

## Message from the President

Despite Australia having some shaky and uncertain moments, Western Australia seems to be progressing from strength to strength. CAB is also progressing from strength to strength with the Perth Office and Branches all now open and providing our normal services to the communities that we operate in. This is largely due to Kathryn and her team, the Branch Coordinators and our wonderful volunteers. Thank you to all for your dedication and organisation to ensure that the offices can operate in a safe manner.

In the wake of COVID-19 CAB has had to instigate some changes in the way we provide our services. We have an “on-line shop” and some services which use the internet to provide the service. The use of on-line services has reached another community of people and we will continue to offer these services to address the community need.

Another change is that some of our Branch offices will need to relocate as the existing leases will no longer be available. Midland has already relocated to a wonderful new location within an arcade across from our previous office. Armadale’s lease will no longer be available and new premises are being sought. We are also entering our reporting season and I look forward to meeting our branches at their respective AGMs.

As the State Government relaxes the operational guidelines, CAB is working within these parameters, providing services to an increased audience. At the forefront is that we must still maintain the social distancing and ensure that everyone, staff and volunteers and clients remain safe. We must remain flexible and able to respond to any changes that may be needed in light of the developments in the Eastern States. Thank you again for your support, your flexibility and your loyalty. Until next time, please stay safe.

Best wishes,

Barbara Kwiecien  
President  
Board of Management





## **Message from the CEO**

Hello and welcome to our winter newsletter, I just wanted to quickly update everyone on what's been happening over the last couple of months.

As you know we closed our offices during the worst of COVID to keep our volunteers, staff and clients safe.

We re-opened to the public on the 8<sup>th</sup> of June and since that time we have been back to our usual busy selves. Most of our volunteers were happy to return and we're all following strict safety plans, so far, so good.

While we were closed we introduced a few new ways of accessing our services, including a new on-line shop and a dedicated email address for clients to ask questions. These new services are still continuing and they are run alongside our traditional services.

Our Midland Branch has moved offices and considering how horrible it is to move house it went surprisingly smoothly. We moved to Unit 6, Tucker Arcade, 4 Old Great Northern Highway which is just opposite our old premises. Big thanks to Garry, Elena and the Midland volunteers (and their children!) for their help in moving and setting up. We opened on the 13<sup>th</sup> of July and it has been really busy. We are also negotiating new premises for our Armadale office as their current building is being demolished. We have found the perfect location in the Armadale Central Shopping Centre so keep an eye out for updates about this.

A huge thank you to all CAB's staff and volunteers, including the board of management, for their hard work and cooperation during this unique time. As an organisation we have done incredibly well in managing to keep everyone safe while still providing extraordinary services to the community. I am so proud to be associated with CAB and look forward to what the rest of 2020 holds in store.

Best wishes,

Kathryn Lawrence

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## **Life Membership**

Did you know that if you are a financial member of CAB, under section 13 (2) (d) of CAB's Rules of Association, you can nominate another member to be awarded an Honourary Life Membership. If you believe a member has contributed substantially to CAB over a long period of time then please contact Kathryn for further information at [ceo@cabwa.com.au](mailto:ceo@cabwa.com.au).

Nominations need to be in writing and the board needs to receive two written nominations for a member before considering them for honorary life membership.

Honorary Life Member: The Annual General Meeting may, on the recommendation of the Board of Management appoint a Member who has rendered long and/or outstanding service to the Association, to be an Honorary Life Member. At any one time, there shall be no more than ten (10) Honorary Life Members.

- i. The Board of Management may consider such a proposal for Honorary Life Membership upon receipt of a request in writing from at least two financial Members setting out the reasons for considering such an appointment.
- ii. The Board of Management must not only take into account the Member's long service to the Association but also the Member's outstanding service or contribution to the Association.

Currently CAB has five life members.



Our new Midland officefront. Come check us out soon!

## Staff Profile - Daniel Pritchard

Daniel has been with CAB in a variety of roles for the past four years, and with his new unrestricted practising certificate that he obtained recently we caught up with him to ask about his experiences at CAB.

