



**Connecting people with
information and services**

AUTUMN Newsletter 2023



A MESSAGE ... FROM THE PRESIDENT

It is my absolute pleasure as the CAB Board of Management President to be serving this organisation in it's 60th year of operation.

Since our early days in Perth's Boans' building in Murray Street, volunteers remain at the centre of our success!

We were recently joined by our Patron the Hon. Len Roberts-Smith RFD KC and his wife Sue to honour and celebrate the role of volunteers during CAB's National Volunteer Week celebrations in May.

It was lovely to spend time with some of our volunteers and take the opportunity to acknowledge their time and commitment to the organisation. It was also wonderful that our Patron could recognise some of the volunteer long service milestones attending the Perth event this year including the following:

- Kendrick Duffy, 40 years
- Margaret Dixon, 25 years
- Kevin De Souza, 15 years

Please see the story contained within this autumn newsletter edition about other service milestones including volunteers achieving 25, 20, 15, 10 and five year milestones and regional events in Bunbury and Busselton - also fabulous achievements!

As a not-for-profit organisation we also value the contribution of our funding partners and supporters. We were delighted to hear from the WA Department of Communities recently, as one of their preferred providers, that we have funding certainty until 2028 to continue to deliver Information and Referral services to assist the WA community.

We also received a recent update from WA Department of Justice providing funding to cover some of our Legal and Mediation Unit services until 2025. Added to this, is the support we will receive from the Public Purposes Trust for our Mediation Unit in the next financial year.

CAB also provides pro-bono services in our Perth and Joondalup branches from legal professionals, plus a number of partnership with local government supporting the delivery of mediation services.

At CAB, in our 60th year of operation, we continue to see first-hand the community need for our services and we pride ourselves on delivering quality and timely support for members of the Western Australian community.



CAB President Sandra Brown.



From left: CAB President Sandra Brown, Midland volunteer Kendrick Duffy receiving his 40 years of service award with CAB Patron the Hon. Len Roberts-Smith RFD KC.

EVENT: CAB'S NATIONAL VOLUNTEER WEEK

Australia's largest annual celebration of volunteering is National Volunteer Week (NVW). The theme set this year by Volunteering Australia is: **"The Change Makers"**. Why? Because volunteers are vital to so many organisations and they also have the ability to drive change for a more inclusive Australian community."

Every year CAB also celebrates during NVW with a CAB-hosted event that also recognises service milestones. In our 60th year, CAB volunteers continue to provide a caring and critical link in connecting people in the WA community with information and services.

CAB celebrated National Volunteer Week in Perth together with 40 volunteers, visiting lawyers, and board members. CAB has seven branches in the Perth metropolitan region and two regional branches in Bunbury and Busselton whom also joined in to celebrate the amazing commitment volunteers have provided across the last six decades.

Below is a list of volunteers throughout CAB's various branches that received long service awards. We thank you for your commitment and dedication to the organisation!

- | | | |
|---------------------------------|------------------------------|----------------------------|
| • Hilda O'Callaghan, 25 years | • John Fisher, 5 years | • Frances Cain, 5 years |
| • Sheila Wileman, 20 years | • Ray Dunsire, 5 years | • Jeffrey Dunsire, 5 years |
| • Beryl Hunter, 20 years | • Diane Riddell, 5 years | • Gregory Blake, 5 years |
| • Gillian Eattell, 15 years | • Birute Greenhalgh, 5 years | • Rae Little, 5 years |
| • Joy Ingham, 10 years | • Sonia Soans, 5 years | • Julie Royce, 5 years |
| • Elizabeth McKinnell, 10 years | • Robyn Brown, 5 years | • Mark Blundell, 5 years |
| • Christine Pittman, 10 years | • Robert Lilley, 5 years | • Mary Reid, 5 years |



From left front row: Armadale Branch Coordinator Rae Wright and Volunteer and Client Services Coordinator Sarah Ghammachi. From left back row: Armadale volunteers Edd Black and Laurel Gould.



