	2,621	3629	4,446
BUNBURY	96	302	398	550
BUSSELTON	354	383	737	957
ESPERANCE	0	0	0	31
FREMANTLE	1,161	1,959	3120	4,380
JOONDALUP	421	2,567	2988	3,774
KWINANA	0	0	0	0
MANDURAH	6,213	1,538	7751	7,678
MIDLAND	1,803	2,676	4479	6,456
ROCKINGHAM	<u>1,687</u>	<u>1,591</u>	<u>3278</u>	<u>4,126</u>
SUB TOTAL	13,317	14,108	27,425	33,618
TOTALS	30,075	41,582	71,657	
GRAND TOTAL			71,657	81,748

Perth Client Enquiries



Branch Client Enquiries

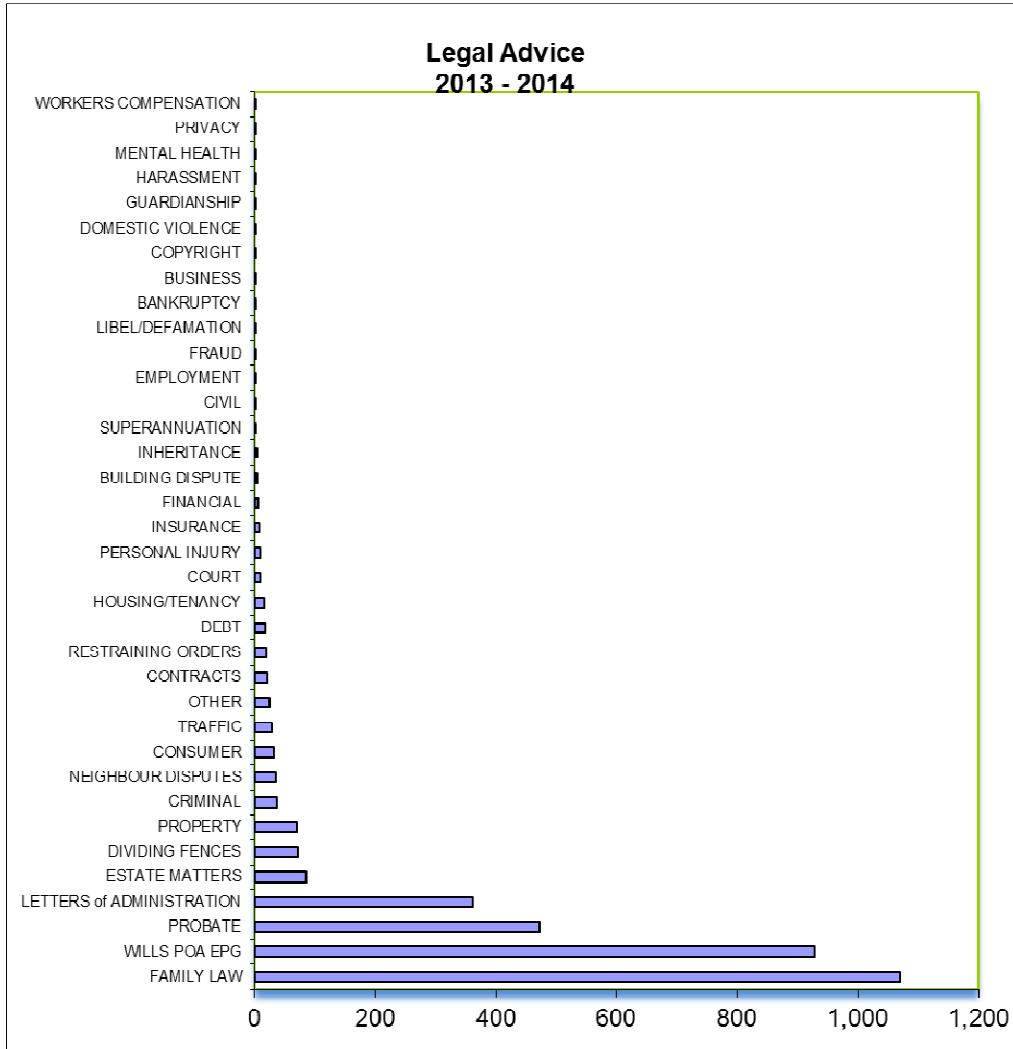


LEGAL ADVICE STATISTICS

2013 - 2014

<u>Perth</u>		<i>Last Year</i>
APPEALS	0	1
BANKRUPTCY	1	0
BUILDING DISPUTE	5	0
BUSINESS	1	14
CIVIL	2	0
CONSUMER	32	59
CONTRACTS	21	67
COPYRIGHT	1	1
COURT	10	0
CRIMINAL	37	38
DEBT	18	46
