



Annual Report

2023-2024

Connecting people with
information and services

Acknowledgement of Country

We acknowledge the Traditional Owners in the Perth region, the Whadjuk People of the Noongar Nation and acknowledge their special connection to land, waters and community.

Always was. Always will be.

We pay respects to all First Nations People in Western Australia and their cultures, and to Elders, past and present.

Our Partnerships

We are part of a national network and member of Community Legal Centres Australia.

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Leadership & Funding Partners

Citizens Advice Bureau of WA (Inc) as of 10 September 2024

Patron

The Hon Len Roberts-Smith RFD KC

Board of Management

President

Rob Lilley

Vice President

Kate Wellington

Secretary

Barbara Kwiecien

Treasurer

Vacant

Members

Margaret Dixon

Rob Muir

Gai MacAuley

Brendan Taylor

Life Members

Hazel Butorac OAM JP

Noel Harding

Diana Terry

Judith Tuckey

Noray Jones

Margaret Dixon

Eric Tan

Barbara Kwiecien

Chief Executive Officer

Dion Dosualdo

Auditors

Anderson Munro
and Willie

Funders and Supporters of Citizens Advice Bureau of WA



Department of
Communities



Department of
Justice

Public Purposes  Trust

The Law  Society.
OF WESTERN AUSTRALIA
The voice of the legal profession in Western Australia

amw
— AUDIT —

JOHNSTONE
CROUSE
LAWYERS

RHL
ROBERTSON HAYLES LAWYERS

LAVAN

Wanslea
with kindness for children since 1982

JACKSON McDONALD
MULTI-SECTOR LAW

QUARRY
CHAMBERS

West Coast Legal
Family Lawyers

George Lawyers

LEGAL AID
WESTERN AUSTRALIA

City of
Joondalup

Town of
Cambridge

CITY OF VINCENT

Board of Management Profiles

Board of Management Profiles



Rob Lilley
President

Rob has volunteered as a mediator at CAB since 2018 and has served on the CAB Board of Management since November 2022. Rob currently teaches law at the Curtin Law School, Curtin University, and at the same time runs his own small law firm and mediation practice. He is also a sessional legal member of the Mental Health Tribunal.

Rob is a Fellow of the Australian Institute of Management and the Governance Institute of Australia and has previously held various not-for-profit board positions.



Kate Wellington
Vice President

Kate has served on the CAB Board of Management since November 2022 and is a senior executive and qualified solicitor with considerable experience working in organisations that exist to service the public. She holds undergraduate degrees in law and economics with UWA, as well as a postgraduate degree in civil law (BCL) from the University of Oxford. Kate began her legal career at the WA Court of Appeal (as Associate to Justice Carmel McLure) before moving to London, where she practised as a solicitor at leading global law firm Linklaters LLP.

Kate then spent many years as an in-house lawyer at Consumer Group – one of the world's largest and most impactful consumer

organisations – where she worked to protect the rights and interests of citizens in a variety of markets. There, she held leadership roles including Lead Lawyer for Policy and Communications and Head of Legal Operations. In 2019, she became CEO of the Costs Lawyer Standards Board, a professional services regulator, where she is responsible for overseeing all aspects of the organisation's performance.



Barbara Kwiecien
Secretary

Barbara, an honorary life member, has served on CAB's Board since 2012, including as President from 2014 to 2020, and currently holds the role of Secretary. Volunteering with CAB since 2004, she has been active on the Mediation panel and sub-committee and has acted as Mediation Coordinator. With a background in corporate management and is a member of several national and international professional bodies and Boards.

Barbara is also a director of a horticultural company in Gingin, where she also promotes CAB services across regional WA.

She has lectured at Notre Dame University since 2006 and is affiliated with multiple professional bodies, bringing expertise in governance, management, and dispute resolution to the CAB Board. She holds a BSc (Hons) and a postgraduate diploma in Alternative and Family Dispute Resolution.



Margaret Dixon
Member / Volunteer Representative

Margaret, an honorary life member of CAB, has served on the Board since 2002, including as President, Vice-President, and Volunteer Representative. An accredited mediator with a postgrad diploma in Family Dispute Resolution, Margaret has volunteered at CAB since 1997 as a Mediator and Family Dispute Resolution Practitioner, also acting as Office Manager and Mediation Coordinator.

She represents CAB on the WA Family Law Pathways Network and is active in other organizations, chairing the Harold Hawthorne Community Centre and convening the Schools Conflict Resolution and Mediation program (SCRAM), which CAB sponsors.

With a strong background in governance, Margaret retired in 2005 after a 27-year career with the Australian Government which she held a variety of positions at the Management and Executive Officer level in several government departments.

Board of Management Profiles



Robert Muir
Member

Rob has served on the CAB Board of Management since November 2022 and is a volunteer Solicitor at Marrickville Legal Centre (Civil and Family Law). Since 2017 at Marrickville he has been a Board Member, Paralegal and worked the front-desk. He currently is a product manager for Vix Technology, a mass transit software company. This follows roles at: Optus, Telstra, Lexis-Nexis, Symbio Networks and the Australian Institute of Company Directors. He holds undergraduate degrees in Law (UNSW) and Management (ECU) and post-graduate degrees from ANU and ADFA.



Gai MacAuley
Member

Before my retirement, I had the privilege of working for 45 years in the private sector, where I managed companies across various industries, gaining valuable experience in leadership, operations, and team management. In 2019, I decided to channel my skills and knowledge into a more community-focused role and began volunteering with CAB. Since then, I have taken on the position of Branch Coordinator at the Busselton branch. It has been incredibly rewarding to work alongside a dedicated team of volunteers, providing vital services and support to the community. My role allows me to contribute in a meaningful way, helping people navigate legal and financial matters while ensuring that our branch runs smoothly and efficiently.



Brendan Taylor
Member

Brendan has served on the CAB Board of Management since April 2022. Brendan holds a Masters of Law from the University of Sydney and leads the employment law practice at McWilliams Davis Lawyers.

He has appeared in the Supreme Court of Western Australia, the Federal Circuit Court and Family Court of Australia, the Fair Work Commission, the Western Australian Industrial Relations Commission and the Industrial Magistrates Court of Western Australia.

Board of Management Attendance

Board of Management Attendance

Board Members	Eligible to Attend	Attended	AGM Meetings Eligible to Attend 2023	AGM Meetings Attended
Barbara Kwiecien	11	9	1	1
Margaret Dixon	11	10	1	1
Robert Lilley	11	8	1	1
Robert Muir	11	10	1	1
Kate Wellington	11	11	1	1
Gai MacCauley	7	6	0	0
Brendan Taylor	3	2	0	0

Past Board Members	Eligible to Attend	Attended	AGM Meetings Eligible to Attend 2023	AGM Meetings Attended
Sandra Brown*	9	8	1	1
Linda Elezovich†	5	4	1	1

*Sandra Brown resigned in April 2024

†Linda Elezovich resigned in December 2023

President's Report

President's Report



Rob Lilley
President

Kaya bandang.

I acknowledge the Traditional Owners of the land on which CABWA operates: the Whadjuk, Pindjareb, and Wadandi people of the Nyungar Nation. I pay my respect to Elders and Senior Knowledge Holders here and across Australia. I acknowledge past injustices suffered by the First Nations People of Australia and recognise that many injustices continue today.

I am honoured to have served as CABWA's President for 2024. Reflecting on a year of considerable achievements for the Board of Management and the broader organisation, I acknowledge the support of my fellow Board members, the staff, and the many volunteers who contribute across our 10 branches.

I take the opportunity to express my thanks to the entire Board of Management, especially to Vice-President Kate Wellington and Secretary Barbara Kwiecien, both of whom stepped in to preside at board meetings on the occasions that I was not available.

In January, the Board appointed Dion Dosualdo as its new permanent CEO. Since then, Dion has greatly supported and assisted the Board in its work, including by facilitating the Board's strategy planning session and being a driving force in the preparation and publication of CABWA's Strategic Plan for

2024-27. I commend Dion for his enthusiasm and thank him for his ongoing contributions.

With Dion's appointment, CABWA bid farewell to the amazing Maree Arnason. She had graciously accepted a short-term appointment as interim CEO but ended up serving in that role for much longer than she initially anticipated. On behalf of the Board, I express our deep appreciation for Maree's service to the organisation. CABWA was left in a much better place under Maree's stewardship.

CABWA maintained a steady financial position this past year, even returning a small profit. The Treasurer role has been vacant for some time, during which Barbara Kwiecien juggled the duties of Treasurer with her duties as Secretary. The Board is extremely grateful for Barbara's hard work and diligence. CABWA's strong finances are a testament to all those involved in managing the organisation's finances, especially Barbara and John Hoo. On behalf of the organisation, I extend our thanks for their work.

The Information and Referral Service is the heart and soul of CABWA. The organisation must never lose sight of our origins as a trusted and independent source of advice. Famed British Jurist Lord Denning remarked in 1957 that *"Citizens Advice Bureaux are supported indeed by the State, but not controlled by it; supported by local authorities, but not controlled by them; and, I hope like the law, never to be controlled by any public authority."* In this spirit, our staff and volunteers continue to provide the community with much-needed advice and information.

I am passionate about access to justice, so it is with great pleasure that I note the achievements of the CABWA Legal Service under Principal Lawyer Samantha Gomez. The Legal Service has grown considerably over recent months and now has five part-time staff. We remain one of the only community legal centres in Perth to offer

much-needed assistance in preparing wills and probate applications. All community legal centres share the inability to compete directly with private sector legal salaries. However, I am pleased to see that we can attract experienced lawyers by offering increased flexibility and other benefits that profit-motivated firms cannot.

In addition to our salaried legal staff, we have a group of generous law firms and individual lawyers willing to donate their time to assist our clients. Seeing the enduring generosity of these lawyers who support CABWA despite their busy schedules is amazing. I thank them all for their important contributions.

The Mediation Service continues to help people find constructive solutions to conflict, particularly in family law disputes. I have volunteered at CABWA as a mediator since 2018 and am pleased to see new mediators join the mediation panel this year. In addition to CABWA's ongoing commitment to family dispute resolution, the Mediation Service also maintains important relationships with local councils, including the City of Joondalup and the City of Swan, to assist residents of those local government areas to resolve disputes about community issues, including dividing fences and strata disputes.

It is also with profound gratitude and respect that the Board farewells Sandra Brown, Barbara Kwiecien, and Margaret Dixon. Sandra resigned from the Board in April, having served the organisation for decades, including as CEO between 1994 and 2011, Board member since 2014, and as president between 2021 and 2023. Regrettably, both Barbara and Margaret are ineligible for re-election due to Board tenure restrictions. Between them, Sandra, Barbara, and Margaret have close to 60 years of experience with CABWA. Their combined knowledge and experience are immeasurable, and they will be missed enormously on the Board.

... the enduring generosity of the lawyers who support CABWA despite their busy schedules is amazing

I would also like to take the opportunity to acknowledge the incredible contribution of Reverend Kendrick Duffy, who passed away in September. Reverend Duffy was a volunteer with CABWA for 41 years and was described to me as an extremely kind and generous man. Our thoughts are with Reverend Duffy's family and friends.

I close by expressing my deepest gratitude to all those who make CABWA's work possible, including the Department of Communities, the Department of Justice, our patron, the Honourable Len Roberts-Smith RFD KC, our staff and incredible volunteers. Without you, none of this would be possible. Thank you.

I look forward to continuing to serve the organisation.

Boordawan.

Rob Lilley



CAB Snapshot

SERVING AND INFORMING WA FOR MORE THAN

60 YEARS



+9

BRANCHES

METRO & REGIONAL

MORE THAN **200 VOLUNTEERS**



INFORMATION & REFERRAL SERVICE

- PHONE LINE
- FACE-TO-FACE
- ONLINE



LEGAL SERVICE

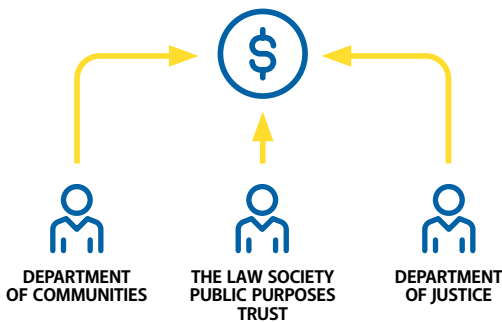
- WILL/EPA/EPG
- FAMILY LAW
- LOA
- PROBATE



MEDIATION SERVICE

- DISPUTE
 - > FAMILY
 - > COMMUNITY
 - > COMMERCIAL
- CONFIDENTIAL PROCESS

WA FUNDING BODIES



ADDITIONAL FREE SERVICES

- WA NILS
- CRIMINAL INJURIES COMPENSATION
- TAX HELP
- JUSTICE OF PEACE & LEGAL AID WA (with our thanks)

COMMUNITY EDUCATION



GOVERNANCE

COMPLIANT: REGULATORY REQUIREMENTS



NATIONAL ACCREDITATION SCHEME FOR CLCs

ACCREDITED CERTIFIED



Chief Executive Officer's Report

Chief Executive Officer's Report



Dion Dosualdo
Chief Executive Officer

The Citizens Advice Bureau (CAB), is an enduring not-for-profit organisation focused on the goal of connecting people with information and services so they can make independent and informed decisions. Our commitment to this goal shapes our very purpose and has inspired our Mission as noted in CAB's Rules of Association (Constitution). It's our call to action, it shapes our strategy, it drives our innovation and it inspires us to seek solutions to the problems faced by the thousands of people who visit, call or email us each year.