From left: Visiting pro-bono lawyer Kevin De Souza receiving his 15 years of service award from CAB Patron the Hon. Len Roberts-Smith RFD KC.

CAB'S NATIONAL VOLUNTEER WEEK



From left: Perth branch volunteer Barbara Harris and Volunteer and Client Services Coordinator Sarah Ghammachi.



CAB's celebratory 60th Anniversary cake as displayed at the event.



From left: Mandurah branch volunteer Joy Helliwell with Perth branch volunteer Frances Herd.



Clockwise from left: Accounts officer Ka Man Wu with Perth branch volunteer Kala Chander, Mandurah branch volunteer Joy Helliwell and Perth volunteers Frances Herd and Scott Jefferies.

CAB'S NATIONAL VOLUNTEER WEEK



From left: Perth branch volunteers Naomi Hammond and Kala Chander with Midland branch volunteer Kendrick Duffy who won 'best hat'.



From left: Perth branch volunteer Jenny Sawyer, Perth branch Mediator and Board Member Margaret Dixon, Perth branch volunteer Penny Rowden and CAB President Sandra Brown.



From left: Bunbury branch volunteers Curtis Watts and Jayne Pope at Bunbury's National Volunteer Week luncheon displaying their NVW certificates of appreciation.



Clockwise: Busselton branch volunteer Joneen Edwards with Busselton Branch Coordinator Gai Macauley and Busselton volunteers Val Hill, Amanda Gregory-Haynes and Judith Kirkham celebrating NVW with a celebratory lunch.

Samantha is available for in-person appointments at our Perth and Midland branch.

Samantha is available for our CAB virtual legal appointments for our Rockingham, Busselton, Fremantle and Kwinana branches.

MEET: THE LEGAL TEAM

Samantha Gomez - Principal Legal Officer

Prior to joining CAB in early May, Samantha has primarily worked in private practice, primarily in family law, but also in Wills and Estates and providing minor commercial and civil advice.

Samantha has a strong commitment to social justice and strongly believes that legal advice and information should be accessible to all. Samantha likes to provide advice that is sound and practical and is easy to understand. She likes to help clients feel in control of their legal matter.

Samantha also enjoys participating in community education and has already delivered a seminar in the area of Wills, Enduring Power of Attorney and Enduring Power of Guardianship on her first day in the job with two more seminars already booked.

In addition to appointments in the Perth Branch in the areas of Wills, Enduring Power of Attorney and Enduring Power of Guardianship, Samantha will also visit CAB's Midland branch once a month where she will provide advice about Wills, Enduring Power of Attorney and Enduring Power of Guardianship.

In addition, Samantha will lead CAB's Family Law virtual appointments with our CAB branches at Rockingham, Busselton, Fremantle and Kwinana branches once a month.





Jiji is available for in-person appointments at our Perth and Joondalup branches.

MEET: THE LEGAL TEAM

Jiji Croy - Lawyer

Prior to CAB, Jiji worked for a not-for-profit, Family Violence Prevention Legal Service in Albany ("FVPLS") for three years. The FVPLS focused primarily on Family Law (Parenting Matters), Care and Protection, Criminal Injuries Compensation and Restraining Orders.

With vast experience working and delivering services in regional Western Australian context, Jiji is passionate about providing the community with accessible legal advice and helping people make informed choices about their lives.

Jiji is providing Will, Enduring Power of Attorney and Enduring Power of Guardianship appointments at our Perth office and will also visit CAB's Joondalup branch on the 2nd and 4th Friday of each month and take instructions in the same areas of law.

Vivian Tan - Lawyer

Vivian commenced her legal career as a trainee lawyer in the area of Corporate Law at Clifford Chance in Singapore, one of the world's pre-eminent law firms, before devoting herself full time to raising her daughter. Prior to practicing law, Vivian had over ten years of international work experience in the biomedical and healthcare industry.