DIVIDING FENCES	71	72
DOMESTIC VIOLENCE	1	0
EMPLOYMENT	2	17
ESTATE MATTERS	86	12
FAMILY LAW	1,070	1,302
FINANCIAL	6	16
FRAUD	2	0
GUARDIANSHIP	1	0
HARASSMENT	1	0
HOUSING/TENANCY	17	22
IMMIGRATION	0	0
INCORPORATION	0	0
INHERITANCE	4	0
INSURANCE	7	11
LAND SALES	0	2
LETTERS of ADMINISTRATION	361	337
LIBEL/DEFAMATION	2	5
MENTAL HEALTH	1	1
NEIGHBOUR DISPUTES	35	36
PERSONAL INJURY	10	16
PRIVACY	1	0
PROBATE	473	561
PROFESSIONAL NEGLIGENCE	0	2
PROPERTY	69	51
PROPERTY DAMAGE	0	5
RESTRAINING ORDERS	20	22
SUPERANNUATION	3	0
TAX	0	0
TRAFFIC	28	26
VEHICLE ACCIDENT	0	24
WELFARE BENEFITS	0	0
WILLS POA EPG	928	886
WORKERS COMPENSATION	1	3
OTHER	25	238
Perth Total	3,353	3,893
Branch total	1,041	2,263
GRAND TOTAL	4,394	6,156