*When did you start working at CAB - how has your role changed throughout the years?*

**Daniel:** My role has changed pretty dramatically from when I first started with CAB. I first started at CAB in 2016 as a volunteer in mediation while I was studying at university for my Bachelor of Law. I later volunteered as a paralegal, then after finishing university, I started working as a paralegal and then as a lawyer once I was admitted in 2018. I've now finished my two years of supervised practice and can practise as an unrestricted practitioner.



*What are some of the more interesting legal issues you've had to deal with while at CAB?*

**Daniel:** Given the diversity of clients we see at CAB, I've dealt with a range of differing legal issues in my time here. I find most of the work I do here interesting and each client will have an interesting aspect to their legal issue, whether that's the relevant law itself or the client's factual circumstances. Some of the interesting legal issues I've had recently include an application for Probate made on the basis that the Will of the deceased was made impliedly in contemplation of divorce and a family law client seeking to relocate internationally with the children.

*You recently became an unrestricted legal practitioner - what does that mean now?*

**Daniel:** When new lawyers are admitted, they have a restriction placed on their practising certificate which requires them to undergo a period, typically two years, of restricted legal practice. Restricted legal practice means that you can only work as a lawyer with supervision from an experienced lawyer, in my case; Selva. After the required period of supervised practice is completed, you can apply to the Legal Practice Board to have the restriction removed so that you can practice without supervision. My restriction was removed in April 2020 which means I can practice without needing supervision from Selva (although I still intend to ask her all of the stupid questions which pop into my head). Another benefit of being unrestricted is that I now have very weak telepathic powers.

*What is next for you in your career - do you have any specific areas of law you'd like to focus more on, or expand into?*

**Daniel:** I enjoy the areas of law which I practice at CAB and so would like to consolidate on these areas as well as expand into areas which have a strong nexus with these areas. The more I learn about the law, the more I realise how much there is to know and how little of that I know myself. I find that I learn something new every other day while at CAB, so for the

moment I'm just trying to develop a deeper knowledge of the areas of law which I'm already familiar with. Eventually though, I would like to learn more about some of the other areas of law which intersect with the areas of law we predominantly give advice on.

*I hear you're providing new legal services at Kwinana, Rockingham & Joondalup - what services are you providing?*

**Daniel:** I'm very excited to start going to some of our branches. I will be providing legal advice for Family Law, Probate, LOA, Wills EPA EPG and Estate, the same as I have been doing at head office. This will also include being able to open a file and draft certain documents for clients such as Wills, Applications for Probate or Letters of Administration or some Family Court documents. I also have a car battery charger in my boot so if anyone needs to charge their car battery I could probably do that too.

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## **CAB News**

As mentioned earlier, our branches have all reopened now after the closure in the midst of the COVID-19 pandemic. Everything is getting back to normal, with visiting lawyers and other services starting up again this month. Each CAB Branch has a COVID-19 Phase 4 Safety Plan that it is following to ensure the safety of volunteers, staff and clients.

CAB is currently in the process of changing its Occupational Safety & Health Procedures as well to ensure that the workplace is kept safe. These changes are still being worked on, but once we have created and started using these new procedures all volunteers will be given training on how to effectively implement and utilise them.

As mentioned above, Daniel will start providing visiting lawyer services to the Kwinana, Rockingham and Joondalup branches! He'll be in those branches according to the following schedule:

- Joondalup: Every 2nd Wednesday, starting from the 15th of July
- Kwinana: Every 4th Wednesday, starting from the 5th of August
- Rockingham: Every 4th Wednesday, starting from the 22nd of July

CAB's Midland Branch moved just a few weeks ago at the start of July. Our new address is Unit 6, Tucker Arcade, 4 Old Great Northern Highway.

Justice of the Peace services have come back as well, so they will become more available throughout the branches as time goes on. Please make sure to call your local branch to check if a Justice of the Peace is available before attending.