Vivian is well-equipped with excellent social and inter relationship skills. Vivian believes that her legal career can be the most fulfilling when she can contribute to the community by working with people from all backgrounds, and by educating individuals about the legal process through community legal education programs.

In addition to her appointments at the Perth branch, Vivian will also attend our Armadale branch once a month where appointments for Wills, Enduring Power of Attorney and Enduring Power of Guardianship will be available.

In addition, Vivian offers appointments for Letters of Administration and Probate at the Perth branch.

Vivian is available for appointments at our Perth and Armadale branches.

EVENT: CONSUMER PROTECTION SENIOR CONNECT

CAB values its opportunity to provide community legal education whenever possible. Some of the areas which we focus on include (but are not limited) to Wills, Enduring Power of Attorney, Enduring Power of Guardianship, Letters of Administration and Probate.

We encourage the community to turn its mind to consider what legacy they wish to leave behind and by providing education to the community, we are able to assist in the process of making informed decisions.

During a recent event in May, CAB's Principal Legal Officer Samantha Gomez, together with our lawyers Jiji Croy and Vivian Tan, attended an event by the WA government's Consumer Protection unit targeted at Seniors.

Samantha gave a presentation on Wills, Enduring Power of Attorney and Enduring Power of Guardianship, focusing on what legacy individuals wish to leave behind and how a will can assist them with this.

About 55 people attended the presentation, with many individuals approaching the CAB team to ask further questions and seek additional information when the presentation concluded.

Very positive feedback was received from the organiser's and this again demonstrates the need and demand for community education, something which CAB prides itself in.



CAB Principal Legal Officer Samantha Gomez providing community education regarding Wills, EPAs and EPGs.



Attendees engaged in CAB Principal Legal Officer Samantha Gomez's presentation at the Senior Connect event hosted by Consumer Protection.



PATRON VISITS

CAB's long-term Patron, the Hon. Len Roberts-Smith RFD KC visited the CAB Perth office recently to meet with Board of Management members, staff and volunteers.

Mr Roberts-Smith talked about resilience and congratulated CAB on its important role in delivering services to many in need in the Western Australian community including information and referral services where members of the public can call in and talk with someone, low cost legal advice and facilitated dispute resolution services.

- Last financial year CAB, who operates a Perth office and nine branches, with 200 volunteers helped 43,489 people.
- CAB has a panel of 12 Accredited Mediators.
- The top three areas of law by appointments managed by the legal unit were: Wills/Enduring Power of Attorney; Enduring Power of Guardianship; Family Law and Probate.



CAB Volunteers and staff with CAB President Sandra Brown (fifth from right) welcome the Hon. Len Roberts-Smith RFD KC with a morning tea.

FREMANTLE BRANCH VISIT

Fremantle's Citizens Advice Bureau branch recently relocated to 135 High Street Shop GT22 in the Manning Building where they are experiencing a large increase of walk-in clients requiring information and referral.

CAB's Fremantle branch offer a range of services including WA NILS on Wednesdays and CAB virtual legal appointments on a monthly basis.

- WA NILS
- CAB virtual legal appointments (Family Law focused)
- Hosting legal aid virtual office appointments



From left: Volunteer and Client Services Coordinator Sarah Ghammachi with Fremantle volunteer Lina Radley.



CAB IN THE COMMUNITY

CAB VALUES CUSTOMER FEEDBACK!

During May, we conducted our annual Customer Perception Survey in Perth office and across CAB's nine branches in the metropolitan and regional branches.

Some of the questions we asked our customers were:

- Are you happy with CAB's service?
- Was our service helpful?
- Do you have any suggestions on how CAB can improve our services?

The survey feedback is being analysed, and we will utilise the data to update our funding bodies. The results will also be shared in our Annual Report, together with the feedback CAB receives throughout the year, which is used to evaluate ways to continuously improve our services to the WA community.

NEW CAB WEBSITE

We recently launched a new CAB website to highlight our services and the great information available to the public.