And what a year it has been! Having commenced in early January and despite having not been at CAB for the first six months of the financial year, I have been extremely fortunate to have been welcomed, supported and encouraged by a wonderful

Despite the number of people we help, demand is growing across all aspects of our services

team of staff and volunteers. A special mention must go out to Maree Arnason interim CEO who provided support to CAB during an extended period between the Board appointing a full-time CEO.

In the pages of the following report, updates from our branches and our key units will provide a snapshot to the incredible work provided by CAB's staff and volunteers over the past year. In reviewing the year, I wanted to highlight and commend the efforts of the staff, volunteers and the branches.

With ten CAB branches and an ever expanding network of referrers, we have faithfully provided community support services in Mediated Dispute Resolution, Legal Advice and Information and Referrals. Our three key pillars of service are in high demand and it is not surprising the need for our services are guiding our future planning.

Having recently completed and published our three year *Strategic Plan (2024-2027)* the challenge moving forward is to coordinate the talents and skills of our staff and volunteers, in order to continue to stay true to our mission and focus on achieving our goals and objectives outlined in the plan.

Our Staff

Staff retention is a challenge for most, if not all community legal centres and like most, CAB has had to face its own challenges. With several personnel changes and a successful recruitment of new lawyers, we have put together a wonderful team and are now looking to service and resource our branches like never before.

At the commencement of the financial year on July 2023 our staffing numbers consisted of 11 part-time and full-time staff employed at the equivalent of 7.8 full time employees (FTE). Fast forward a bit over one year to the commencement of September 2024 and our

We love, admire, respect and are extremely grateful to all of our volunteers. To them all, I say thank you

staffing numbers now consist of 14 part-time and full time employees, operating at the equivalent of 8.2 FTE.

While FTE have increased marginally, the recruitment of three additional staff members has created flexibility, in particular within the Legal Unit where we our dedicated team of six lawyers are able to provide in-house appointments at six Branch locations.

Our Volunteers

We love, admire, respect and are extremely grateful to all of our volunteers. Without them we simply could not do what we do. We have volunteer Justices of the Peace, volunteer accredited mediators, volunteer visiting lawyers, volunteer students, volunteer paralegals, volunteers who have retired from working life as well as volunteers from all walks of life who have a spare day or two each week to help out. It all adds up to a team of 200+ volunteers who are united in their support of CABWA. To them all, I say thank you.

Our Services

It's incredible to consider all the services we provide plus the initiatives we are working on. In the last 12 months across our various branches we have hosted Justice of the Peace services, No Interest Loans (NILs), Legal Aid virtual appointments, assistance with Criminal Injury Compensation (CIC) applications, legal appointments, mediation and dispute resolution as well as our legal document drafting. Complementing all these services is our volunteer information and referral service, available at our ten branch counters, over the phone, and in response to emails. This

extensive support network is a key reason why we help over 40,000 individuals each year!

But despite the number of people we help, demand is growing across all aspects of our services and increasingly we are seeing many within our community disadvantaged from being able to access digital services provided by Government agencies, health providers and utility services. Accessibility can be restricted due to a variety of disadvantages and circumstances including poor digital literacy, physical or cognitive disabilities, age-related challenges, language barriers, technical Issues, financial constraints, privacy concerns, health conditions (anxiety) as well as a lack of trusted support from friends or family. These are just some of the many barriers we see when speaking to people who are increasingly being left behind in the digital age.

Moving forward, CABWA assistance will come in various forms, such as educational programs, user-friendly designs, supported assistance and community awareness, or designed to help bridge the gaps and ensure citizens can access and benefit from the services provided across our community.

We're excited about the future of CABWA and are looking forward to delivering even more services across our branches and harnessing the knowledge and experience that comes from a committed staff and an incredible volunteer base.

Dion Degualde

CAB in the Community



43,184

PEOPLE HELPED



4,903

PEOPLE HELPED WITH FAMILY AND PERSONAL SERVICES



11,093

PEOPLE HELPED WITH ESTATE PLANNING



OUR TOP 3 AREAS OF LAW BY APPOINTMENT

- ① WILL / EPA / EPG
- ② LETTERS OF ADMINISTRATION
- ③ PROBATE



COMMUNITY EDUCATION ENGAGEMENT

AGED CARE • LIBRARIES
CAREERS FAIRS • UNIVERSITIES
LOCAL GOVERNMENT



A PANEL OF

14

ACCREDITED MEDIATORS



9

QUALIFIED FAMILY DISPUTE RESOLUTION PRACTITIONERS



421

PEOPLE IN THE COMMUNITY HELPED WITH ELDER MATTERS



3

LOCAL GOVERNMENT PARTNERSHIPS WITH MEDIATION SERVICE

Information & Referral Service Report

Information & Referral Service Report



Sarah Clifford

Volunteer & Client Services Coordinator

I started as the Volunteer and Client Services Coordinator in June 2024, following the departure of Sarah Ghammachi. I acknowledge Sarah's contribution to CAB and wish her well for her future endeavours.

Over the past few months, I have visited each Branch to find out about the Volunteers and the communities they provide services in. We have around 150 volunteers across our Head Office in Perth and the nine branches, including two regional Branches in Busselton and Bunbury.

Client Services

Since the new CEO started in January 2024, a clear vision for consistent services across all branches has brought about many improvements and positive changes. I understand that it has been a challenging year for branches, with shifts in direction and the loss of some services; however, I am excited that we are now stabilising and rebuilding our strength in reputation and service delivery.

We have revigorated our inter-agency relationship with Anglicare which assists clients in the lodging of WA No Interest Loan Scheme (NILS) applications. Further to the upcoming training in November 2024,

Branches will be delivering support on various days, to clients who wish to apply.

Additionally, Branches are embarking on helping those through administrative processes involved with the Criminal Injuries Compensation (CIC) process. Training has occurred and the Branches are being set up to put this into practice.

Many of our branches also provide the services of a Justice of the Peace (JP) who is an authorised member of the public that can witness and sign a variety of documents. This high-demand service greatly benefits the public and is well-received across the branches that are able to offer it.

CAB has relaunched its remote telephone Family Law legal appointments, available once a month through Perth, Rockingham, Fremantle, and Bunbury. Additionally, we have expanded our legal services, with lawyers now visiting Busselton, Joondalup, Mandurah, Midland, and Armadale.

Across all regions, we remain dedicated to serving the community by providing the necessary information and services to empower individuals to make independent, informed decisions.

We have expanded our legal services, with lawyers now visiting Busselton, Joondalup, Mandurah, Midland, and Armadale

Volunteers

The success of CAB depends greatly on volunteers, their willingness and skills. We are extremely thankful to have such a diverse range of volunteers embracing the training provided and so they can share their expertise, to help people in need.

I understand we celebrated our volunteers in May, with a National Volunteer Week where we acknowledged their significant contributions and ongoing commitment. The substantial contributions of our volunteers ranged from five to forty years, a testament to their commitment, belief and dedication to CAB.



↗ Tuesday Team.



↗ Wednesday Team.

I am excited to see new initiatives already taking shape

On behalf of CAB, I would like to acknowledge the volunteers who received long service awards, specifically:

CAB Long Service Awards

5 Years

Anne Moran	Jennie Anderton
Chandrika Athukorala	Mark Blundell
Cyndie Innes	Mary Reid
Dixie Burgess	Melinda Read
Gai Macauley	Susan Turnor
Helen Davey	

10 Years

Christine Pittman	Diane Senior
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15 Years

Andrew Monisse

20 Years

Barbara Kwiecien	Margaret Medelawitz
Barry Mendelawitz	Rae Wright
Beryl Hunter	Ray Petridis
Elaine Giggins	Ron Beurteaux
Enid Freeman	Shannon Hayes
Lyndell Marie O'Brien	

25 Years

David Ward

30 Years

Heather Skinner

Together, we continue to
serve those who need
us most

Training

A new Induction Package has been developed to equip newly recruited volunteers with the essential skills needed to confidently and safely assist clients in a non-confrontational, unbiased, and non-prejudicial manner. This training also serves as a valuable opportunity for volunteers from across CAB to connect, while learning about CAB's history and values.

In addition to the CIC and NILS training already mentioned, other training packages are being developed. These include IT skills, Privacy, Manual Handling, Empathy and Self-Care, and Forms Assistance. We have identified over 30 forms that volunteers can help clients with, and this training will be rolled out in the new year.

The IT systems are currently under review to improve efficiency and make them more user-friendly for our volunteers.

We are also exploring Accreditation to become a Carer Friendly Employer, allowing us to offer additional support to our volunteers who are in caregiving roles.

I am excited to see these new initiatives already taking shape. It is incredibly rewarding to know that the services we provide have the potential to positively impact the lives of individuals.

I sincerely appreciate the time and dedication of our volunteers, as well as the support and warm welcome from the staff I work alongside and the Board of Management. Together, we continue to serve those who need us most.

Sarah Clifford



Legal Service Report

Legal Service Report

Samantha Gomez

Principal Legal Officer

CAB is committed to the belief that access to justice is a fundamental right. Unfortunately, in Australia, wealth inequality, the increasing cost of living and a growing asset-rich but cash-poor ageing society means that not all individuals have access to affordable justice. CAB's vision is to be the community's first point of contact when individuals seek legal information or advice and we are immensely proud of being able to provide legal advice in an accessible, confidential and non-judgemental manner.

Our Role

Every day CAB helps individuals seeking information or advice at our ten branch offices. CAB is often the last referral, when no-one else is capable of assisting them and they have no one or nowhere else to turn to.

We also deliver high quality low cost legal advice, and we also provide virtual appointments at five of our branches, for those unable to attend our office in person.

CAB empowers the community by providing regular community education sessions, at retirement villages, seniors clubs and other government bodies, to ensure legal information is accessible to all members of the community.

CAB believes in the importance of empowering people with knowledge so they can make informed and responsible decisions, based on sound legal advice. CAB delivers

community legal education seminars to various community groups during the year to empower the community and to ensure that legal advice is accessible to all despite inequality of wealth.

Our Focus

CAB's focus to provide high quality legal advice is evident in our specialised services, in particular the production of Wills, Enduring Powers of Attorney (EPA), Enduring Powers of Guardianship (EPG), Letters of Administration (LOA) and Probate.

Our Team

In the last year, CAB's legal team has grown substantially and is led by Ms Samantha Gomez – our Principal Legal Officer and Manager, and five part-time lawyers.



➤ Virginia Romaines.





Following the resignation of our two former full-time lawyers, CAB revised its recruitment strategy to offer greater workplace flexibility. This approach attracted lawyers from top-tier firms, enabling them to accept positions at CAB. Without this flexibility, CAB may not have been able to secure the high calibre of lawyers that we are fortunate to have now.

Moving forward, flexibility is a sensible recruitment strategy for ensuring continuity of service for our clients, improving job retention, supporting a work life balance for our lawyers and ensuring greater job satisfaction. In addition, it provides CAB with the capacity to expand the team without necessarily having to employ a full-time lawyer. As a result of this recruitment strategy, we have successfully sourced a part-time lawyer for our Busselton branch.

With all vacant legal positions now filled, the Legal Unit has shifted its focus to enhancing the quality of service for our clients. This includes improving our client interactions, raising the standard of documents produced, increasing the quality of our advice to clients (both written and oral) and having substantive legal correspondence provided to clients.

CAB Branch legal services

Due to limited resources, only three of CAB's branches had CAB lawyers attending to take legal appointments. We are proud to now have lawyers servicing five of our Perth metropolitan branches and one regional branch (Busselton), with plans to expand the number of branches offering legal appointments in the near future.

In order to manage the increasing number of client matters, CAB now employs two part-time dedicated CLASS Data Entry Clerks in order to assist the Legal Unit in meeting our funding agreement obligations with the Department of Justice.