We also have some new fact sheets, developed by Selva Stenross, our Principal Solicitor. We have fact sheets on [Family Violence Restraining Orders](#), [Violence Restraining Orders](#), the [difference between the two](#), and a fact sheet on the [interaction between Family Law and Succession Law](#) developed in collaboration with WA Family Law Pathways Network. Thanks very much to Selva for her hard work in developing these fact sheets!

Each CAB Branch will be having their individual Annual General Meetings in the next few months as well - so if you are a financial member of CAB, keep an eye out for those so that you can have your say in the future of your Branch!

CAB will also be providing some training sessions in the upcoming months, with New Volunteer Training being provided on the 7th & 11th of August for Perth Metropolitan volunteers, and 20th & 21st of August for Bunbury & Busselton volunteers. There is also a training session on how to build an inclusive workplace which will be hosted by CAB on September 4th. Places are limited, so if you'd like to attend, please email [manager@cabwa.com.au](mailto:manager@cabwa.com.au) about attending this workshop.



## Volunteer Highlight

Birute is an experienced Mediation Admin Volunteer who comes to the Perth Branch on Wednesdays, with nearly 3 years of experience. We asked her a few questions about her experience volunteering at CAB.

*Do you find working for CAB to be fulfilling and worthwhile? Can you tell us what you enjoy the most?*

**Birute:** What I enjoy most about volunteering is that CAB is a service that cares about the people in the community and is valued by the community. CAB also gives me the opportunity to use my skills as part of their service delivery.

*What did you do before volunteering at CAB?*

**Birute:** Before I volunteered at CAB, my experience was in the not for profit sector for 20 plus years. I held management roles with skills in organisational development, marketing and fundraising across a range of service delivery. My last role was at the State Library of Western Australia Foundation for four years, but other organisations have included; community and aged care, the natural environment, and youth development. So, I feel I have a variety of skills and knowledge to bring to my volunteer work at CAB.

*What do you like most about working in the Mediation Service?*

**Birute:** I like the direct client contact when we are taking enquiries, booking client appointments or greeting clients as they come in for appointments.

The Mediation processes and the volunteer admin roles are organised efficiently, and I feel well supported by Donna, the Mediation Coordinator. This helps when we are faced with clients who are going through extremely difficult situations, and we are able to provide information about the Mediation process without getting emotionally involved. We are always aware of our boundaries. I've also learned additional data management skills which is necessary for all the administration tasks required in the role.

Other aspects I enjoy are the association with the Mediators and providing them with on-the-day assistance. I've also been involved in training new Mediation Admin volunteers.

*What type of information do you find clients to be most in need of, in your experience?*

**Birute:** Clients enquire about the Mediation service for a number of reasons. Mostly it is couples who have ended a relationship and want to discuss a parenting plan or how to divide their assets. Sometimes it is because neighbours are in dispute about a dividing wall. The idea is they come to Mediation to resolve issues and agree a way forward that suits both parties.

Clients have often been referred to the service through their legal advice. When they call us we explain the Mediation process, the timeframe and the costs. We also walk them through what to expect in the individual Pre-Mediation appointments and when both parties attend Mediation together so that clients can visualise themselves on that journey. Sometimes clients can feel uncomfortable about being in the same space as the person they are going to be in Mediation with, but we can assure them accommodations can be made for their individual needs. We often find that once the processes are explained the clients are much more comfortable with engaging with the Mediation process.

*Do you see yourself volunteering for CAB into the future?*

**Birute:** I would think so! I've been with CAB for almost 3 years now and after COVID-19 caused us all to shut down for a time, I looked forward to coming back. I believe CAB has a really great culture in how it manages its volunteers, and I think Elena and Donna do an excellent job. Even if on the 4<sup>th</sup> floor we're a bit more isolated from the rest of CAB, and we have to be because of the nature of Mediation, I always know that if I have any queries, or I go down to the 1<sup>st</sup> floor to do some copying or other admin work, I can chat with the volunteers down there, have a bit of banter, and it makes me feel connected to the other volunteers and staff. It's a great place to be!