Perth Legal Advice

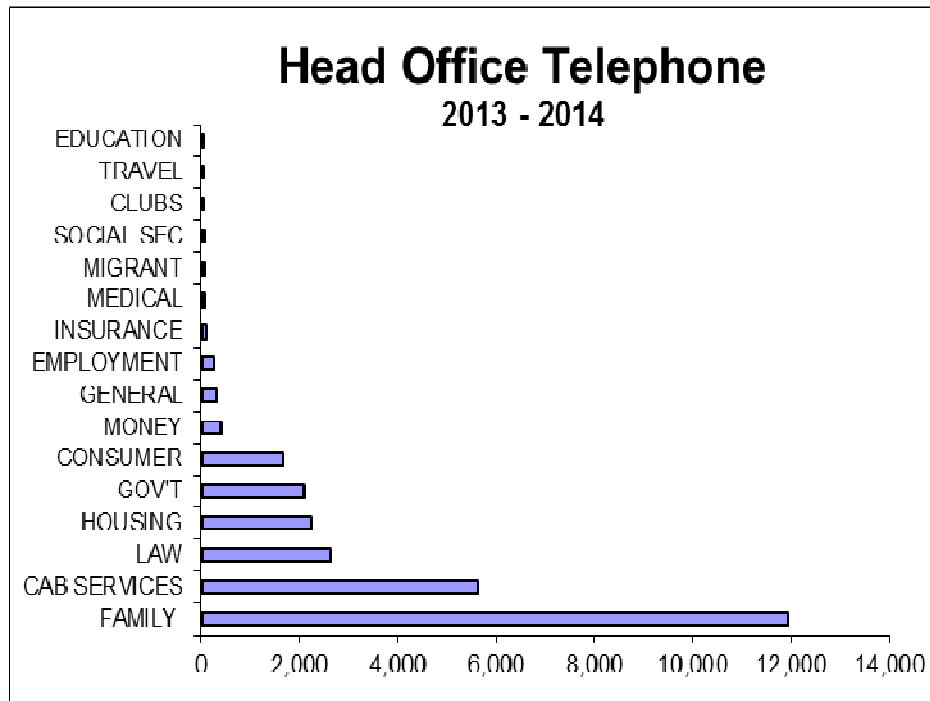
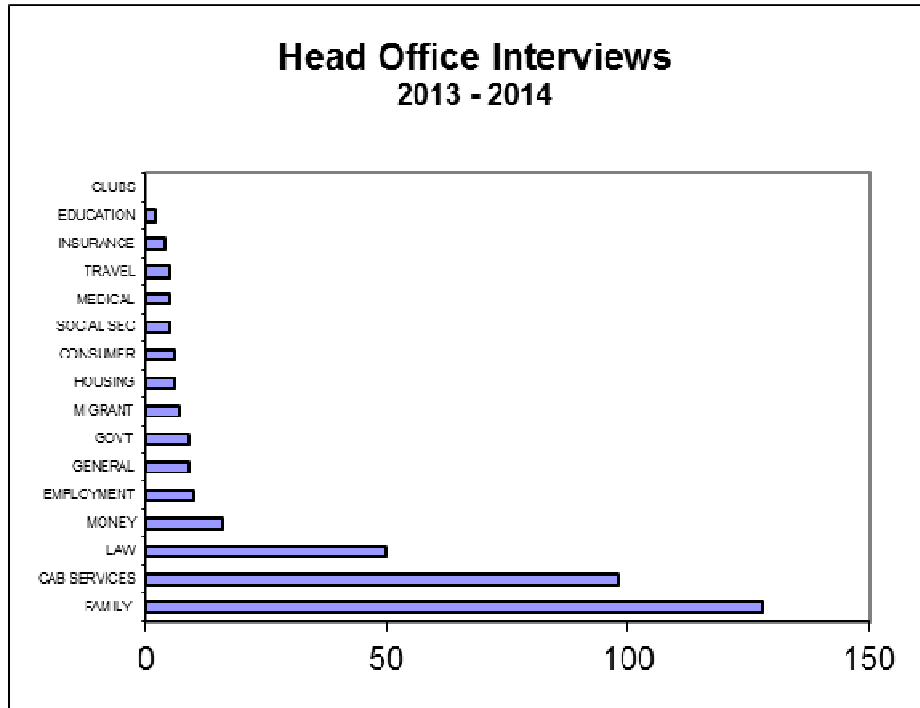


**STATISTICAL RETURNS
2013 - 2014**

SUMMARY

HEAD OFFICE

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	128	11,940	12,068	11,723
2. MONEY MATTERS	16	397	413	432
3. HOUSING, LAND, ACCOMMODATION	6	2,235	2,241	2,433
4. CONSUMER, TRADE, BUSINESS	6	1,660	1,666	1,607
5. LAW	50	2,641	2,691	2,692
6. SOCIAL SECURITY BENEFITS, VETERANS AFFAIRS, OTHER BENEFITS	5	75	80	52
7. INSURANCE	4	83	87	107
8. LOCAL, STATE, FEDERAL GOVERNMENT and STATUTORY BODIES	9	2,107	2,116	2,373
9. MEDICAL	5	66	71	68
10. EMPLOYMENT	10	254	264	267
11. EDUCATION, TRAINING, BURSARIES	2	6	8	3
12. SPECIFIC MIGRANT REQUESTS	7	57	64	63
13. TRAVEL	5	14	19	16
14. REQUESTS FOR CAB SERVICES	98	5,604	5,702	7,674
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	0	21	21	15
16. LOCAL and GENERAL INFORMATION	9	314	323	398
TOTAL	360	27,474	27,834	29,923
Males	188	11,163	11,351	12,574
Females	172	16,311	16,483	17,339