Appointments conducted

With demand for CABs legal services in Wills, EPAs, EPGs, LOAs and family law outstripping appointment availability, CAB is exploring pro bono strategies to support this growing trend and demand for our services, particularly in regional areas such as Bunbury and Busselton.

Our pro bono services also provide vital financial revenue for CAB to subsidise and support our low-cost legal service unit.

Table 1: CAB Pro Bono Appointments 2023-2024

Family	412
Criminal	15
Civil Law & Estate Law	319
Total	746

With a full complement of legal staff, CAB has positioned itself to increase the frequency of service outreach appointments into our branches, through our Virtual Office appointments (VO). Our VO appointments are now available in four (4) of our ten (10) locations, including Busselton and Bunbury.

Our community outreach is also supported by our long-standing relationship with the Legal Aid WA Virtual Office, where we host their legal appointment services in eight (8) CAB branch locations, with our volunteers facilitating and enabling the Legal Aid WA Virtual Office. With CAB VO and Legal Aid VO appointments available in most of our branches, the delivery of legal services to surrounding communities significantly enhances the accessibility of low-cost legal advice on a broader and more diverse scale, particularly for our most vulnerable community members.

Demand for CAB's legal services in Midland, Joondalup, Armadale, and Bunbury branches remain consistently high. Where we are unable to offer in person legal appointments, CAB offers assistance via VO legal appointments. VO is also the primary vehicle for CAB's legal services in Bunbury. This streamlining of services allows branches to remain viable and relevant.

However, face-to-face legal appointments remain our preferred method of operation and we are extremely proud to now have a permanent part-time lawyer providing in person advice in Busselton.

In 2023-2024 CAB provided 1,379 legal services to the community of Western Australia. Wills, EPAs and (EPGs) continue to be high demand service areas. CAB provides a substantial portion of its legal services to a demographic population aged 65 and over.

Table 2: Legal Services by Matter

Will	569
EPA	390
EPG	343
Letters of Administration	57
Probate	14
Family Law matter	6
Total	1,379

Training

As a legal unit, our lawyers regularly undertake relevant ongoing training. Throughout the reporting period, CAB lawyers attended 55 training and development activities. All lawyers completed their ten (10) mandatory Continuing Professional Development points.

CAB also networks with other community legal centres which provide us with access to their various legal newsletters and practice approaches. For example, the Community Legal Member Bulletin provides regular information and updates, including offering online webinars specifically aimed at lawyers in Community Legal Centres.

Our lawyers also avail themselves of training opportunities made available by third parties such as Legal Aid of Western Australia (in the areas of family law and civil law).

This coming year, with the support of our CEO and Board, two (2) of our lawyers will attend the 20th Family Law National Conference. Spanning three days and featuring over eighty-five (85) speakers, including high court justices, this conference provides invaluable

family law training. Attendance will ensure our lawyers remain at the forefront of the field, providing high-quality, up-to-date family law legal advice that is affordable for individuals who cannot access family law advice at private law firms.

Community Training & Education

CAB has close ties with local government, which led to requests to provide seminars for bodies in their community such as Neuromuscular WA, the City of Swan and the RAC Retirees Association. These close ties ensure CAB is able to provide community education to the broader community and empower individuals to make informed decisions about legal matters.

CAB also attends career fairs e.g. Curtin Career Fair, which provides CAB not only with an opportunity to promote and advise the community about what we do as an organisation but to also allow us to engage the recruitment of volunteer paralegals from the Faculty of Law student pool.

Stakeholder Engagement

CAB's legal unit benefits from our pro bono relationships with various legal firms and organisations. These partnerships are crucial in enhancing our low-cost legal services that CAB can provide to the residents of Western Australia. Additionally, they serve as a vital referral source, helping CAB generate income.

CAB also has supportive relationships with universities from which we source students to provide paralegal services to support our Legal Unit. This relationship is mutually beneficial, with young students gaining paralegal experience as volunteers who are encouraged to contribute to the community in a not-for-profit setting while gaining and developing practical legal training, prior to completing their Law Degree.

CAB's Dispute Resolution Service has a warm referral service with various organisations, including other community legal centers, low cost legal and mediation services as well as

Legal Aid. It provides facilities for Legal Aid's Virtual Office appointments in eight (8) of our branches.

CAB is on the Family Court of WA referral list for vulnerable parties in need of debt management in their property settlements.

We also provide warm referrals to our clientele to other services, including but not limited to counselling, financial advice, women's and men's help services.

Continuous Improvement

The Legal Unit has sought to improve its range of services and the standard of its legal services. With five (5) part-time lawyers, we are now able to offer a substantive increase in legal appointments in the areas of family law, law, restraining orders, LOA, Probate, Wills, EPAs and EPGs.

In 2024, the Legal Unit has focused on prioritising the quality of our services and expanding the availability of our legal services throughout CAB's branches. Our focus on service improvement has involved a complete review and overhaul of all the Legal Units, legal documents and client correspondence. This has taken a significant degree of work and commitment from the Legal Unit and I am extremely proud that in doing so, CAB ensures we remain at the forefront in providing a high standard of quality legal advice, while maintaining cost affordability and value for money.

Legal appointments are offered at six (6) out of our ten (10) branches (including Busselton) and we are looking at growing this further.

Trends & Challenges

During the reporting period, there have been a noticeable increase in family law enquiries.

In 2023-2024, CAB have also received an increase in the number of enquiries relating to Elder Financial Abuse.

CAB's challenge as always continues to be finding ways to try to meet the ever-increasing demand for our services, given our limited funding, but also given the cost of living crisis, which has resulted in a greater need for our legal services.



Case Studies



Case Study 1

An elderly individual sought an appointment with CAB as the victim of elder abuse.

He was provided with an extended consultation and provided with detailed advice as to his matter.

As we are unable to file State Administrative Tribunal Applications, we referred him to appropriate bodies who would be able to assist him in doing so.

Providing him with the opportunity to have an appointment with our lawyer without time constraints, made him feel heard and valued.

By referring him to the appropriate body, we ensured that he was confident in the path that he was required to take to end the financial abuse he was suffering at the hands of close family.



Case Study 2

A father sought legal advice regarding his 10-year-old son who suffered from a number of psychological issues including an eating disorder. The mother had been engaging in parental alienation of the father from the child for some time. The father's contact with his son was sporadic and irregular, due to the mother's refusal to facilitate and encourage the son spending time with his father (and the father's wife).

The father attended with his wife and was provided with an extensive 1.5 hour appointment to go through all the relevant facts, and relevant events to date, discuss the new family law amendments, their impact on his matter, how to commence proceedings, he was referred to some private family lawyers as he wished to explore that option.

If costs were prohibitive, he was advised to contact us, so that we could assist him in drafting his court application, which he was most grateful for.

Mediation Services Report

Mediation Services Report

Monika Kraima

Mediation Coordinator

The Citizens Advice Bureau (CAB) facilitated resolution service provides essential support to numerous Western Australians through mediation, group sessions, court-required certificates, and community education. Over the past year, we have seen a notable increase in demand, addressing issues such as conflicts under the Associations Incorporation Act, regional disputes, family matters, and community issues related to housing and apartment living. CAB meets a specific need in the dispute resolution community, particularly for clients who cannot afford private legal representation or do not qualify for Legal Aid, while also offering shorter wait times.

CAB is a leading provider of dispute resolution in Western Australia, with a mediation panel of 14 members, including 9 qualified Family Dispute Resolution Practitioners (FDRPs). Recent advancements in technology, such as phone teleconferencing and virtual mediation, have expanded CAB's accessibility, enabling FIFO workers and residents in remote areas to utilise our services without the need to travel to Perth.

Dispute Resolution Statistics for Financial Year 2023-2024

Enquiries:	488
Initial contacts:	203
Pre-mediations:	177
Mediations:	87
Files opened:	103

Dispute Enquiries

During the 2023-2024 period, CAB received 488 mediation inquiries, representing a 29%

increase. This increase underscores the growing demand for our services. Referrals originate from a variety of sources, including but not limited to CAB's Information and Referral phone lines and website, the City of Stirling, the City of Joondalup, Anglicare, Legal Aid, Landgate, the Magistrate and Family Court, various Community Legal Centres, and returning clients.

Pre-mediations

In the past financial year, a total of 177 pre-mediation sessions were conducted. These sessions served as an opportunity to assess the suitability of each case for mediation, ensuring that all participants were prepared for the process.

To accommodate diverse client needs, both virtual and on-site appointments were offered, enabling greater accessibility and convenience for individuals with varying schedules and circumstances. This comprehensive approach not only enhances the mediation process but also contributes to more effective and lasting resolutions.

Mediations

In 2023-2024, with 14 mediators on the panel (9 holding FDRP qualifications), CAB facilitated 87 dispute resolutions, tailoring each session to meet the unique needs of the clients. This included considerations such as gender balance and shuttle mediation. The main objective is to encourage constructive communication and reach fair, sustainable agreements, demonstrating CAB's dedication to efficient conflict resolution and achieving positive outcomes.

Breakdown of 87 Mediations is as follows:

- Children matters: 41
- Children and Property matters: 15
- Property matter: 23
- Community neighborhood dispute: 8

Education & Community Outreach

The Dispute Resolution Service promotes community awareness through partnerships with universities, community organisations, and local governments. It informs mediators and clients about legislative changes and offers monthly in-house training for improved decision-making and compliance. CAB has provided education both in person and via teleconference. The Mediation Coordinator collaborated with Wanslea to strengthen their partnership, offering mediators insights into the challenges faced by grandparent caregivers while educating Wanslea on grandparenting rights in family law. This exchange of information has enhanced client support and services for both organisations.

Acknowledgement

We deeply value the tireless efforts of our pro bono mediators; whose unwavering dedication and expertise are fundamental to the success of our dispute resolution service. Their commitment promotes effective solutions and strengthens our overall impact. We are especially grateful to Barbara Kwiecien, Margaret Mendelawitz, and Shannon Hayes for their invaluable support in updating our paperwork following the recent family law amendments. We also thank our administrative volunteers for their vital support in ensuring the smooth running of our operations.

The Dispute Resolution service extends its gratitude to the WA Department of Justice, as well as the City of Joondalup and the City of Swan, for their partial funding during this financial year.



Case Studies

Case Study 1 Community Dispute Resolution

Fence colour dispute

The dispute was referred to CAB by one of its local government authorities, resulting in an agreement being reached.

The residents presented with a long-standing dispute over the colour of the new fence to be installed. The fence had blown down in a storm, creating a safety issue, as one party needed to secure a pool. One party wanted to maintain the original colour, while the other resident preferred a new colour that would match their current backyard colour scheme. This disagreement caused prolonged safety issues and frustration, as the decision-making process was slow and fractious. The insurance company had already settled the claim and was prepared to remove the temporary fence if a decision was not made within a few weeks. Both parties were eager to find a resolution but were unable to do so on their own.

As a result of the facilitated resolution service provided, the parties reached an agreement. The mediators proposed an idea that neither party had considered before the mediation session. The new fence to be installed would feature two different colours – one side would be painted in the original colour before it collapsed, while the other side would match the colour scheme of the other resident. The painting costs would be divided equally between both parties. The process not only provided a resolution to the dispute but also restored the relationship that had previously existed between the parties.

Case Studies



Case Study 2 Parenting Dispute Resolution

Parenting Agreement

This parenting issue originated from an initial inquiry made after viewing the information on mediation available on CAB's website.

The father sought mediation with his ex-wife to increase his parenting time with their two children. He proposed extending his visitation from one night per week to three. This request stemmed from his desire to strengthen his relationship with his children and help them establish a connection with his newborn from his current relationship of three and a half years.

The father's proposal was based on the belief that more frequent and consistent contact with the children would strengthen his parental bond and create a cohesive family environment where all siblings, including the newborn, could grow up together. By opting for mediation, he aimed to address any concerns his ex-wife might have in a collaborative manner while emphasizing the importance of providing a stable and supportive environment for their children in both households.

During the mediation sessions, Party A presented his reasons for wanting more time and addressed his ex-wife's concerns. A trainee mediator observed the process, while experienced mediators facilitated negotiations towards a mutually agreeable resolution.

The mediated agreement prioritized the well-being of the children by ensuring significant involvement from both parents, guided by the principle of acting in their best interests. Both parties decided to implement a trial period to evaluate the effectiveness of the new arrangements and agreed to reconvene afterward to review and discuss the outcomes.

The mediation also restored communication between the parties to the extent that they no longer needed to reconvene, as the trial had proven effective in establishing a satisfactory arrangement for parenting time. This outcome demonstrated their ability to collaborate effectively and make decisions in the best interests of their children.