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## **Did you know?**

CAB offers a variety of Mediation services to clients, in the areas of Family & Child Mediation, Community Mediation, and Commercial Mediation. We spoke with Donna Quinn, our Mediation Coordinator, to seek some clarification about what mediation entails. Thanks to Donna for this information and case study!

The [Mediator Standards Board](#) states that Mediation is a process that promotes the self-determination of participants and in which participants, with the support of a mediator:

1. communicate with each other, exchange information and seek understanding;
2. identify, clarify and explore interests, issues and underlying needs;
3. consider their alternatives;
4. generate and evaluate options;
5. negotiate with each other; and
6. reach and make their own decisions.

A mediator does not evaluate or advise on the merits of, or determine the outcome of, disputes.

Here is a Mediation case study that illustrates the process a bit more clearly.

*Citizens Advice Bureau's Mediation Service was contacted by the Club President of a sporting association. The president stated that two members of the association were in dispute and*

*that this dispute was impacting on the activities and operations of the association. The Club President advised that this dispute had been ongoing for over a year and that the association's attempts to address the issues with the members had not been successful.*

*The Board of Management of the sporting association had recently updated their Association Rules, in accordance with the Associations Incorporation Act 2015 (the Act). The Act states:*

*"All incorporated associations are required to include a dispute resolution process in the rules which may be required to resolve more complex or serious matters. The aim of a dispute resolution process is to reduce disharmony in an association and to provide a fair, consistent and timely approach to dealing with complaints and disputes"<sup>1</sup>.*

*The Board had included mediation through Citizens Advice Bureau as the dispute resolution process in their updated Association Rules and now wanted to offer this service to their members to address their dispute.*

*The Mediation Coordinator advised the Club President that either of the parties in dispute could contact the Mediation Service directly to initiate mediation. One of the parties contacted the Mediation Service and letters were then written to the other party, to explain the mediation process and to invite them to attend mediation. The other party subsequently accepted the invitation to mediate.*

*Pre-mediation assessments were completed with both parties, to explain the mediation process and to assess the suitability of the matter for mediation. The matter was assessed by the mediators as being suitable to proceed to mediation and so both parties were invited to attend mediation together, to work through the issues in dispute.*

*At the mediation session, the mediators guided the discussion and allowed both parties to give their point of view without interruption. The mediators also assisted by defining specific issues that were in dispute and that were raised by each party.*

*A number of possible options for resolution were suggested by each party and discussed in further detail. Both parties were able to consider these options and make necessary compromises. A written agreement was formulated from the discussion and the parties were happy that a solution was achieved that was agreeable to both parties.*

*At the end of the session the parties discussed what would happen if any further issues arose in the future and how they would resolve any potential future issues.*

Here are some clarifying questions about the mediation process utilised here.

*What types of things are you looking for when you're assessing suitability for mediation?*

**Donna:** This assessment determines whether both parties are willing and able to negotiate, as parties will need to negotiate directly with each other as part of the mediation process. Parties will need to have the capacity to participate in this process and to be able make informed decisions.

*When you say the mediators guide the discussion - what exactly does this entail?*

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<sup>1</sup><https://www.commerce.wa.gov.au/books/inc-guide-incorporated-associations-western-australia>



**Donna:** The mediators will ensure that each party is fully heard in the mediation process and that parties communicate appropriately with each other.

*How do mediators help facilitate the discussion to get specific issues identified?*

**Donna:** The mediators will ensure that parties remain focussed on discussing solutions to the issues that are in dispute. The mediator might also reframe or ask for clarification on what has been communicated, so that it is better understood by each party.

*Do the mediators ever provide information on the possible solutions available to the parties to resolve the issue, or do the parties have to come up with the solutions themselves?*

**Donna:** The mediators do not give advice to any of the parties, as it is essential that the mediators remain neutral and impartial. Parties are welcome to get legal advice if needed.