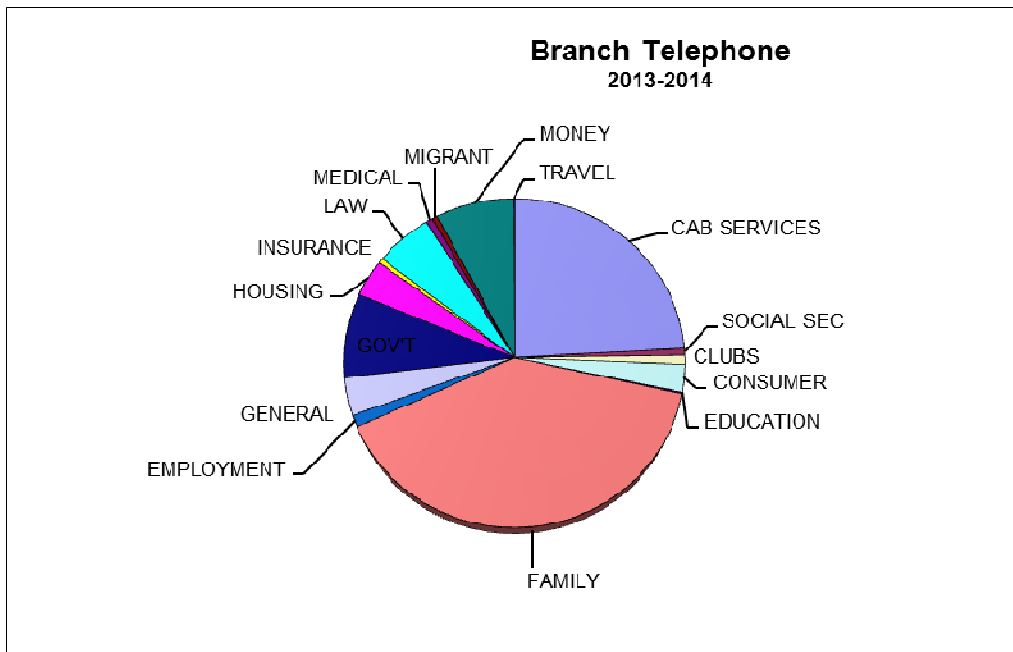
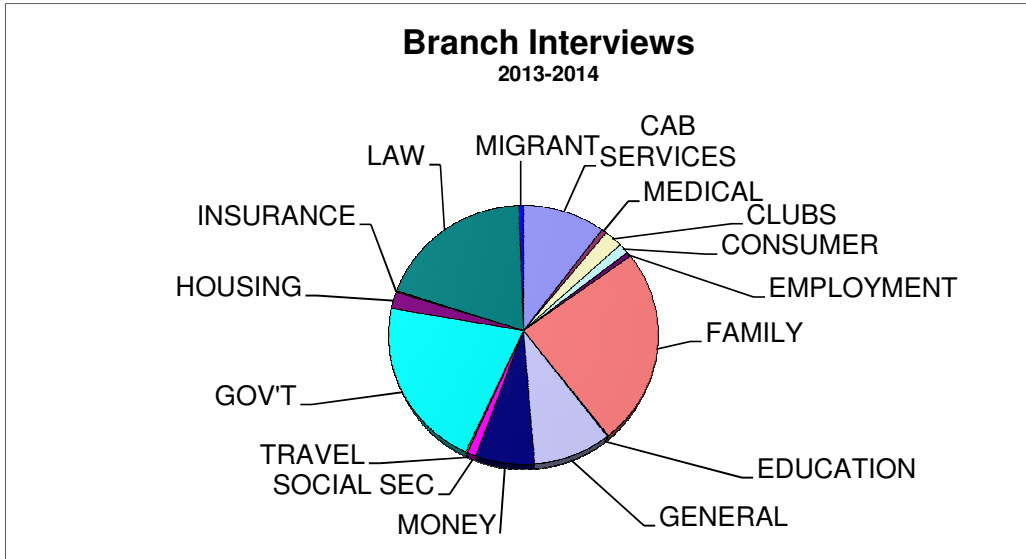
STATISTICAL RETURNS