Branch Reports

Armadale Branch

About the Branch

Branch established:	2004
Telephone:	1,983
In person:	2,469
TOTAL:	4,452

General

The Armadale Branch celebrated twenty years of providing services to the local community in 2024.

The original office was officially opened by Allana McTiernan MLA. The current office is based in the Armadale Central Shopping Centre.

Being situated in close proximity to the local cinema, the library, medical centre, cafés and restaurants means that we now encounter a lot more foot traffic than the original office.

With a number of new housing estates having been established locally, and seemingly growing social pressures demand for our services remains strong.

Statistics

Armadale branch has been steadily maintaining the service and assisting the community.

Given the location of the branch, it is safe to say that it experiences similar volumes of walk-ins as it does phone calls, which indicates how accessible we are to the public and how we are able to maintain strong statistics.

Volunteers

Armadale has always had a small yet very dedicated group of volunteers.



➤ Matt Keogh, Rae and Dion Dosualdo.

Without a nominated Branch Coordinator, the team share responsibilities. There have been some changes at the branch recently.

Anna has left us on obtaining full-time employment and Maria has adjusted her days due to employment factors.

Phuong ceased her volunteering to commence further studies in occupational health and safety.

New volunteers have refilled the team with Georgia joining us together with Corrina and Loraine. These volunteers are in the process of completing their initial training.

Rae Wright completed twenty years of volunteering at Armadale Branch, as long as the branch has been operating.

Meetings

Staff meetings are usually held at six week intervals, with Committee Meetings held quarterly. Meetings were previously held at Dome in Armadale; however, we now hold the meetings at the branch office.

Community Participation

The City of Armadale held an Expo in the Community Hall in March to showcase local organisations who provide information and advice. CAB used the opportunity to book a stall, and volunteers were more than happy to inform visitors of our services.

Sound publicity was attained through this activity and greater connection with local

government, state MLA and our local federal member of the House of Representatives.

Branch members Laurel and Rae represented Armadale by attending Volunteer Day arranged by Perth Office.



Volunteers Rae and Laurel with Matt Keogh MHR at the Expo.

Training & Development

Branch members all completed the cultural awareness training online during the year.

Branch members also participated in the online NILS workshop. We also responded to the internal surveys issued by our new CEO.

Services

The branch experienced a reduction of legal appointments, due to changes in Perth Branch but the service levels have risen again since the appointment of our new CEO Dion Dosualdo.

We are very happy to once again have the services of a CAB lawyer to prepare Wills, Enduring Powers of Attorney and Enduring Powers of Guardianship.

At present, CAB lawyer Sylvia visits the Armadale branch on a fortnightly basis, which has boosted services to our local community.

Legal Aid WA Virtual Office and NILS appointments are well supported. While clients seeking Justice of the Peace services seem to be remaining at a steady level. We have a justice of the peace in our branch Monday, Tuesday and Wednesdays.

There seems to be a decline in requests for Tax Help. Possibly because the Armadale Library also provides the same service.

Our Anniversary

The branch celebrated its twentieth birthday in May with an afternoon tea function at the Byford Country Club.

Our CEO and previous Volunteer Co Ordinator Sarah attend together with Matt Keogh MHR as well as past volunteers and CAB employees.

Our Thanks

Our sincere thanks to our recently appointed CEO, Dion Dosualdo and to Sarah Clifford, our recently appointed Volunteer and Client Services Coordinator who have both been supportive and their energy and efforts are very much appreciated. Thanks too, to all at Perth office for their support.

In closing, we would especially like to acknowledge our team of volunteers at Armadale. No task or request is too big or too small. They are all willing to go the extra mile whenever necessary.

Their dedication and compassion, and willingness to help in every situation ensures that the branch is able to continue running so well.

Armadale Branch Team



Twentieth anniversary celebration participants.

Bunbury Branch

About the Branch

Branch established:	1974
Telephone:	468
In person:	241
TOTAL:	709

General

The Bunbury branch remains located in the Stirling Street complex, alongside the Geographe Seniors and Community Centre, and is open Monday, Wednesday, and Thursday from 9:00am to 1:00pm. We primarily serve the elderly and individuals seeking face-to-face consultations on legal and professional matters, including Wills, EPAs, EPGs, family issues, and estate/tenancy concerns.

Probate Kits are still available at our branch. Although our legal services were suspended from late August 2022, there is a high demand in the local community. Volunteers are eager to resume expanded legal appointments once logistical and resource challenges are addressed.

Additionally, we continue to provide WA NILS application assistance as authorized agents, offering this online service to walk-in clients.

On March 18th, we installed a new EFTPOS terminal and authorized the use of the WEEL app on CAB's phone for managing petty cash and volunteer payments.

Statistics

The 2022/2023 ATO TAX HELP service ran from August 7 to October 2, assisting nine clients. Thanks to Helen Castafaro and Greg Blake. Due to resource constraints, we will not participate in the 2023-2024 tax help program but hope to re-establish the service in 2025 with support from Cheryl Gordon, ATO's Community Liaison Officer.

In February/March 2024, we conducted a survey requested by Samantha Gomez to assess the need for diverse services, including face-to-face lawyer requirements. The data was collected from phone calls and walk-ins and sent to Samantha Gomez on March 27 and April 3.

In February 2024, we started offering photocopying services for Southwest Compassionate Communities Network, with approval from the Perth office.

In March 2024, we held our first virtual appointment, followed by a second Family Law virtual appointment in May. We also began face-to-face lawyer appointments in Busselton, which were well received by volunteers.

Volunteers

With uncertain times ahead for the branch, including the resignation of the coordinator and pending resignations from most of our volunteers, Maureen Briggs was appointed joint Bunbury Branch Coordinator, with Greg Blake, on the 14 December 2023.

We currently have five (5) active volunteers, including three (3) with limited availability, all team members have served the Citizens Advice Bureau for many years. Our branch continues to advertise our recruitment needs locally through Volunteer South West Inc.

With approval granted, the Bunbury branch was able to celebrate volunteer week at a local level. Five guests attended on Wednesday May 15th, which was a welcome



➤ L-R: Maureen Briggs, Robyn Brown.



7 L-R: Dion Dosualdo, Greg Blake, Lou Milordis, Maureen Briggs, Robyn Brown.

get together for all our branch members at a local establishment. During the luncheon, volunteers were presented with Certificates of Appreciation and complimented with Volunteers 2024 badges. Many thanks to CEO Dion Dosualdo and former VC Sarah Ghammachi for their support.

On 22 May 2024, Maureen attended the Volunteer South West Annual Volunteer Awards Soirée, held locally at Mantra Bunbury Lighthouse. This was a very pleasant evening attended by our local MP Hon Don Punch and other dignitaries and was in recognition of some very hard-working volunteers in our community.

Meetings

As a continuation, when required, informal staff meetings are arranged to discuss and pursue any matters raised in communications from Perth Office and by local staff.

New CEO Dion Dosualdo and then Volunteer and Client Services Coordinator Sarah Ghammachi visited Bunbury branch on February 2024. Their trip was well received by those present.

A list of Proposed Items for Discussion was compiled and proposed by the Bunbury branch. This was then discussed on the day with Sarah and Dion, who then responded to this list of items in an email received shortly after their visit. This was a very positive experience and everyone felt encouraged by the new enthusiasm and feedback by management.

We had our first visit from the new Volunteer and Client Services Coordinator, Sarah Clifford, on July 1st, 2024. This was a lightning visit as Sarah was on the move to catch all the branches. A brief snapshot of what the next period may entail was discussed, including financial management of the branch, assistance with forms, the need for recruits, program for witness 'buddy', and new intranet and phone systems.

Community Participation

We actively promote our information and referral services, providing detailed insights into what the Bunbury Branch offers. Over the past financial year, Coordinators Maureen Briggs and Greg Blake participated in various community engagements, including:

- A Cost of Living roundtable with The Hon. Nola Marino MP and Senator The Hon. Jane Hume to discuss rising living costs in the Southwest.
- A volunteer leadership networking event organised by Volunteer Southwest and facilitated by Manager Shamara Williams.
- An informative session on Guardianship and Administration by representatives from the State Administrative Tribunal (SAT), where the need for CAB's assistance with client applications was recognised and communicated to the Perth office.

Our members also collaborate with other local non-profits, effectively promoting CAB services and achieving positive outcomes.

Training

In February 2024, all branch staff completed online Aboriginal and Torres Strait Islander cultural awareness training.

Maureen Briggs attended the 'Out of the Box' workshop by Volunteer South West on February 27, and a training session on Volunteer Engagement with the LGBTIQ+ community in March.

On March 27, 2024, Maureen Briggs, Lou Milordis, and Greg Blake faced technical issues with WA-NILS online training, but the module was provided the next day. We continue to offer this service with Anglicare Bunbury.

On July 30, 2024, many volunteers took part in a 'Walk in Their Shoes' experience at the Bunbury Courthouse to gain insights into client experiences.

Volunteers are keen for additional training on form completions, Criminal Injuries, and SAT forms. We also support the community with Senior's Card forms, aged care pamphlets, Health Care Directives, Probate Kits, and various Fact Sheets.

Conclusion

Despite the challenges of not having face-to-face legal appointments and the huge upheaval felt after the departure of our Principal Solicitor, the Bunbury Branch continues to progress. We deeply appreciate the unwavering support and dedication of all branch members, who work diligently behind the scenes. Their commitment is a testament to the strength of our community in 2024. Special thanks are also due to Dion Dosualdo, Sarah Clifford, and John Hoo for their continued support and invaluable assistance.

Maureen Briggs
Greg Blake

Branch Coordinators

Busselton Branch

About the Branch

Branch established:	1975
Telephone:	249
In person:	264
TOTAL:	513

General

Busselton Branch is located on the ground floor of the Resource Centre which is alongside the Library.

Statistics

As an information and referral service, we have many enquiries that require follow-up either through Google or with CAB factsheets. This year we have noticed an increased demand for legal services relating to Wills, Enduring Powers of Attorney and Guardianship.

To this end, in May this year our Branch was able to secure the services of a lawyer, Mr Greg Boland. This is a once-a-week service offering five 30 minute appointments in the areas of Wills, EPA, EPG, Family Law and Probate. The demand is high and clients are coming to us from all areas in the South West.

Volunteers

CAB Busselton is deeply appreciative of its dedicated team of volunteers, currently numbering seven. Val, our longest-serving member, has been with CAB for an impressive 9½ years and has witnessed many changes during her time. Her extensive knowledge and experience make her an invaluable asset to our branch.

I am incredibly proud of our team, each of whom is committed to CAB's mission and brings a unique set of skills that enhances the quality of our services.

Volunteer week was celebrated this year with CAB hosting a luncheon for volunteers at Albies Bar and Bistro. This was appreciated and enjoyed by all who attended.

We are continuously recruiting new volunteers, with signs posted on the local supermarket notice board to attract interest. The Busselton/Dunsborough Volunteer Centre also advertises on our behalf at no cost. Thanks to their support, we've recently welcomed three new team members.

Our Services

CAB Busselton is providing TAX Help this year through the generosity of volunteer, Amanda. Amanda has also trained to enable us to offer applications for NILS. Legal Aid virtual appointments have been slow, but we remain hopeful that demand will increase in the future.

Meetings

Team meetings are held bi-monthly. Apart from sharing helpful information, we also conduct training. A volunteer is asked to provide a short presentation on a selected topic.

Community Participation

With the rise in elder abuse, I plan to engage with various community groups to raise awareness about CAB. My presentations will also include information on different agencies that offer assistance.

Training

Volunteer and Client Services Coordinator Sarah Clifford will be travelling to us in October, to recommence our mandatory training.

Conclusion

As coordinator, I am very thankful to CAB and to our team of volunteers for the support and encouragement afforded to me.

Gai Macaulley
Branch Coordinator

Fremantle Branch

About the Branch

Branch established:	1966
Telephone:	1,191
In person:	775
TOTAL:	1,966

General

Since relocating to Manning Arcade in 2023, the Fremantle branch has seen a rise in enquiries and drop-in clients.

Our volunteers offer referral services, NILS applications, and Legal Aid Virtual appointments Monday to Thursday 9:30am–3:00pm and Friday 9:00am–2:00pm.

Serving a broad area from Cottesloe to Cockburn and Fremantle to Booragoon, Como, and South Perth, our clients often come through Fremantle for shopping, work, medical services, or local events. Many prefer not to travel to the city or are unable to do so.

CAB's Principal Legal Officer provides monthly Virtual Appointments covering various aspects of Family Law, including property, parenting, divorce, spousal maintenance, and relocation.

The Legal Aid WA Virtual Office is popular, offering appointments with Legal Aid lawyers every Friday.

Fremantle Branch also connects clients to Anglicare's No Interest Loan Scheme (NILS), helping with financial assistance for household items, vehicles, and educational devices.

