



**Connecting people with
information and services**

WINTER Newsletter 2023



A MESSAGE ... FROM THE PRESIDENT

On behalf of the CAB Board, we continue to be very proud of the dedication displayed by staff and volunteers who work at the Citizens Advice Bureau in delivering important services to the Western Australian community since 1963.

With a **Perth office** and nine branches located in the metropolitan and the regional areas of Bunbury and Busselton, CAB's services remain focused on information and referral plus our value for money legal and mediation advice.

Our **Bunbury** branch was established in 1974 with **Busselton** following soon after in 1975. Our metropolitan branches are located in:

- **Fremantle**, established in 1966
- **Mandurah**, 1977
- **Rockingham**, 1979
- **Midland**, 1993
- **Kwinana**, 1998
- **Joondalup**, 1999
- **Armadale**, 2004



CAB President Sandra Brown.

Our sought-after services include Information and Referral service, where the public can call on subjects ranging from neighbourhood disputes, restraining orders, family and property matters, our mediation and legal services and criminal injuries compensation.

Our legal service is focused on providing legal advice and documentation primarily in Wills, Enduring Power of Attorney and Guardianship, Probate, Letters of Administration and Family Law, while our mediation service has 12 accredited Mediators who can assist with pre-mediation and mediation on subjects as varied as neighbourhood disputes to family visitation arrangements.

We also have great partnerships with organisations such as the Justice of the Peace as well as Legal Aid WA, where we host their virtual services in many of our branch offices, proudly supported by our volunteers. This service is in addition to our own virtual legal advice services offering family law appointments on a monthly basis at our Busselton, Rockingham, Fremantle and Kwinana branches. We also continue to be supported by visiting lawyers in our Perth and Joondalup branches covering legal areas of criminal, family and civil law.

This is a busy time in our organisation with a number of branch-related annual meetings and branch events to mark our 60th anniversary with some important local stakeholders who have been long-time community supporters of our branches. We are also leading up to our Annual General Meeting scheduled for 16 November 2023.

As an active independent non-for-profit in the community services sector, we are indeed fortunate to have the support of the WA Department of Communities and Department of Justice. In addition, this financial year our Mediation area with a focus on facilitated dispute resolution has also received funding from the Law Society's Public Purposes Trust. We are very grateful for our funding that benefits so many Western Australian's including many in vulnerable situations.

BRANCH VISITS: KWINANA AND JOONDALUP



From left: Sarah Ghammachi, CAB Volunteer and Client Services Coordinator with Kwinana Branch Coordinator, Melinda Mead during a visit to the Kwinana branch.

Visiting the branches and staying connected with all of CAB's volunteers across Western Australia is one of Sarah Ghammachi, Volunteer and Client Services Coordinator's favourite parts of the role.

A visit to the Kwinana branch was a great highlight where we discussed the services offered to the public and ways we can better serve the residents of Kwinana.

Having opened its doors to the community in 1994, some of the services Kwinana branch offers are information and referral, virtual appointments with our CAB Perth-based lawyers regarding issues around family law, assistance with WA No Interest Loans (NILS), Tax Help during the months of July to October and Legal Aid WA Virtual Office appointments.

The Kwinana branch is open Monday to Wednesday from 10:00am-3:00pm.

(08) 9439 1251
kwinana@cabwa.com.au



From left: Joondalup volunteers with CAB Volunteer and Client Services Coordinator Sarah Ghammachi attending an information session hosted by Anglicare and Spiers Centre who provide information about WA NILS and financial hardship solutions.

CAB takes great pride in ensuring our volunteers are knowledgeable and able to provide our clients with the appropriate resources and referrals into the community.

Providing training opportunities with guest speakers from various community organisations such as Anglicare and the Spiers Centre is one way Joondalup volunteers keep informed and are able to provide such a beneficial service to our community.

Joondalup branch is open Monday to Friday from 9:00am-3:00pm.

(08) 9301 2833
joondalup@cabwa.com.au

BRANCH VISITS: ARMADALE AND MANDURAH



From left: Armadale volunteer Sonia Soans receiving a CAB five years of service recognition award with Armadale Branch Coordinator Rae Wright and Sarah Ghammachi, Volunteer and Client Services Coordinator.

The Armadale branch has been serving the community since 2004 and is filled with long standing devoted volunteers that are always available to assist with your query and want to make a positive impact.