**2013 - 2014
SUMMARY**

BRANCHES

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. FAMILY and PERSONAL	3,265	5,594	8,859	11,990
2. MONEY MATTERS	907	1,073	1,980	2,543
3. HOUSING, LAND, ACCOMMODATION	278	517	795	981
4. CONSUMER, TRADE, BUSINESS	172	381	553	734
5. LAW	2,585	793	3,378	3,591
6. SOCIAL SECURITY BENEFITS,	139	92	231	260
7. INSURANCE	25	68	93	148
8. LOCAL, STATE, FEDERAL GOV	2,793	1,169	3,962	3,165
9. MEDICAL	85	92	177	230
10. EMPLOYMENT	81	166	247	247
11. EDUCATION, TRAINING,	17	21	38	20
12. SPECIFIC MIGRANT REQUESTS	73	72	145	118
13. TRAVEL	26	18	44	60
14. REQUESTS FOR CAB SERVICES	1,356	3,402	4,758	6,067
15. CLUBS/ORGANISATIONS and ASSOCIATIONS	304	127	431	724
16. LOCAL and GENERAL INFORMATION	1,211	523	1,734	2,229
TOTAL	13,317	14,108	27,425	33,203
Males	6,554	5,164	11,718	13,291
Females	6,763	8,944	15,707	19,919

Branches Interview & Telephone



**STATISTICAL RETURNS
2013 - 2014**

EXPLANATORY DETAIL

PERTH AND BRANCHES COMBINED

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
1. <u>FAMILY AND PERSONAL</u>				
(a) Marital: Separation, Divorce, Custody	850	8,741	9,591	9,791
(b) Regulations: Family, Name Change	26	52	78	127
(c) Miscellaneous Problems: Young People	22	87	109	98
(d) Miscellaneous Problems: Adult Persons	244	858	1,102	1,397
(e) Food and Material Needs	76	41	117	153
(f) Deaths, Funerals, Wills, Probate, etc.	1,655	7,263	8,918	10,715
(g) Power of Attorney	520	492	1012	1,432
TOTAL	3,393	17,534	20,927	23,713
2. <u>MONEY MATTERS</u>				
(a) Mortgages /Loans	31	118	149	193
(b) Debts /Hire Purchase /Credit Accounts	47	254	301	383
(c) Financial Counselling	91	166	257	270
(d) Investment /Superannuation	37	60	97	108
(e) Taxation (Personal, Land, Stamp Duty)	670	776	1,446	1,905
(f) Banking Complaints	18	41	59	55
(g) Bankruptcy	29	55	84	61
TOTAL	923	1,470	2,393	2,975
3. <u>HOUSING & LAND</u>				
(a) Home or Land Purchase or Sale	47	726	773	948
(b) Home Building Advice /Disputes	33	257	290	327
(c) Landlord /Tenant	116	1,626	1,742	1,884
(d) Accommodation	55	51	106	92
(e) Strata Titles, Corporate Bodies	33	92	125	163
TOTAL	284	2,752	3,036	3,414
4. <u>CONSUMER, TRADE, BUSINESS</u>				
(a) Unsatisfactory Goods & Services	86	1,647	1,733	1,780
(b) Small Business Information	26	89	115	132
(c) Professional Fees, & Complaints	13	48	61	86
(d) Consumer Information	53	257	310	281
TOTAL	178	2,041	2,219	2,279
5 <u>LAW</u>				
(a) Enquiries (e.g. Summons, Referrals)	2,521	2,945	5,466	5,506
(b) Motor Vehicle Accidents	18	120	138	215
(c) Traffic Offences	37	129	166	193
(d) Restraining Orders	35	119	154	173
(e) Legislation (What the Law says)	16	90	106	150
(f) Complaints (e.g. Fees, Lawyers)	8	31	39	53
TOTAL	2,635	3,434	6,069	6,290