Statistics

Most queries involve Estate Planning, Family Law, neighbour disputes, and government services, but can also include FVROs, DNA testing, TUSS applications, consumer complaints, unfair dismissal, NDIS/MyAged Care issues, and telecommunications complaints.

Many clients struggle to find advice and cannot afford legal services, making referrals to Citizens Advice Bureau, Community Legal Centres, or relevant government agencies invaluable. Fremantle Branch connects clients with CABWA services, Fremantle Community Legal Service, Sussex Street Legal Service, Subiaco Justice Centre, Legal Aid WA, local members, councils, or the Ombudsman.

There is increasing demand for accommodation, mental health services, and support for those fleeing domestic violence or seeking financial aid, worsened by rising living costs and low rental vacancy rates.

Clients with mental health issues often face challenges finding long-term solutions, but we strive to direct them to appropriate services or local MPs and offer support through listening to their concerns.

Elderly and non-English-speaking clients, often lacking digital skills or internet access and without family support, are growing in number. The CEO's initiative to offer form-filling services is highly anticipated.

Volunteers

Our two young law students (Grace and Michelle) have found ongoing work (Grace) or had to defer volunteering due to university commitments (Michelle) but we hope to have Michelle back. In the meantime, we have been joined by Kelli who is equally enthusiastic and keen to make a difference in the lives of others.



Our student volunteers often comment on the value of meeting clients face-to-face to better understand their issues and to make a difference. They are also impressed with the number of services that are out there that most people don't know about.

The Branch has 10 wonderful volunteers who share their knowledge and skills every week. A big thank you to these volunteers – Chrissie, Cyndie, Helen, Lina, Jim, Ray, Manny and John. We are looking forward to welcoming three new recruits – Paula, Karen and Robyn.

Our dedicated band of volunteers have all pitched in to:

- cover additional rosters;
- collate financial data;
- maintain flyer/brochure inventories;
- update WHS reports;
- assist with administrative reports; and
- facilitate Virtual Legal Aid WA and NILS clients.

Meetings

As the Fremantle Branch lacks any registered members, it was not possible to hold an Annual Branch Meeting. Instead, we were grateful to have been given the chance to meet with CEO Dion Dosualdo and Sarah Ghammachi to discuss our Branch needs and suggestions for improvement. We look forward to welcoming Sarah Clifford as our new Volunteer and Client Services Coordinator to implement those suggestions and new initiatives.

Community Participation

With such a small number of volunteers, it is difficult to engage in community events. However, we welcome any opportunity to promote CABWA services by joining other branches in community activities such as Coogee Live Expo in the future.



Training

Our new volunteers attend a two-day training induction in the Perth office. This training is vital in understanding the services that Citizens Advice Bureau offer, its background and policies and procedures. In-branch training (simulations and guided phone responses) augments that learning when real people bring in a myriad of issues and questions that challenge us and help us build up our knowledge and skills.

Conclusion

The move to Manning Arcade has brought in many more walk-in clients.

We continue to have a strong relationship with Legal Aid and Anglicare NILS who provide their services out of our branch location.

We look forward to another year of supporting our local community through our referral services, NILS and Virtual Legal Aid services, as well as identifying any opportunities to participate in local community events.

Fremantle Branch Team

Joondalup Branch

About the Branch

Branch established:	1999
Telephone:	1,859
In person:	388
TOTAL:	2,247

General

The Joondalup Branch remains in the Joondalup CBD, near Lakeside Joondalup Shopping Centre. Our location is secured with a lease extending through 2027, so no changes are anticipated in the near future. Rent at Lotteries House has increased by 3.5% for all tenants.

The Northern Corridor is growing rapidly, leading to an increase in clients seeking CAB services. CAB Joondalup are listed in the Little Aussie Communities Directory with CAB's phone number. We are open from 9:00am to 3:00pm, and I'm pleased to report that

we've never had to close due to a shortage of volunteers or health issues. Additionally, we've successfully recruited several capable new volunteers who have filled our vacancies and completed the two-day induction program.

Due to a lack of communication with WA NILS, our Joondalup branch no longer assists with the WA No Interest Loan Scheme, which was cancelled in May this year.

Statistics

At Joondalup, we attract a lot of walk-in clients who have a diverse range of needs. We assist a younger demographic of people with separation appointments and clients who require new wills for the purchase of Probate Kits.

Tax Help is available from July to October in the office on a Thursday afternoon by volunteer Liz McKinnell. Liz has been doing this for many years now, for which we thank her.

Virtual Legal Aid appointments are available every second Tuesday. This service is highly valued by the community, with clients frequently expressing their appreciation for the opportunity to have a more personal interaction with a lawyer.





Since June this year, Legal Services have increased with Lawyers on every Monday second week Tuesday and Wednesday and every second week on a Friday all day to 5pm.

We lost pro-bono Lawyer Nerys Lloyd in December 2023 due to a change of workplace, Nerys had been a very loyal Lawyer with CAB, and we were sorry to see her leave.

Parking was an issue but this has now been sorted.

Occupational Health and Safety is completed every two months and sent off to Head Office.

Volunteers

Our Joondalup branch currently has 20 volunteers. Although we experienced a temporary loss of volunteers, we quickly attracted enthusiastic and high-quality replacements through Seek.

Some of our volunteers are involved with other organizations or enjoy activities like caravanning, which takes them away for weeks at a time.

Many of our Joondalup volunteers are long-term and have been with CAB for years. Some have specific roles, such as managing brochures or, like Julie Royce, taking charge of catering for volunteer meetings. These meetings consistently have 100% attendance, except when volunteers are on holiday. One volunteer even sends out birthday cards, showcasing the unique talents we appreciate and utilize. No task is too difficult for anyone.

All of the law students who volunteered with us have secured permanent positions with law firms, and we were pleased to provide references for several of them.

Meetings

We've held several volunteer meetings in the conference rooms at Lotteries House. Guest speakers included representatives from Virtual Legal Aid, Spiers Centre, Youth Futures, Helping Hands, and COTA. Additionally, we conducted a couple of board meetings with Chairperson Trish Nelhams (JP) and five branch volunteers.

Community Participation

Dianne Cook is on the Board of Lotteries House where we have meetings with all the tenants every two months, and also with the City of Joondalup representative.

Training

All new volunteers have undertaken Head Office training and are on permanent shifts.

Conclusion

In conclusion, we would like to express our gratitude to the Head Office for their support whenever needed. Our goal remains to provide the best possible information and referrals to the community, especially to those less fortunate.

A heartfelt thank you to the Joondalup volunteers for their unwavering support of the Coordinator and their dedication to the Branch. We also extend our thanks to the Joondalup Board members for their time and commitment to overseeing the Branch.

Diane Cook
Branch Coordinator

Kwinana Branch

About the Branch

Branch established:	1994
Telephone:	256
In person:	291
TOTAL:	547

General

The Kwinana Citizen Advice Bureau office is located in the Darius Wells Library and Resource Centre, 1st Floor Suite 8. We are opened Monday to Wednesday from 10am to 3pm. The office is an open plan, general area with two small offices set up for Tax help, CAB Virtual Lawyer appointments, along with Legal Aid Virtual Office. We also help people with WA NILS applications.

In late April 2024, we introduced a Justice of the Peace service at our office, with Doug Scambler available every Monday from 10:00am to 12:00pm. Since starting, we've averaged four to six clients each Monday. As more people become aware of Doug's availability, I'm confident the number of clients will increase.

We have resumed assisting with WA NILS loans, which has been a great development.



➤ Sandy and Mel.

Additionally, we've made some small changes to our office. Placing our Information Sheet stand outside has recently attracted more clients. We've also refreshed the space by adding a few plants to brighten the atmosphere for the staff.

Statistics

Most of our clients enquire about wills, probate, divorce, family matters, wa nils loans, tax, neighbourhood disputes including dividing fences and over hanging branches, jp services, money issues, work place enquiries, migration/visa and filling out forms.

Volunteers

CAB Kwinana runs with three (3) volunteers currently and will be looking to bring on more once the work load increases.

After our Treasurer, Rosemary Ledder, retired in December 2023, the role was assumed by Branch Coordinator Melinda Mead.

Meetings

Due to the workload not being as busy over the last 12 months, the Kwinana Committee voted that we would only hold two Committee Meetings and the Annual Business Meeting, which will be held in late August or early September 2024.

Community Participation

CAB Kwinana was invited to the Mayor's Sundowner on May 1, 2024, where Treasurer Sandra Stevenson had the opportunity to engage with City of Kwinana Council members and community stakeholders.

Additionally, CAB Kwinana attended the National Volunteer Week event at Darius Wells Library's Ken Jackman Hall on May 21, 2024, which was a delightful experience for all involved.



➤ In the office.

Training

Staff took part in a WA NILS training session in March 2024, which opened the door for the Kwinana Branch to assist with WA NILS Loan Applications.

Conclusion

2023–2024 started very slow. After losing the services of a lawyer in the Perth CAB office, our Virtual Office had to be curtailed. This then took away most of the services to the community. However, the volunteers in our office did not let this hinder them from providing clients with information and referrals whenever requested. We are excited about the new services our CEO, Dion Dosualdo, is developing and the direction we envision for CAB's future.

As the Coordinator, I deeply appreciate the dedication of our volunteers. Without their commitment to the Kwinana Branch, our community would lose a vital service, leaving the people of Kwinana with limited options for information and referrals.

Looking forward to seeing what 2024-2025 brings our way.

Melinda Mead
Kwinana Branch Coordinator



➤ 2023 Christmas lunch.

Mandurah Branch

About the Branch

Branch established:	1977
Telephone:	724
In person:	2,895
TOTAL:	3,619

General

The Mandurah branch operates from the Mewburn Centre at 11 Sholl Street, which is provided by the Mandurah City Council and is located at the top end of the Smart Street Mall. We are open Tuesday to Friday between 9am and 1pm.

We have sufficient space for our visiting Justice of the Peace (JP) service, which has recently returned to two days per week after being reduced to one day per week during the COVID period.

We have equipment and seating for our Legal Aid Virtual Office clients each Wednesday, with that office also being used for Tax Help for several years but 2023 appears to be the last year we are able to offer this service.

We also process No Interest Loans Scheme (NILS) applications as required.

Statistics

Our statistics this year have been adversely affected by the branch being closed from late October 2023 until 23rd January 2024 due to a fire in the adjoining Council building. It was hoped that the closure would be a short one, but as investigations were carried out by builders and inspectors much more work was identified and required.

We continue to support duty lawyers at the Magistrates Courts. This service, along with the Legal Aid Virtual Office appointments, Tax Help and JP attendance is included in our statistical total.

Meetings

We try to have meetings at least once every two months. We understand that not everyone is available to attend these meetings but ask for their attendance where possible.

The meetings are important for volunteers to get together as many do not see one another due to rosters.

The Annual Branch Meeting was held in July 2024 with Sarah Clifford, CAB Volunteer and Client Services Coordinator, in attendance.

Volunteers

At present we have 14 volunteers who mostly are rostered on one day per week either in the office or at the Courthouse.

Frances Cain, our Branch Coordinator, has advised she will resign from her position at our Annual Branch Meeting.

Thank you to Frances for her years as Coordinator and also thanks to Deborah Wade-Marshall and Ernie Gobby who took on Coordinator responsibilities during the year when Frances was unable to attend to them.

Our Chairperson, Ernie Gobby, is also one of our volunteers. Additionally, the Mandurah Branch Treasurer Jean Bamford and Branch Secretary Denise Robinson are invaluable members of the team. I would like to say a big thank you to both of them for continuing in these roles.

Unfortunately, we haven't been able to attract any new volunteers this year. However, we are planning to make a focused effort to recruit a few over the next few months, after which we will consider resuming a five-day-a-week schedule.

Community Participation

Several volunteers attended information sessions convened by other organisations within the Mandurah community.

Seven volunteers attended the National Volunteer Week luncheon at Mandurah



Performing Arts Centre when they were able to network with many other local volunteer organisations. We may be banned next year as, for the third year in a row, a CAB volunteer took out the main raffle.

It should be noted that during our forced closure, our volunteers still assisted at the Courthouse two or three times per week. Thank you to those volunteers.

David Templeman MLA kindly agreed to host the JP during our closure and our volunteers assisted in his office each week to facilitate this important service. Thank you to the volunteers who kept this service going.

Conclusion

Despite being closed for longer than we had hoped, we still feel it has been a year of achievement providing access to the WA NILS

process and assisting with Tax Help. We feel that we have achieved our goals in reaching out to people who have needed our assistance either by face-to-face interviews or on the telephone.