Features of the new website include modernising the design and imagery, ensuring the site is more user friendly including accessibility tools and improving the navigation such as Get Help.

The new website is: www.cabwa.com.au and can also be accessed via mobile phones.



CAB's new website designed by Power Creations.

OUR FACT SHEETS ... Connecting people with information

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

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

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

Spread the word!

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



SPOTLIGHT: MEDIATION SERVICE



CAB operates a Mediation Service with 12 trained and accredited mediators, nine of which are qualified Family Dispute Resolution Practitioners. Our mediators focus on family disputes, such as parenting and property, as well as community and small commercial business related matters.

To date, CAB partners with the City of Joondalup, the City of Kwinana as well as the City of Swan regarding a variety of community-related disputes.

These partnerships aim to alleviate strain from local government and promote positive community interactions where matters can be resolved.

In May, a number of CAB Mediators attended the annual two-day Western Australia Family Law Pathways Network Conference held at Burswood.

The conference focused on the experience of diverse families, in both the legal and non-legal support systems and explored strategies to remove barriers to such families accessing support. How families navigate life together, during and after separation is a unique journey, influenced by many factors.

CAB takes great pride in keeping their Mediators informed by providing both internal and external training resources to ensure we can provide the best quality service.



From left: CAB's Family Dispute Resolution Practitioners: Shannon Hayes, Margaret Mendelawitz, Gillian Eattell, Barbara Kwiecien, and Margaret Dixon.



From left: CAB Mediators Margaret Dixon, Barbara Kwiecien, Shannon Hayes and Gillian Eattell with CAB Mediation Coordinator Suzie Farghaly, and CAB Mediator Margaret Mendelawitz.



CAB's 3 Pillars



INFORMATION AND REFERRAL

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

We answer queries via:



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

Additional services:

- Tax Help
- WA NILS
- Criminal Injuries Compensation
- CAB Virtual Legal Appointments
- Justice of the Peace



LEGAL

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

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

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



MEDIATION

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

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

Mediations are held in our Perth office or virtually.

With thanks: Funding Partners and Visiting Lawyers

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

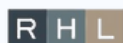
Your contributions and unwavering support enable us to continue to provide a quality service in diverse areas.



Government of Western Australia
Department of Communities



Our funding partners



ROBERTSON HAYLES LAWYERS



JOHNSTONE
CROUSE
LAWYERS



West Coast Legal
Family Lawyers



George Lawyers

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

CAB Branch Locations

ARMADALE

Shop 6, Armadale
Central Shopping Centre
10 Orchard Avenue
Armadale WA 6112

(08) 9497 5311

BUSSELTON

Unit G4
19 Cammilleri Street
Busseton WA 6280

(08) 9751 1199

BUNBURY

1 Stirling Street
Bunbury WA 6230

(08) 9721 6008

FREMANTLE

135 High Street, Shop
GT22 Manning Building
Fremantle WA 6160

(08) 9335 4522

KWINANA

2 Robbos Way
Kwinana Town Centre
Kwinana WA 6167

(08) 9439 1251

JOONDALUP

Lotteries House
Suite 5
70 Davidson Terrace
Joondalup WA 6027

(08) 9301 2833

MIDLAND

Tuckers Arcade
Shop 6
4 Old Great Northern Hwy
Midland WA 6056

(08) 9271 2500

MANDURAH

Mewburn Centre
11 Sholl Street
Mandurah WA 6210

(08) 9535 3101

ROCKINGHAM

Room 4, 14 Council Avenue
Rockingham WA 6168

(08) 9527 6671

PERTH CBD

Level 1, 25 Barrack Street
Perth WA 6000

(08) 9221 5711



CITIZENS ADVICE BUREAU

Level 1/25 Barrack Street

Perth WA 6000

Enquiries (08) 9221 5711

Admin (08) 9325 4217

Mediation (08) 9325 4121

cabwa.com.au

cabwa@cabwa.com.au