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
6. <u>SOCIAL SECURITY BENEFITS</u>				
(a) Social Security Benefits	57	84	141	162
(b) Veterans' Affairs Benefits	2	4	6	5
(c) Overseas Pensions	11	11	22	15
(d) Seniors Cards	74	68	142	101
TOTAL	144	167	311	283
7. <u>INSURANCE</u>				
(a) Property	10	76	86	105
(b) Personal Insurances	10	33	43	75
(c) Public Risk	4	16	20	36
(d) Workers Compensation	5	26	31	46
TOTAL	29	151	180	262
8. <u>GOVERNMENT</u>				
(a) By-Laws: Fencing, Dogs, Trees, Noise	130	964	1,094	1,277
(b) Members of Parliament	9	8	17	13
(c) Local Government Information	19	26	45	78
(d) Justice of Peace	2,629	2,269	4,898	4,663
(e) Electoral Matters	14	7	21	36
(f) Copyright and Patents	1	2	3	4
TOTAL	2,802	3,276	6,078	6,071
9. <u>MEDICAL</u>				
(a) Health: Mental and Physical	47	65	112	115
(b) Information and Support Groups	27	26	53	77
(c) Alcohol and Drugs	4	5	9	11
(d) Hospital and Medical Benefits	6	2	8	9
(e) Hospital and Nursing Homes	2	22	24	23
(f) Medical Complaints	4	38	42	47
TOTAL	90	158	248	282
10. <u>EMPLOYMENT</u>				
(a) Employment /Unemployment	26	179	205	185
(b) Self-Employment	4	12	16	20
(c) Employer-Employee Disputes	30	142	172	195
(d) Union Matters	1	5	6	2
(e) Wages and Awards	18	56	74	82
(f) Discrimination, Harassment	11	17	28	49
(g) Occupational Health & Safety	1	9	10	14
TOTAL	91	420	511	547
11. <u>EDUCATION & TRAINING</u>				
(a) Financial Assistance	2	7	9	4
(b) Pre-School, Primary, Second, Tertiary	14	17	31	11
(c) HECS (Higher Educ Cont Scheme)	3	3	6	0
TOTAL	19	27	46	15
12. <u>MIGRANTS</u>				
(a) Specific Problems	27	55	82	84
(b) General Queries (e.g. Citizenship)	53	74	127	116
TOTAL	80	129	209	200

CATEGORY HEADINGS:	INTERVIEWS	TELEPHONE	TOTAL	<i>Last Year</i>
13. <u>TRAVEL</u>				
(a) Passports, Visas, Consulates	22	28	50	64
(b) Travel Agencies	6	2	8	10
(c) Accommodation	1	0	1	3
(d) Tourism	2	2	4	5
TOTAL	31	32	63	82
14 <u>CAB - REQUESTS TO CAB</u>				
(a) Public Relations	1,025	3,929	4,954	6,033
(b) Pamphlets, Information about Bureau	152	167	319	343
(c) CAB Legal appointments made	211	2,000	2,211	3,009
(d) CAB Legal appointments cancelled	14	743	757	1,364
(e) Query on status of documents	36	174	210	210
(f) Missing Persons	3	51	54	114
(g) Mediation: The Process	8	1,281	1,289	1,182
(h) Mediation: Relationships: Matrimonial	4	442	446	422
(i) Mediation: Intra Family	1	70	71	1,179
(j) Mediation: Community	0	131	131	140
(k) Mediation: Commercial	0	18	18	8
TOTAL	1,454	9,006	10,460	14,004
15. <u>CLUBS & ORGANISATIONS</u>	304	148	452	587
TOTAL	304	148	452	587
16 <u>LOCAL & GENERAL INFO</u>	1,220	837	2,057	2,537
TOTAL	1,220	837	2,057	2,537
GRAND TOTAL	13,677	41,582	55,259	63,541