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## **Tax-Help**

July means tax time, and people who received the coronavirus supplement payments from the Government may be worried about what that means for their tax lodgement. Luckily, CAB is here to help!

In conjunction with the Australian Taxation Office, Tax Help services run during the period of July to October at a variety of branches, including Armadale, Joondalup, Kwinana and Perth. Call your [local branch](#) to confirm times and availability of these services.

There are [eligibility criteria](#) that must be met to be eligible, but if you are, you can book an appointment with us for this service by calling (08) 9221 5711 and asking about this service.

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## **Volunteer Highlight**

Leanne has been a volunteer at the Rockingham Branch for just under one year now, yet is so busy with study, volunteering, and training to become a JP that we just had to ask her about her experience with CAB!

*Do you find working for CAB to be fulfilling and worthwhile? Can you tell us what you enjoy the most?*

**Leanne:** I LOVE working at CAB. I love being able to help people when they are feeling completely lost and hopeless, after bouncing around from service to service. I love that moment of realisation when people relax and feel listened to, acknowledged, and know what step to take next. I love being able to help with that.

*What made you come to volunteer for CAB in the first place?*



**Leanne:** I love volunteering, and I have done everything from animal foster care, to fire fighting, to my kids school P&C. I love being able to use my time to help others! I found an advertisement for CAB volunteer on the Volunteer WA website and it looked really interesting to me. I love working with people and being involved in community, and CAB ticked both of those boxes!

*I hear you're studying Law - do you find that it helps with your duties volunteering at CAB?*

**Leanne:** I find that CAB helps more with my law studies! Doing both at the same time cements for me that this is what I want to do with my life. I see things I learn in the classroom at play in the real world, things a classroom can never teach, and it's invaluable. Law school is taught in a bubble, and seeing the law at work in the real world, how real people see it, is important to me for my studies.

*I also hear that you're training to be a JP - where do you find the time, and what does this involve?*

**Leanne:** I am notorious for taking on more than I can chew... but I also want to learn as much as possible! I saw a need for a JP, as we get a large number of people enquiring for one or struggling to get a hold of one, so I figured why not? As for time... I have exceptionally good organisational skills. I also like making lists, to ensure I don't forget anything.

JP training at this point in time involves a lot of waiting, as it's on hold due to COVID! Outside of COVID I spend a few hours a week with a long term JP to learn the ropes, and there is also training done with the Department of Justice.

*What information do you find yourself providing most often to clients, and do you expect this to change with the new lawyer service?*

**Leanne:** A lot of people are after end of life type information. Wills, EPAs and EPGs are probably our most common. A lot of people don't know what these involve, how to go about getting them, or the differences between them. Divorce is the other major one. People don't know the process, are scared of losing children and homes, and are mostly just really confused with what steps to take next.

I don't think this will change with the new lawyer service. While most people who call assume they need a lawyer, a lot of the time they don't and they are happy with information we can provide via fact sheets, until they decide what step they want to take next. But it will be nice to tell people that we have a local lawyer for them if they require one.

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## **Winter Special Days & Events**

There are a large number of events coming up this quarter, both for fundraising and awareness and for professional development and networking. Check some of these events out below!

- July 26th-August 2nd - [DonateLife Week](#) is a week where organ and tissue donation is promoted and events are run to encourage people to sign up so that they can make a difference.
- August 3rd-August 8th - [Homelessness Week](#) is a week that raises awareness of homeless people and in specific how the economic impact of COVID-19 provides a

greater argument for social housing, with the campaign theme "Everybody needs a home".

- August 4th - [National Aboriginal and Torres Strait Islander Children's Day](#) is a day that celebrates the culture and strength of Aboriginal and Torres Strait Islander children, providing opportunities for these children to be celebrated in a variety of events, big and small.
- August 8th - [Dying to Know Day](#) is a day that aims to promote conversations about death, dying and bereavement, such as supporting dying or grieving loved ones, and promote healthy conversations about death with all people.
- September 10th - [R U OK Day](#) is a day that aims to promote mental health awareness in the community, by asking people to check in with each other regarding what is going on in their lives.'
- September 21st - [World Gratitude Day](#) is a day that encourages each of us to be grateful for the things afforded to us in our life, and to not take for granted all of the various comforts that we have access to.