The branch mainly focuses on information and referral into the community, monthly legal appointments with a CAB solicitor surrounding Wills, Enduring Powers of Attorney (EPA) and Enduring Powers of Guardianship (EPG), assistance with WA NILS, Legal Aid WA Virtual Office appointments and the branch also provides the services of a Justice of the Peace on a Monday and Wednesday weekly basis.

The Armadale branch is open Monday to Friday from 9:00am-3:00pm.

(08) 9497 5311
armadale@cabwa.com.au



From left: Mandurah volunteers standing proudly with CAB Volunteer and Client Services Coordinator in front of the Mandurah Citizens Advice Bureau branch.

Mandurah branch held its Annual Branch Meeting in mid-July where committee members and volunteers alike discussed ways to improve services to the Mandurah community by sharing ideas and creating positive discussions.

The Mandurah branch predominantly provides information and referral services into the community, assistance with WA NILS, Tax Help during the months of July to October, as well as providing Legal Aid WA Virtual Office appointments and the services of a Justice of the Peace on Thursday and Friday mornings.

The Mandurah branch is open Tuesday to Friday from 9:00am-1:00pm.

(08) 9535 3101
mandurah@cabwa.com.au

ARMADALE CELEBRATES CAB'S 60TH ANNIVERSARY



From left: Armadale Branch Coordinator Rae Wright with past Armadale volunteer Carol Wolf at the CAB 60th celebration.

The Armadale branch celebrated CAB's 60th year of serving the Western Australian community by organising a morning tea at a local venue The Organic Circle where CAB paid tribute to all the volunteers both past and present that have contributed to the success of the organisation and its capacity to help the community.

Established in 2004, the Armadale branch has played an active role in providing information and referral, Justice of the Peace services, as well as providing assistance with accessing NILS, tax help, and working in partnership with Legal Aid WA to host their Virtual Office appointments in addition to our own CAB lawyer who visits the branch on a monthly basis.

The morning tea was a beautiful way to celebrate and honour the Armadale branch and together Branch Coordinator Rae Wright and previous volunteer Carol Wolf cut the symbolic 60th Anniversary Citizens Advice Bureau cake.



Armadale volunteers enjoying the CAB 60th morning tea celebrations.



From left: Armadale branch auditor Robb Gibb with past volunteer Rosemarie Benedetto and current Armadale volunteer Julie Gossage.

MANDURAH CELEBRATES CAB'S 60TH ANNIVERSARY



Honorary CAB Life Member Judith Tuckey OAM, cutting the 60th anniversary CAB celebratory cake at Mandurah's celebration event.

Established in 1977, the Mandurah branch has been actively contributing to the Mandurah community for countless decades.

The Mandurah branch celebrated CAB's 60th year of serving the Western Australian community by organising a morning tea at local venue The Stage Door where CAB paid tribute to all the volunteers both past and present.

We were joined by Honorary Life Member Judith Tuckey OAM, who commenced volunteering with CAB in 1977 and has contributed greatly to CAB as well as the Mandurah community at large. In 2022, Judith Tuckey received an Order of Australia medal (OAM) as a token of recognition for her lifelong service to the Mandurah community.

Judith Tuckey is a true representation of what CAB celebrates daily as the organisation strives to benefit the community and only with the help of volunteers can this vision be made into a reality.

The Mandurah branch services the community by providing information and referral, justice of the peace services, WA NILS appointments and Legal Aid WA virtual office appointments.



Mandurah branch volunteers gather together to celebrate CAB's 60th anniversary celebration with Volunteer and Client Services Coordinator, Sarah Ghammachi and Honorary CAB Life Member, Judith Tuckey OA.

COMMUNITY EDUCATION: MIDLAND BRANCH



Midland volunteer Agnes Beaton speaking at the most recent community information session at the Bindoon Public Library.

Our Midland branch was established in 1993 and has been actively serving the community ever since.

One of the many ways CAB provides information and referral is by providing community education regarding a variety of matters.

Long-time Midland volunteer Agnes Beaton recently hosted a community information session at the Bindoon Public Library for the Shire of Chittering.

This particular information session provided participants with knowledge about the services CAB provide regarding EPAs, EPGs, Probate, Advance Health Directives, Family Law matters and more.

The participants found this session extremely informative and were able to ask questions and gain knowledge about topics that directly impact their day to day life. Our CAB lawyer visits the Midland branch on a monthly basis and services the areas of Wills, EPAs and EPGs.