We are also very pleased that we will have a CAB lawyer operating once a fortnight in our office from the beginning of August 2024.

With the assistance of CAB Head Office, another Mandurah Council grant was applied for and we are grateful to the City of Mandurah for awarding us a \$3000 grant to assist us. The branch will reapply in 2024-2025 for a further grant.

Francesca Cain
Mandurah Branch Coordinator

Midland Branch

About the Branch

Branch established:	1993
Telephone:	742
In person:	276
TOTAL:	1,018

General

The Midland branch are still located at Tuckers Arcade Shop 6, 4 Old Great Northern Highway.

2023/2024 has seen the Midland branch settle back into our normal hours of operation from Monday to Friday 9.00 am to 3.00 pm.

The Midland Branch celebrated our 30th Anniversary last September at a combined morning tea with Head Office in celebration of their 60th Anniversary.

Past and present Volunteers along with members of the community were invited to attend.

Statistics

Midland CAB provides legal appointments for Wills, EPAs, EPGs and Family Law every month with Samantha Gomez. We look forward to increasing this in the future with a Pro-Bono legal service.



We continue to provide Legal Aid WA Virtual Office appointments each Friday and this is well received by our clients.

Our JP service is conducted on Mondays between 10am and 1pm and hoping to have another JP service on Thursdays as well.

We also look forward to re-commencing Tax Help in 2025.

Advertising continues monthly through the local ECHO News to connect with the wider community.

Volunteers

We currently have 10 rostered volunteers.

We have two new volunteers in training and a prospective volunteer ready to start.

Additionally, we have seen resignations from two volunteers who have secured employment elsewhere.

Two more volunteers are set to receive training for assisting clients with Criminal Injuries Compensation claims.

To avoid office closures, we aim to have three volunteers scheduled per day.

Although we do not yet have a Coordinator, we are managing effectively with the support of acting Coordinator Sarah Clifford.

Conclusion

Our CEO is endeavouring to locate alternative accommodation as we are finding the present premises to be inadequate.

This winter the office has suffered water damage due to heavy rain storms which forced a two-week closure. There are still ongoing issues in this regard which we hope will be resolved in the near future.

Midland Branch Team

Rockingham Branch

About the Branch

Branch established:	1979
Telephone:	611
In person:	765
TOTAL:	1,376

General

Rockingham Branch is situated at Suite 4/14 Council Avenue, Rockingham. We currently have nine dedicated volunteers and may consider recruiting additional ones as needed. The branch operates Monday to Thursday from 9:00 am to 2:30 pm. Our office shares the building with Anglicare and Scales Community Legal Centre, allowing us to tap into their expertise when required.

Statistics

Legal Aid Virtual Office is available weekly on Thursday between 9am and 2pm. Each client has a 1 hour (free) appointment. On some occasions this could be a double appointment. Quite often we have a full schedule of 4 appointments, participants are usually very grateful for this service.

We are pleased to advise Simon Gourlay JP attends our office each Wednesday from 10am to 1pm.

Simon is restricted to Wills, EPA, EPGs, results are pleasing.

The Tax Help service did not proceed this year, as the ATO could not provide a volunteer to attend this office, thankfully CAB Kwinana and the Mandurah Library are providing a service, we have not received many enquiries.



Clients often wish to consult a CAB lawyer but are unable or unwilling to visit the Head Office. Based on information from our website, clients may mistakenly believe that lawyers are available at branch locations. Our JP has volunteered to provide pro bono legal services, limited to Wills, EPA, and EPG matters, pending approval from Head Office. We are currently seeking confirmation from Head Office on this arrangement.

Volunteers

Currently, the branch is well-supported with its team of nine dedicated volunteers, who are sufficient to meet our needs at this time. However, as our service demands evolve and grow, we anticipate the potential need to recruit additional volunteers in the future to ensure we continue to provide exceptional support and maintain our service standards.

Training

This year, we welcomed one new volunteer who has successfully completed our comprehensive training program. We are committed to ensuring that all volunteers are fully informed about the preliminary requirements for lodging an application. This includes providing clear guidelines and support to help them understand the necessary steps and documentation involved.



Community Participation

Street Hassle, in collaboration with the Rockingham City Council, will be hosting the Seniors Expo later this year. This event aims to provide valuable information and resources to the senior members of our community. Volunteers from our branch will be actively participating by staffing a dedicated stall, where they will assist attendees with inquiries and offer guidance on various services available to them.

Our team is committed to ensuring a positive and informative experience for all who visit our stall. We look forward to engaging with the community and providing support and information to help meet their needs.

Conclusion

We would like to extend our heartfelt thanks to everyone who has supported the Rockingham Branch this year. Our dedicated volunteers have been instrumental in assisting our clients and ensuring the smooth operation of our services.

We also appreciate the ongoing support from CAB Head Office, which has been invaluable in guiding and providing resources for our branch. Your commitment and assistance enable us to better serve our community and enhance the support we offer to those in need.

Thank you once again for your continued support and collaboration.

Rockingham Branch Team

Branch Contact & Service Information

Armadale

Address:
Shop 6, Armadale Plaza Shopping Centre
(10 Orchard Avenue),
ARMADALE WA 6112

Coordinator:
Sarah Clifford

Office Hours:
9.00am–3.00pm, Mon–Fri

Tel: (08) 9497 5311

Fax: (08) 9497 5344

Email: armadale@cabwa.com.au

Legal Service:
Alternate Wed by appointment

Tax Help:
July–October

WA NILS

Justice of the Peace:
Mon–Wed, 10.30am–1.00pm

Legal Aid Virtual Office:
Monday

Bunbury

Address:
1 Stirling Street or
PO Box 703,
BUNBURY WA 6230

Coordinator:
Maureen Briggs & Greg Blake

Office Hours:
9.00am–1.00pm, Mon, Wed, Thu

Tel: (08) 9721 6008

Fax: (08) 9721 8008

Email: bunbury@cabwa.com.au

WA NILS

Legal Aid Virtual Office:

Busselton

Address:
Unit G4, 19 Cammilleri Street or
PO Box 313,
BUSSELTON WA 6280

Coordinator:
Gai Macauley

Office Hours:
10.00am–1.00pm, Mon, Wed–Fri

Tel: (08) 9751 1199

Fax: (08) 9752 1764

Email: busselton@cabwa.com.au

Legal Service:
Fridays

Tax Help:
July–October

WA NILS

Legal Aid Virtual Office:
Wednesday

Fremantle

Address:
Shop GT22, 135 High Street,
Manning Arcade,
FREMANTLE WA 6160

Coordinator:
Sarah Clifford

Office Hours:
9.30am–3.00pm Mon–Thur, 9.00am–2.00pm Fri

Tel: (08) 9335 4522

Fax: (08) 9433 6061

Email: fremantle@cabwa.com.au

Legal Service:
CAB virtual appointments

WA NILS

Legal Aid Virtual Office:
Friday

Joondalup

Address: Lotteries House, Suite 5, 70 Davidson Terrace, JOONDALUP WA 6027
Coordinator: Diane Cook
Office Hours: 9.00am–3.00pm, Mon–Fri
Tel: (08) 9301 2833
Fax: (08) 9301 1414
Email: joondalup@cabwa.com.au
Legal Service: Mondays, alternate Tue, Wed, Fri
Tax Help: July–October
WA NILS
Legal Aid Virtual Office: Tuesday

Kwinana

Address: 2 Robbos Way <u>or</u> PO Box 516 KWINANA WA 6167
Coordinator: Melinda Mead
Office Hours: 10.00am–3.00pm, Mon–Wed
Tel: (08) 9439 1251
Fax: (08) 9439 4499
Email: bunbury@cabwa.com.au
Legal Service: CAB virtual appointments
Tax Help: July–October
WA NILS
Legal Aid Virtual Office: Tuesday

Mandurah

Address: Mewburn Centre 11 Sholl Street <u>or</u> PO Box 1326 MANDURAH WA 6210
Coordinator: Sarah Clifford
Office Hours: 9.00am–1.00pm, Tue–Fri
Tel: (08) 9535 3101
Fax: (08) 9584 8988
Email: mandurah@cabwa.com.au
Legal Service: Alternate Fridays
Tax Help: July–October
WA NILS
Justice of the Peace: Thu–Fri, 10.30am–12.00pm
Legal Aid Virtual Office: Wednesday

Midland

Address: Shop 6 Tuckers Arcade, 4 Old Great Northern Highway MIDLAND WA 6056
Coordinator: Sarah Clifford
Office Hours: 9.30am–3.00pm, Mon–Fri
Tel: (08) 9271 2500
Fax: (08) 9271 1643
Email: midland@cabwa.com.au
Legal Service: 2nd Wednesday of the month by appointment
WA NILS
Legal Aid Virtual Office: Monday

Perth

Address:
Level 1 & 4,
25 Barrack Street
PERTH WA 6000

Office Hours:
9.00am–4.00pm, Mon–Fri

Telephone Hours:
9.30am–4.00pm, Mon–Fri

Tel: (08) 9221 5711

Admin: (08) 9325 4217

Fax: (08) 9221 5356

Email: cab@cabwa.com.au

Legal Service:
Mon, Tue, Thu, Fri

Tax Help:
July–October

WA NILS

Justice of the Peace:
Mon–Fri

Criminal Injuries Compensation:
Thursday

Rockingham

Address:
Room 4,
14 Council Avenue
ROCKINGHAM WA 6168

Coordinator:
Ron Beurteaux

Office Hours:
9.30am–2.30pm, Mon–Thu

Tel: (08) 9527 6671

Fax: (08) 9527 1445

Email: rockingham@cabwa.com.au

Legal Service:
CAB virtual appointments

WA NILS

Justice of the Peace:
Wednesday

Legal Aid Virtual Office:
Thursday

Statistics

Statistics Summary

Client Enquiries 2023-2024

Perth	Interviews	Telephone	Total		2022-23
General	696	17,287	17,983		16,184
Legal	746		746		193
Tax Help	20		20		7
Justice of the Peace	8,305		8,305		7,616
Sub Total	9,767	17,287	27,054	27,054	24,000
Branches	Interviews	Telephone	Total		2022-23
Armadale	2,469	1,983	4,452		3,994
Bunbury	241	468	709		1,074
Busselton	264	239	503		603
Fremantle	775	1,191	1,966		1,607
Joondalup	388	1,859	2,247		2,365
Kwinana	291	256	547		361
Mandurah	2,895	724	3,619		3,941
Midland	276	742	1,018		1,011
Rockingham	765	611	1,376		1,668
Sub Total	8,364	8,073	16,437		16,624
Total	18,131	25,360	43,491	43,491	40,624

WA No Interest Loans 2023-2024

	Online only		2022-23
Perth	21		7
Armadale	138		104
Bunbury	5		10
Busselton	3		0
Fremantle	248		215
Joondalup	24		36
Kwinana	20		8
Mandurah	27		47
Midland	3		2
Rockingham	62		60
Total	551	551	489
Grand Total		44,042	41,113

Legal Advice

Perth and Branches 2023-2024

		2022-23
Civil	294	115
Criminal	15	36
Estate Matters	69	0
Family Law	418	345
Letters of Administration	63	68
Probate	59	63
Wills EPA EPG	1,279	1,162
Total	2,197	1,789

Documents Produced

2023-2024		2022-23
Family Court Documents	6	7
Enduring Power of Guardianship	343	292
Letters of Administration	57	59
Enduring Power of Attorney	390	312
Probate Affidavits and Other	14	34
Wills	569	434

Statistical Returns

Perth 2023-2024

Categories	Interviews	Telephone	Total	2022-23
1. Family & Personal	87	3,186	3,273	3,543
2. Money Matters	16	500	516	231
3. Housing & Property	50	1,974	2,024	1,939
4. Complaints & Ombudsman	4	357	361	1,112
5. Law	76	2,084	2,160	2,020
6. Government	38	672	710	1,181
7. Insurance	4	145	149	83
8. Estate Planning	293	6,643	6,936	3,521
9. Elder Matters	24	200	224	564
10. CAB Services	28	843	871	1,393
11. Mediation	0	137	137	315
12. Support 7 Counselling	8	56	64	27
13. Local & General Information	68	490	558	255
Total	696	17,287	17,983	16,184
Male	382	6,462	6,844	6,259
Female	313	10,343	10,656	8,992
Email	1	482	483	933