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## Events

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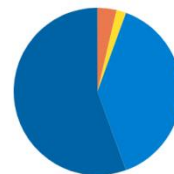
- July 22nd - [Nathan Wallis: Anxiety & Depression in Children and Adolescents](#) is an event run by the WA Family Law Pathways Network and is a free webinar that examines the role of stress, anxiety and depression in children and adolescents and how the context of family breakdown impacts these decisions.
- July 30th - [Working towards more client-centred approaches in the community legal sector: social work and legal services](#) is a webinar run by Community Legal Centres Australia that looks at research done into social workers working in the community legal sector to provide collaborative client-centred approaches to resolving both legal and non-legal needs of clients.
- August 5th - [Law & Criminology Open Night](#) is an event run by Murdoch University for prospective students who are contemplating taking an undergraduate course in law. You'll be able to ask current students their experience and hear what the courses are all about.
- August 7th & 11th - New Volunteer Training is scheduled for Perth Metropolitan volunteers on the 7th (Part A), and the 11th (Part B). If you feel as though you need or want a refresher, please email [manager@cabwa.com.au](mailto:manager@cabwa.com.au) to book in a place.
- August 17th - [Assertive Communication Skills for Women - Perth](#) is an event that teaches women how to feel comfortable in asserting themselves in their workplace, and how to use practical skills to deal with criticism, both constructive and otherwise.
- August 18th - [The UWA Course for Accreditation as a National Mediator \(NMAS\)](#) is also run over a ten week period, each Tuesday, plus a coaching and assessment day for those who would rather learn this skill over a longer period of time. Once completed, participants are able to be registered as a Nationally Accredited Mediator.
- August 20th & 21st - New Volunteer Training is scheduled for Bunbury & Busselton volunteers on the 20th (Part A), and the 21st (Part B). If you feel as though you need or want a refresher, please email [manager@cabwa.com.au](mailto:manager@cabwa.com.au) to book in a place.
- September 1st - [De-escalating Conflict & Aggression](#) is a workshop run by Evolve Events that teaches you the skills needed to defuse hostile situations and deal with difficult customers or clients, such as the role of body language in conflict, self-awareness and calming techniques, and how to respond to emergencies.

- September 4th - CAB will be hosting a workshop run by [Evolve Events](#) to examine how to develop inclusive workplaces. Places are limited, so email [manager@cabwa.com.au](mailto:manager@cabwa.com.au) to reserve a space if you are interested!
- September 24th - 4th Annual Law Week Quiz Night is an event run by the Subiaco Justice Centre to raise funds for community legal centres. It promises to be a night of laughter, socializing and raising funds for a great cause.
- September 28th-October 2nd - UWA is offering an [Intensive NMAS Mediation Accreditation Course](#) for people interested in adding mediation to their skillset. Once this course is completed, participants are able to be registered as a Nationally Accredited Mediator.

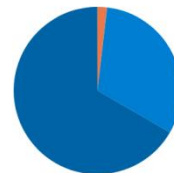


We've analysed the results of recent legal service customer feedback surveys, and the results might just surprise you!

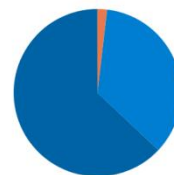
**94.5%** of clients who responded felt that it was easy to contact the legal service when they needed help.



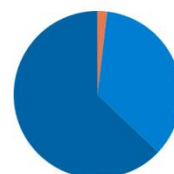
**98.2%** of clients who responded felt that the legal service staff listened to their legal problem.



**98.2%** of clients who responded felt that the legal service staff helped them understand how to deal with their legal problem.



**98.2%** of clients who responded felt that they knew where to get help if they had legal problems in the future.



**98.2%** of clients who responded felt that they would recommend this legal service to other people.