The Midland branch is open Monday to Friday from 9:00am-3:00pm.

(08) 9271 2500
midland@cabwa.com.au



Participants actively engaged with Agnes Beaton, a CAB Midland volunteer as she informed the audience about a variety of services provided by the Citizens Advice Bureau. The Midland branch are now taking appointments for Wills, EPAs and EPGs on a monthly basis with a visiting CAB lawyer.

PARTNERSHIP HELPS VULNERABLE ACCESS JUSTICE

In addition to a Perth office, the Citizens Advice Bureau operates nine branches in Western Australia including the regional locations of Bunbury and Busselton.

Since 2019, we have partnered with Legal Aid WA to grow and bring additional services to vulnerable Western Australians. Our branches host Virtual Legal Aid Appointments in the areas of civil, family and criminal law.

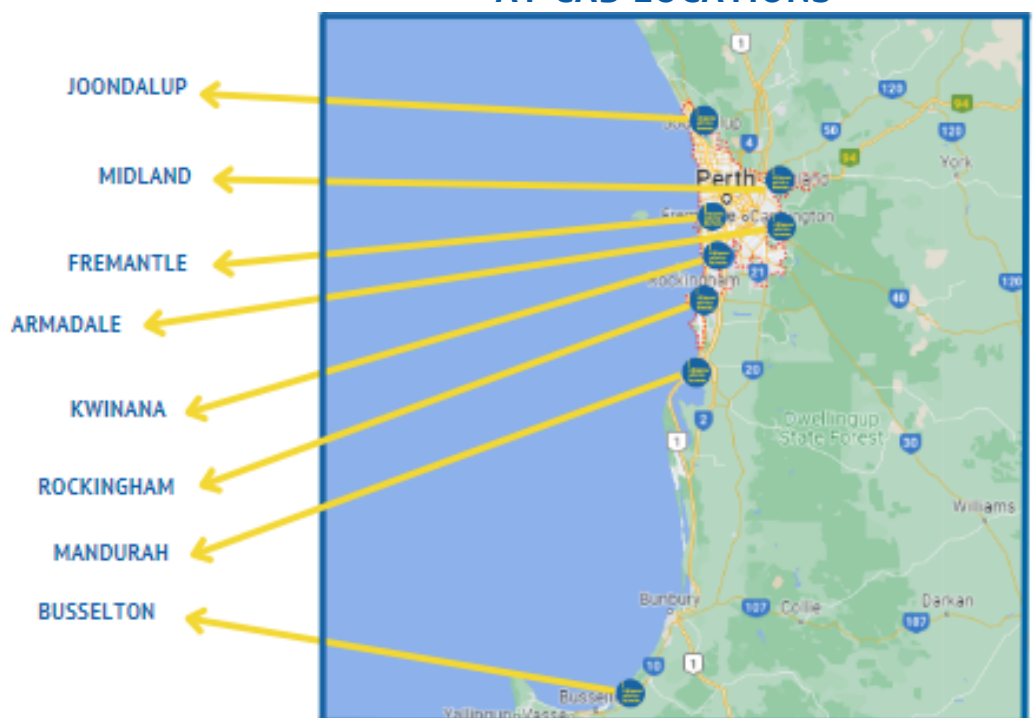
Our partnership aims to increase access to justice for vulnerable West Australians and by working together, we are able to reach people across the state.

CAB branches involved in this service include Busselton, Mandurah, Rockingham, Kwinana, Fremantle, Armadale, Midland and Joondalup. These branches provide the services of CABs trained volunteers to run and operate Legal Aid WA's virtual office appointments.

In addition to visits by CAB solicitors to our Midland, Joondalup and Armadale branches, CAB also operates virtual legal appointments in the area of family law at the Busselton, Fremantle, Kwinana, and Rockingham branches.

In the 2022-2023 financial year, our partnership with Legal Aid has directly resulted in helping 451 individuals with family law advice, 229 individuals with civil law advice and 23 individuals with criminal law advice at our branches.

LEGAL AID WA VIRTUAL OFFICE HOSTED AT CAB LOCATIONS



A map of the various Citizens Advice Bureau offices that Legal Aid WA utilise to assist clients in accessing legal services across WA.