Branches 2023-2024

Categories	Interviews	Telephone	Total	2022-23
1. Family & Personal	426	1,204	1,630	1,599
2. Money Matters	441	571	1,012	1,097
3. Housing & Property	288	627	915	885
4. Complaints & Ombudsman	83	142	225	191
5. Law	1,938	894	2,832	2,852
6. Government	2,307	785	3,092	2,780
7. Insurance	21	80	101	111
8. Estate Planning	1,402	2,755	4,157	4,411
9. Elder Matters	107	90	197	178
10. CAB Services	219	270	489	688
11. Mediation	6	36	42	57
12. Support 7 Counselling	62	37	99	83
13. Local & General Information	1,064	582	1,646	1,756
Total	8,364	8,073	16,437	16,688
Male	3,777	2,643	6,420	6,734
Female	4,526	5,296	9,822	9,866
Email	61	134	195	88

Statistical Returns Explanatory Detail

Perth and Branches Combined 2023-2024

Categories	Interviews	Telephone	Total	2022-23
1. Family & Personal				
(a) Divorce	185	1,298	1,483	2,928
(b) Children's matters	110	987	1,097	694
(c) Property Settlement	137	1,592	1,729	1,175
(d) Child support	18	86	104	45
(e) Court processes	37	222	259	163
(f) Domestic violence	26	205	231	137
Total	513	4,390	4,903	5,142
2. Money Matters				
(a) Financial hardship	56	325	381	289
(b) Bankruptcy	4	42	46	15
(c) Investment/Superannuation	89	172	261	331
(d) Mortgage/Loans	45	126	171	75
(e) Taxation (personal, land, stamp duty)	33	85	118	127
(f) NILS	230	321	551	491
Total	457	1,071	1,528	1,328
3. Housing & Property				
(a) Neighbour dispute	121	1,290	1,411	833
(b) Tenancy (tenant)	67	347	414	794
(c) Tenancy (landlord)	29	152	181	591
(d) Strata matters	30	222	252	175
(e) Real estate/building	59	528	587	390
(f) Homelessness	32	62	94	41
Total	338	2,601	2,939	2,824
4. Complaints & Ombudsman				
(a) Financial institution	7	33	40	516
(b) Telco	6	18	24	499
(c) Medical	5	68	73	42
(d) Legal Service	15	51	66	26
(e) Government department	13	85	98	66
(f) Education	5	48	53	10
(g) Other	36	196	232	144
Total	87	499	586	1,303

continued over

Statistical Returns Explanatory Detail

Perth and Branches Combined 2023-2024

Categories	Interviews	Telephone	Total	2022-23
5. Law				
(a) Consumer issues	77	641	718	742
(b) Restraining orders	41	229	270	422
(c) Traffic offences	59	345	404	507
(d) Criminal spent conviction	62	356	418	237
(e) Contract dispute	18	221	239	382
(f) Employment issues	30	264	294	159
(g) Small/General claim	28	184	212	151
(h) Other	1,699	738	2,437	2,272
Total	2,014	2,978	4,992	4,872
6. Government				
(a) Centrelink	30	61	91	342
(b) Concession cards	32	12	44	53
(c) Justice of the Peace	2,145	1,170	3,315	3,070
(d) Local councils	14	58	72	292
(e) Passport/ID	32	42	74	58
(f) Migration & Visa enquiries	92	114	206	146
Total	2,345	1,457	3,802	3,961
7. Insurance				
(a) Medical	4	13	17	10
(b) Personal injury	7	51	58	44
(c) Property damage	2	46	48	41
(d) Workers Compensation	4	29	33	20
(e) Insurance dispute	8	86	94	79
Total	25	225	250	194
8. Estate Planning				
(a) Making a Will	765	4,554	5,319	3,911
(b) Challenging a Will	69	581	650	395
(c) Applying for Probate	287	1,637	1,924	1,432
(d) Applying for LOA	143	1,463	1,606	914
(e) Power of Attorney	294	881	1,175	944
(f) Power of Guardianship	137	282	419	336
Total	1,695	9,398	11,093	7,932

continued over

Statistical Returns Explanatory Detail

Perth and Branches Combined 2023-2024

Categories	Interviews	Telephone	Total	2022-23
9. Elder Matters				
(a) Retirement village	10	33	43	515
(b) Nursing home	11	37	48	34
(c) Advanced Health Directive	49	47	96	67
(d) Elder abuse	30	107	137	65
(e) Carer	12	36	48	31
(f) At home services	19	30	49	30
Total	131	290	421	742
10. CAB Services				
(a) Information/Brochures	95	323	418	778
(b) Legal service query	67	340	407	853
(c) Cancel appointment	0	160	160	94
(d) Document status	46	157	203	168
(e) Purchase kits	37	24	61	97
(f) Criminal injuries compensation	2	109	111	91
Total	247	1,113	1,360	2,081
11. Mediation				
(a) Family	3	93	96	183
(b) Community	1	30	31	139
(c) Commercial	0	7	7	6
(d) General query	2	43	45	44
Total	6	173	179	372
12. Support 7 Counselling				
(a) Mental health issue	35	38	73	61
(b) Grief	5	26	31	11
(c) Social isolation	7	7	14	10
(d) Drug, alcohol, gambling addiction	3	5	8	8
(e) Food, emergency relief, accommodation	20	17	37	20
Total	70	93	163	110
13. Local & General Information				
(a) General	1,132	1,072	2,204	2,011
Total	1,132	1,072	2,204	2,011
Grand Total	9,060	25,360	34,420	32,872



Auditor's Report

Treasurer's and Auditor's Report

Barbara Kwiecien

Secretary, Board of Management

Treasurer's and Auditor's Reports

(For simplicity of presentation, the figures in this summary have been rounded to the nearest thousand)

The Audited Financial Statements

The Treasurer's position at Citizens Advice Bureau Inc (WA) ("CAB") is presently vacant. As Secretary to the Board, I have taken the responsibility of presenting the Financial Report for the year ended 30 June 2024.

CAB has circulated the Association's Financials to its Members prior to the Annual General Meeting, giving the Members the opportunity for informed discussion at that meeting.

The audited Financial Statements comply with the relevant Australian Accounting Standards and form part of CAB's Annual Report, and are available on our website.

The financial year 2023-2024 (FY) has been a year of continuous improvement to adapt and innovate as CAB focused on targeting existing and emerging areas of legal need, and service quality delivery to clients.

This report focuses on the quality of our financial performance rather than the quantity of profits, as our mission emphasises the impact we make on our community and clients.

Independent Auditor's Report

I would like to express my appreciation to the Auditors for their professional assistance and advice in reviewing and auditing this year's financials. I bring to your attention Note 1 in the Notes to the Financial Statements that summarises the significant accounting policies that underpin these Financials.

I also invite Members to review the Auditor's report for their confirmation of CAB's Financial Statement for the year.

Statement of Financial Performance

This Statement presents two sets of figures, one for the Perth office and the other as a Consolidated figure, which summarises the Perth and all our Branch financials. Although most of the income and expenses are reflected in the "Perth" columns. This report focuses on the consolidated results.

Statement of Financial Performance – Consolidated

The consolidated figures for FY2024 present a profit reflective of our commitment to continue providing quality legal service at affordable cost.

The revenue from legal fees remains steady, however mediation revenue has delivered a positive result producing, a solid increase from FY2023.

Total Revenue for FY2024 is up against FY2023 total revenue merits to the increment in grants income from Department of Communities, Department of Justice and securing Law Society's Public Purpose Trust funding in current reporting period.

I want to emphasise that CAB remains financially stable, with profit in FY2024 reflects our transition to modernise the organisation to be well positioned for a sustainable future.

Consolidated Statement of Financial Position

This year has focused on delivering a quality service at affordable cost. With a stable workforce, CAB has concentrated its efforts on delivering our services at all CAB branches, and all grants have been acquitted.

CAB is in a strong financial position, with a substantial cash resource and no outstanding debts outside of normal trading items. With our commitment to quality Information and Referral, Legal and Mediation Services we are confident in our ability to continue making a profound difference in the lives of those clients we serve.

The Future

CAB emerges from a few challenging years with a strong cash base, no debt and a stable volunteer and staffing base.

Importantly, CAB secured government funding for our services from WA Department of Communities until 2028 and WA Department of Justice to 2025.

CAB thanks John Hoo, our Finance Coordinator for preparation of these financials.

Thanks also goes to the new CEO, Dion Dosualdo and his staff who have done an excellent job in supporting CAB.

Barbara Kwiecien
Secretary, Board of Management

CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)
ABN 60 748 943 170

STATEMENT BY THE BOARD OF MANAGEMENT

In the opinion of the Board of Management of the Citizens Advice Bureau of Western Australia (Inc):

- (i) The Bureau is not a reporting entity and therefore there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements in the preparation of this financial report.

The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1;

- (ii) The accompanying financial report presents fairly the financial position of the Bureau as at 30 June 2024 and the results of its operations and cash flows for the year then ended in accordance with accounting policies described in note 1 to the financial statements;
- (iii) The operations of the Bureau have been carried out in accordance with its Constitution; and
- (iv) At the date of this statement, there are reasonable grounds to believe that the Bureau will be able to pay its debts as and when they fall due.

Signed in accordance with a resolution of the Board of Management by:



Rob Lilley
President



Barbara Kwiecien
Secretary

Dated this 21st day of October 2024



AUDITOR'S INDEPENDENCE DECLARATION TO THE MEMBERS OF CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA INC.

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the Board of Citizens Advice Bureau of Western Australia Inc.. As the audit principal for the audit of the financial report of Citizens Advice Bureau of Western Australia Inc. for the year ended 30 June 2024, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024 there have been no contraventions of:

- the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- any applicable code of professional conduct in relation to the audit.

A handwritten signature in blue ink that reads 'AMW Audit'.

AMW AUDIT
Chartered Accountants

A handwritten signature in blue ink that reads 'M. Shone'.

MARTIN SHONE
Principal

Dated at Perth, Western Australia this 22nd day of October 2024.

CONSOLIDATED STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2024

	Note	Consolidated		Perth	
		2024	2023	2024	2023
		\$	\$	\$	\$
REVENUE					
Donations		5,004	5,702	3,158	4,348
Grants	3	1,210,384	949,788	1,210,384	938,415
Interest received		6,161	2,470	6,161	2,449
Legal fees	4	340,973	354,659	340,712	353,337
Membership fees		1,195	980	825	750
Mediation revenue		34,789	27,183	34,789	27,163
Other income		187	3,724	167	2,280
Sale of resource material		3,647	5,381	1,397	2,981
TOTAL REVENUE		1,602,340	1,349,887	1,597,593	1,331,723
EXPENSES					
Administrative Expenses		264,879	341,517	425,356	484,845
Depreciation and Amortisation Expenses		192,628	207,624	110,650	130,584
Employee Benefits Expenses		914,323	739,749	910,431	736,073
Motor Vehicle Expenses		21,964	9,588	21,964	9,588
Rental Expense		127,437	135,273	85,492	76,154
Repairs and Maintenance Expense		13,646	13,077	10,995	6,461
Volunteer Expenses		55,237	56,104	33,743	34,799
TOTAL EXPENSES		1,590,114	1,502,932	1,598,631	1,478,504
NET PROFIT/(LOSS)		12,226	(153,045)	(1,038)	(146,781)

The accompanying notes form part of these financial statements

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at 30 June 2024

	Consolidated		Perth	
	2024	2023	2024	2023
	\$	\$	\$	\$
ACCUMULATED FUNDS				
Retained earnings	486,914	524,688	462,177	513,215
Asset replacement reserve	250,000	200,000	250,000	200,000
	736,914	724,688	712,177	713,215
Represented by:-				
CURRENT ASSETS				
Cash and cash equivalents	748,225	699,727	712,783	679,621
Trade and other receivables	620	570	620	570
Prepayments	41,269	27,070	41,269	27,070
	790,114	727,367	754,672	707,261
NON-CURRENT ASSETS				
Plant and equipment				
Cost	560,408	560,408	524,151	524,151
Accumulated depreciation	(492,034)	(458,595)	(456,771)	(425,231)
Right-of-use assets (AASB 16)				
Cost	1,643,650	1,606,776	887,263	887,263
Accumulated amortisation	(1,006,518)	(847,329)	(412,609)	(333,500)
Bond for Branches	13,896	16,896	13,896	16,896
	719,402	878,156	555,930	669,579
TOTAL ASSETS	1,509,516	1,605,523	1,310,602	1,376,840
CURRENT LIABILITIES				
Payables	29,765	30,245	29,764	30,246
Provision for employee entitlements	31,362	13,977	31,362	13,977
Lease liability	151,148	150,265	78,560	75,854
Income received in advance	22,740	28,990	22,740	28,990
	235,015	223,477	162,426	149,067
NON-CURRENT LIABILITIES				
Lease liability	537,587	657,358	435,999	514,558
	537,587	657,358	435,999	514,558
TOTAL LIABILITIES	772,602	880,835	598,425	663,625
NET ASSETS	736,914	724,688	712,177	713,215

The accompanying notes form part of these financial statements

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2024

Consolidated	Accumulated Funds \$	Asset Replacement Reserve \$	Total \$
Balance at 30 June 2022	713,626	150,000	863,626
Loss for the year	(153,045)	-	(153,045)
Transfers to/(from) reserves	(50,000)	50,000	-
Adjustments	14,107	-	14,107
Balance at 30 June 2023	524,688	200,000	724,688
Profit for the year	12,226	-	12,226
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2024	486,914	250,000	736,914

Perth	Accumulated Funds \$	Asset Replacement Reserve \$	Total \$
Balance at 30 June 2022	709,996	150,000	859,996
Loss for the year	(146,781)	-	(146,781)
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2023	513,215	200,000	713,215
Loss for the year	(1,038)	-	(1,038)
Transfers to/(from) reserves	(50,000)	50,000	-
Balance at 30 June 2024	462,177	250,000	712,177

The accompanying notes form part of these financial statements

CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 30 June 2024

	Note	Consolidated		Perth	
		2024	2023	2024	2023
		\$	\$	\$	\$
Cash flows from operating activities					
<i>Payments</i>					
Wages and salaries		(858,317)	(1,016,974)	(858,317)	(1,016,974)
Suppliers		(511,736)	(489,414)	(605,025)	(509,545)
<i>Receipts</i>					
User charges		370,707	373,162	370,076	371,590
Interest received		6,161	2,470	6,161	2,449
Other		8,838	14,807	4,722	9,609
<i>Cash flows from government</i>					
Receipts from appropriations / grants		1,216,735	955,628	1,210,334	903,317
Net cash generated/(used in) from operating activities	5(b)	<u>232,388</u>	<u>(160,321)</u>	<u>127,951</u>	<u>(239,554)</u>
Cash flows used in investing activities					
Payments for purchase of plant and equipment		<u>-</u>	<u>(4,695)</u>	<u>-</u>	<u>(3,055)</u>
Net cash used in investing activities		<u>-</u>	<u>(4,695)</u>	<u>-</u>	<u>(3,055)</u>
Cash flows used in financing activities					
Lease payments		<u>(183,890)</u>	<u>(173,444)</u>	<u>(94,789)</u>	<u>(97,521)</u>
Net cash used in investing activities		<u>(183,890)</u>	<u>(173,444)</u>	<u>(94,789)</u>	<u>(97,521)</u>
Net increase/(decrease) in cash held		48,498	(338,461)	33,162	(340,130)
Cash at the beginning of the financial year		<u>699,727</u>	<u>1,038,188</u>	<u>679,621</u>	<u>1,019,751</u>
Cash at the end of the financial year	5(a)	<u>748,225</u>	<u>699,727</u>	<u>712,783</u>	<u>679,621</u>

The accompanying notes form part of these financial statements

Notes to the Financial Statements
For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICY INFORMATION

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements:

(a) These consolidated special purpose financial statements have been prepared in accordance with the requirements of Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 2015 (WA)*, and the following Australian Accounting Standards:

AASB 101	Presentation of Financial Statements
AASB 107	Statement of Cash Flows
AASB 108	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1048	Interpretation of Standards
AASB 1054	Australian Additional Disclosures
AASB 16	Leases
AASB 124	Related Party Disclosures

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accrual basis and is based on historical costs. It does not take into account changing money values, or except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

(b) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

(c) Trade and other receivables

Trade and other debtors include amounts due from members as well as amounts receivable from customers for goods sold. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment.

(d) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost less accumulated depreciation and impairment losses. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying

1. MATERIAL ACCOUNTING POLICY INFORMATION (Continued)

(d) Property, Plant and Equipment (continued)

amount is written down immediately to the estimated recoverable amount and impairment losses are recognised in profit or loss. A formal assessment of recoverable amount is made when impairment indicators are present.

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

Plant and equipment is depreciated on a diminishing value basis over the expected useful life of the asset commencing from the time asset is held ready for use. The depreciation rates used for plant and equipment is 20% to 40%.

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

(e) Trade and other payables

These amounts represent liabilities for goods and services provided to the Bureau prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

(f) Revenue

Operating Grants, Donations and Bequests

When the Bureau receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Bureau:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Bureau:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (e.g. AASB 9, AASB 16, AASB 116 and AASB 138)
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer)
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

If a contract liability is recognised as a related amount above, the Bureau recognises income in profit or loss when or as it satisfies its obligations under the contract.

Notes to the Financial Statements
For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICY INFORMATION (Continued)

(f) Revenue (continued)

Capital Grant

When the Bureau receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The Bureau recognises income in profit or loss when or as the Bureau satisfies its obligations under terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

(g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from or payable to the ATO, are presented as operating cash flows included in receipts from customers or payments to suppliers.

(h) Leases

At inception of a contract, the Bureau assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Bureau where the Bureau is a lessee. However all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Bureau uses the incremental borrowing rate. Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as.

1. MATERIAL ACCOUNTING POLICY INFORMATION (Continued)**(h) Leases (continued)**

any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest.

Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Bureau anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

(i) Employee Benefits***Short-term employee benefits***

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

The Bureau's obligations for short-term employee benefits such as wages and salaries are recognised as part of current trade and other payables in the statement of financial position.

(j) Principles of Consolidation

The consolidated financial statements incorporate the assets and liabilities of both the Perth Office and its branches as at 30 June 2024 and the results of these entities for the year then ended. All interbranch balances and transactions and unrealised profits arising within the consolidated entity are eliminated in full. Consistent accounting policies are employed in the preparation and presentation of the consolidated financial statements.

(k) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year. When the Bureau retrospectively applies an accounting policy, makes a retrospective restatement of items in the financial statements or reclassified items in the financial statements, a third statement of financial position as at the beginning of the preceding period in addition to the minimum comparatives financial statements is presented.

(l) Critical Accounting Estimates and Judgements

The Board evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Bureau.

Key estimates

- (i) Useful lives of property, plant and equipment
As described in Note 1(d), the Bureau reviews the estimated useful lives of property, plant and equipment at the end of each annual reporting period.

Key judgements

- (i) Lease term and Option to Extend under AASB 16
The lease term is defined as the non-cancellable period of a lease together with both periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the

Notes to the Financial Statements
For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICY INFORMATION (Continued)

(I) Critical Accounting Estimates and Judgements (continued)

lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the Bureau will make. The Bureau determines the likeliness to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the Bureau.

(ii) Employee benefits

For the purpose of measurement, AASB 119: Employee Benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the Bureau expects that most employees will not use all of their annual leave entitlements in the same year in which they are earned or during the 12-month period that follows (despite an informal internal policy that requires annual leave to be used within 18 months), the directors believe that obligations for annual leave entitlements satisfy the definition of other long-term employee benefits and, therefore, are required to be measured at the present value of the expected future payments to be made to employees.

2. INCOME TAX

The Bureau is exempt from income tax in accordance with the provisions of Section 50-5 of the Income Tax Assessment Act 1997.

Notes to the Financial Statements
For the year ended 30 June 2024

	Consolidated		Perth	
	2024	2023	2024	2023
	\$	\$	\$	\$
3. GRANTS				
Department of Communities	693,771	646,049	693,771	646,049
The Law Society of Western Australia	117,500	-	117,500	-
Local Government grants	2,400	21,043	2,400	13,200
Lotterywest	-	-	-	-
Department of Justice (LCT)	314,970	156,334	314,970	156,333
Department of Justice (Mediation)	78,743	122,833	78,743	122,833
Other	3,000	3,529	3,000	-
	<u>1,210,384</u>	<u>949,788</u>	<u>1,210,384</u>	<u>938,415</u>

In addition to the cash grants received from Local Government sources, the Bureau also receives considerable tangible support from Councils of a non-cash nature including the use of rent-free premises for some branches.

4. LEGAL SERVICES

Booking fees received representing a nominal fee charged to persons attending the Bureau to receive legal advice	61,878	64,356	61,617	63,034
Income received from the preparation of simple legal documents	<u>279,095</u>	<u>290,303</u>	<u>279,095</u>	<u>290,303</u>
	<u>340,973</u>	<u>354,659</u>	<u>340,712</u>	<u>353,337</u>

In a number of cases clients are provided the services for no fee or a reduced fee.

Notes to the Financial Statements
For the year ended 30 June 2024

	Consolidated		Perth	
	2024	2023	2024	2023
	\$	\$	\$	\$

5. NOTES TO THE STATEMENT OF CASHFLOWS

(a) Reconciliation of cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market investments, net of outstanding bank overdraft. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

Cash at bank and on hand	748,225	699,727	712,783	679,621
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(b) Reconciliation of net cash provided by operating activities to net (loss)/profit for the year

Net (loss)/profit for the year	12,226	(153,046)	(1038)	(146,781)
Depreciation and amortisation	192,628	207,624	110,650	130,584
Interest expense	28,129	29,908	18,935	21,450
Movements in assets and liabilities				
Receivables	(50)	(562)	(50)	(562)
Prepayments and other assets	(11,199)	(18,108)	(11,199)	(18,108)
Payables and accruals	(481)	(33,365)	(482)	(33,365)
Provision for employee entitlements	17,385	(183,112)	17,385	(183,112)
Income in advance	(6,250)	(9,660)	(6,250)	(9,660)
Net cash from operating activities	232,388	(160,321)	127,951	(239,554)

6. KEY MANAGEMENT PERSONNEL COMPENSATION

Remuneration paid to the key management personnel in respect of management of the affairs of the Bureau are as follows:

Key management personnel compensation	143,348	77,760	143,348	77,760
	<u>143,348</u>	<u>77,760</u>	<u>143,348</u>	<u>77,760</u>

7. RELATED PARTIES

(a) Main related parties

The Bureau's main related parties includes the key management personnel identified at Note 6.

Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

Notes to the Financial Statements
For the year ended 30 June 2024

7. RELATED PARTIES

(b) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

There were no transactions between related parties for the reporting period.

8. AUDITOR'S REMUNERATION

The Board appointed AMW (Audit) Pty Ltd as external auditor for the year ended 30 June 2024 and 30 June 2023.

	Consolidated		Perth	
	2024	2023	2024	2023
Audit of Financial Statements	8,200	8,100	8,200	8,100
Other Services	1,500	-	1,500	-
	<u>9,700</u>	<u>8,100</u>	<u>9,700</u>	<u>8,100</u>

9. CAPITAL COMMITMENTS

There were no capital commitments as at 30 June 2024.

10. CONTINGENCIES

There are no contingencies at reporting date.



INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA INC.

Opinion

We have audited the financial report of Citizens Advice Bureau of Western Australia Inc. (the "Association") which comprises the consolidated statement of financial position as at 30 June 2024, consolidated statement of financial performance, consolidated statement of changes in equity and the consolidated statement of cash flows for the year ended on that date, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the Board of Management.

In our opinion, the accompanying financial report of the Association's is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2024 and of its financial performance and cash flows for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Board for the Financial Report

The Board is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 of the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The Board's responsibility also includes such internal control as the Board determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatements, whether due to fraud or error.

In preparing the special purpose financial report, the Board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

The Board is responsible for overseeing the Association's financial reporting process.

**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Independence

We confirm that the independence declaration required by the ACNC Act, which has been given to the Board of Citizens Advice Bureau of Western Australia Inc., would be in the same terms if given to the Board as at the time of this auditor's report.

A handwritten signature in blue ink that reads 'AMW Audit'.

AMW AUDIT

Chartered Accountants

A handwritten signature in blue ink, appearing to be 'MSH'.

MARTIN SHONE

Principal

Dated at Perth, Western Australia this 22nd of October 2024.



22 October 2024

The Board of Management
Citizens Advice Bureau of WA Inc.
Level 1, 25 Barrack Street
PERTH WA 6000

Dear Board Members,

MANAGEMENT LETTER

We advise that we have recently completed the audit of Citizens Advice Bureau of Western Australia Inc. for the year ended 30 June 2024.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. While our procedures are designed to identify any material weaknesses and detect misstatements from fraud and error, there is an unavoidable risk that even some material misstatements may remain undiscovered. This unavoidable risk is due to the test nature and other inherent limitations of an audit, together with the inherent limitations of any accounting and internal control system.

Apart from the audit adjustments that we have already communicated and have been acknowledged in the representation letter, we have no matters to report to you arising from our audit.

If you would like to discuss any matter in relation to the audit, please do not hesitate to contact us.

We would like to take this opportunity to thank you and John Hoo for assisting us with our queries to enable us to finalise the audit.

Yours sincerely

AMW AUDIT

Chartered Accountants

A handwritten signature in black ink, appearing to read 'M. Shone'.

MARTIN SHONE

Principal



Contact

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