COMMUNITY LEGAL EDUCATION: CORINTHIAN COURT AND KEITH SIMPSON VILLAGE

During August, our Principal Legal Officer Ms Samantha Gomez and Solicitor Ms Jiji Croy attended the Corinthian Court and Keith Simpson Village to deliver a presentation on Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, Probate and Letters of Administration.

The audience was very engaged in the seminar actively asking questions and posing multiple scenarios to discuss with our team. Feedback following the seminar was that the information provided had been interesting and informative, but even more importantly, made some of them realise it was time to update their Wills!

CAB values the opportunity to provide community legal education whenever possible as it is only through access to the law that we can truly have a just society. Some of the areas which we focus on include but are not limited to Wills, EPAs, EPGs, Letters of Administration and Probate.

We pride ourselves on taking the law to those who need it the most. Our focus therefore is not to present at highly regarded conferences to educate other lawyers with our specialised knowledge or to grow our individual profile within the legal profession.

Instead, we take our presentations to the suburbs where ordinary individuals reside who may otherwise not have the opportunity to learn about our areas of law and empower themselves with that legal knowledge.



CAB solicitor Jiji Croy presenting in the community about the services CAB offers.



Participants at the North Beach Seniors Club engaging with CAB's Principal Legal Officer, Samantha Gomez.

MEDIATION: MEET THE MEDIATION COORDINATORS

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.



Kirsty Bowler is in the Perth office on Mondays and Thursdays.

Kirsty Bowler - Mediation Coordinator

Kirsty previously worked for Mineral Resources in a functional administration role and has over 20 years' experience in office management and senior administration support roles. This includes managing and coordinating teams, as well as business and organisational reporting.



Monika Kraima is in the Perth office on Tuesday, Wednesday and Fridays.

Monika Kraima - Mediation Coordinator

Monika is experienced in staff management, training team members, recruitment, and rostering with a high level of administration support and record management expertise. This includes the design and delivery of sales and marketing strategies.

Mediation Line: 9325 4121
Email: mediation@cabwa.com.au

CAB IN THE COMMUNITY

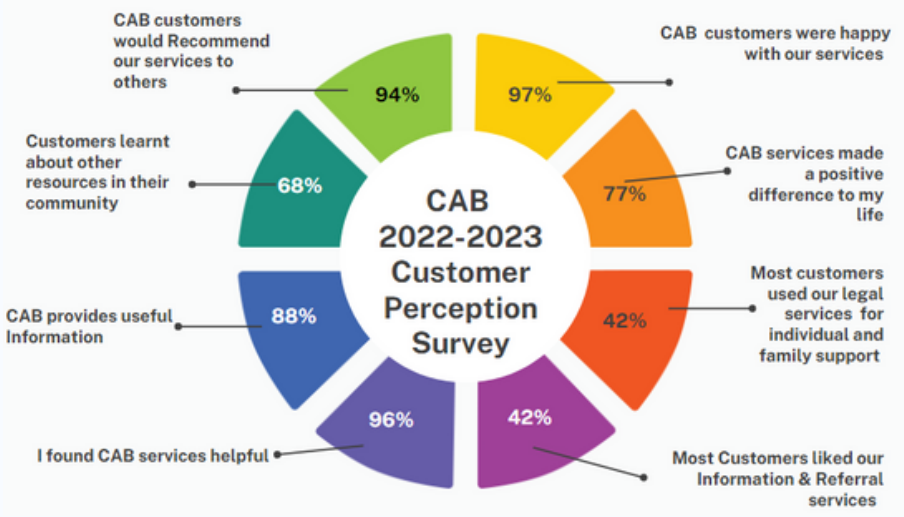
CAB VALUES CUSTOMER FEEDBACK!

CAB is pleased to announce the results of its annual Customer Perception Survey undertaken in May across Perth office and nine branches located throughout the metropolitan area, and regional centres of Bunbury and Busselton.

Although CAB collects feedback from our customers via a number of sources over the year, our Customer Perception Survey provides feedback on the quality of our services, as well as customer service satisfaction. During May, Customers were asked to rate our services based on how strongly they agreed or disagreed with questions relating to CAB.

Aggregating the results from agree to strongly agree, 94% of CABs customers would recommend our services to other members of the community, 89% would continue to use CAB services again, and 96% found CAB services helpful.

CAB is also proud to consistently receive high customer satisfaction ratings, with 97% of our customers agreeing and strongly agreeing they were happy with the services received from CAB.



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.



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.



Our funding partners



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

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