

**Citizens Advice
Bureau**

**Annual Report
2015-16**

**citizens
advice
bureau**



Established in Western Australia
1963

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Overview

MISSION

To connect people with information and services so they can make independent and informed decisions.

VISION

CAB is accessible across all parts of WA, empowering people to make informed decisions.

STRATEGIC PRIORITIES

A strong profile and reputation

*Develop a key stakeholder engagement plan.
Develop a brand and communications plan.
Create a CAB community data-bank to store and share relevant community information and statistics.*

Best practice management

*Review and update the constitution.
Clearly define roles and review existing contracts.
Develop an internal communications plan.
Develop a volunteer engagement plan and training program.*

High quality services

*Review the service offer in each division.
Improve electronic access to information and services.
Review the branch model and network.*

Financial sustainability

*Review and update financial reporting systems.
Investigate new and alternative funding sources.
Investigate capacity building opportunities.*

VALUES

Efficiency - Professionalism - Collaboration

Branches

PERTH

25 Barrack Street
PERTH WA 6000
CEO: Kathryn Lawrence
Office Hrs: 9.00am - 4.00pm
Phone Hrs: 9.30am - 4.00pm
Enquiries: (08) 9221 5711
Admin: (08) 9325 4217
Fax: (08) 9221 5356
Email: cab@cabwa.com.au

Legal Service - by appointment
Tax help - Jul to Oct
WA NILS

ARMADALE

2 Hobbs Drive
ARMADALE WA 6112
Branch Co-ordinators: Ms Rae Wright &
Ms Kerrie Schilling
Office Hrs:
9.00am - 3.00pm Mon to Fri
Phone: (08) 9497 5311
Fax: (08) 9497 5344
Email: armadale@cabwa.com.au

Tax help - Jul to Oct
Legal Service - by appointment
WA NILS

BUNBURY

1 Stirling Street or
PO Box 703
BUNBURY WA 6230
Branch Co-ordinators: Ms Maxine Lane &
Mr Chris Jackson
Office Hrs:
9.00am - 2.00pm Mon - Fri
Phone: (08) 9721 6008
Fax: (08) 9721 8008
email: bunbury@cabwa.com.au

Tax help - Jul to Oct
Legal Service - by appointment

BUSSELTON

Unit G4, 19 Cammilleri Street or
PO Box 313
BUSSELTON WA 6280
Branch Co-ordinator: Kevin Douglas
Office Hrs:
10.00am - 1.00pm Mon - Fri
Phone: (08) 9751 1199
Fax: (08) 9752 1764
Email: busselton@cabwa.com.au

Tax help - Jul to Oct
Legal Service - by appointment
WA NILS

FREMANTLE

15A Queen Street
FREMANTLE WA 6160
Branch Co-ordinator: Ms Pat Baxter
Office Hrs:
9.30am - 3.30pm Mon - Wed
9.30am - 12.30pm Thu - Fri
Phone: (08) 9335 4522
Fax: (08) 9433 6061
Email: fremantle@cabwa.com.au

Legal Service - by appointment
Tax help - Jul to Oct
WA NILS

JOONDALUP

Lotteries House
Suite 5, 70 Davidson Terrace
JOONDALUP WA 6027
Branch Co-ordinator: Diane Cook
Office Hrs:
9.00am - 3.00pm Mon - Fri
Phone: (08) 9301 2833
Fax: (09) 9301 1414
Email: joondalup@cabwa.com.au

Tax help - Jul to Oct
Legal Service - by appointment
WA NILS

Branches continued ...

KWINANA

2 Robos Way or

PO Box 516

KWINANA WA 6966

Branch Co-ordinator: Kerry Smith

Office Hrs:

10am to 3pm Tue - Thur

Phone: (08) 9439 1251

Fax: (08) 9439 4499

Email: kwinana@cabwa.com.au

Legal Service - by appointment

Tax Help - July to Oct

WA NILS

ROCKINGHAM

Room 4, 14 Council Avenue

ROCKINGHAM WA 6168

Branch Co-ordinator: Ms Beryl Hunter

Office Hrs:

9.30am - 3.30pm Mon - Thurs

Closed Fri

Phone: (08) 9527 6671

Fax: (08) 9527 1445

Email: rockingham@cabwa.com.au

Tax help - July to Oct

WA NILS

MANDURAH

PO Box 1326 or

Mewburn Centre, Sholl Street,

MANDURAH WA 6210

Branch Co-ordinator: Mr Phil Gilbey

Office Hrs:

9.00am - 2.00pm Mon - Fri

Phone: (08) 9535 3101

Fax: (08) 9535 2652

Email: mandurah@cabwa.com.au

Justice of the Peace

Tax Help - July to Oct

WA NILS

MIDLAND

23 Great Old Northern Highway

MIDLAND WA 6056

Branch Co-ordinators: Ms Alison Barnard &

Ms Mary Shaw

Office Hrs:

9.00am - 3.00pm Mon - Thur

9.00am to 1.00pm - Fri

Phone: (08) 9274 3000

Fax: (08) 9274 3110

Email: midland@cabwa.com.au

Legal Service - by appointment

Justice of the Peace

Tax help - Jul to Oct

Leadership & Funding Partners

Patron – The Hon. Len Roberts-Smith RFD QC

Board of Management

President

Barbara Kwiecien

Vice President

Margaret Dixon

Treasurer

John McEvoy

Chief Executive Officer

Kathryn Lawrence (ex officio)

Members

Sandra Brown

Noray Jones

Eric Tan

Life Members

Canon Ken Barrett OAM

Mrs Beryl Black

Mrs Hazel Butorac OAM JP

Mrs Marjorie Easton OAM

Mr Noel Harding

Mrs Diana Terry

Mrs Judith Tuckey

Auditors

RSM Australia

Citizens Advice Bureau assisted by our funding organisations



'The Information, Advice and Referral Service is provided by Citizens Advice Bureau and funded by the State Government through the Department of Local Government and Communities'.



Public Purposes Trust
 Town of Cambridge
 City of Cockburn
 City of Joondalup
 City of Kwinana
 City of Mandurah
 Town of Mosman Park
 City of Subiaco
 City of Swan
 City of Vincent
 City of Wanneroo

Board of Management



BARBARA KWIECIEN (President)

Member of the Board of Management since October 2012 and filled the role of President since 2014. She has volunteered at CAB as a mediation panel member since 2002, at times as the acting Mediation Coordinator and also sits on the mediation sub-committee. Barbara's background is primarily in the private corporate sector where she is a member of other panels and boards, in addition to CAB. Barbara's current work takes her into the regional and remote parts of Western Australia where she publicises CAB services within the communities in these regions. Since 2006, she has lectured at Notre Dame University, Fremantle. She is a member of several national

and international professional bodies, including the Australasian Institute of Mining and Metallurgy, the Geological Society of Australia, and the Resolution Institute. She brings a wealth of skills and experience in governance, management, finance and government liaison to the Board.



MARGARET DIXON (Vice President)

Member of the Board of Management since 2002 filling various roles including Vice President. Margaret has volunteered her services as Mediator/Family Dispute Practitioner since 1997 and in addition to this she has acted in the roles of Office Manager and Mediation Coordinator.

Margaret represents CAB on a number of committees. She is also actively involved in various organisations and committees including Schools Conflict Resolution and

Mediation (SCRAMS), a program that teaches young people (year nine and ten) life skills in alternate ways to resolve disputes. Margaret is Convenor of this Committee of which CAB is a valued sponsor. She is also the Deputy Chair of the Harold Hawthorne Retirement Village. Her experience on CAB and Harold Hawthorne Boards has given her a very good understanding of corporate governance.

Prior to her retirement in 2005, Margaret's career with the Australian Government spanned twenty-seven years, thirteen of which she held a variety of positions at Management and Executive Officer level in the Department of Health and Ageing.

Margaret believes that the skills and attributes that she has acquired during her career in the Australian Government, (leadership, management, financial) and in her volunteering roles since her retirement holds her in good stead to be an active Board member as CAB moves forward to achieve excellence in all areas.



JOHN MCEVOY (Treasurer)

Member of the Board and Hon. Treasurer since June 2014. John has an honours degree in Mathematics from Southampton University and is a Chief Financial Officer and Company Secretary with over twenty-five years of experience in finance.

He is a Member of the Institute of Chartered Accountants in England and Wales (ICAEW) and the Australian Institute of Company Directors (AICD).



SANDRA BROWN (Member)

Member of the Board since June 2014. Sandra was a previous CEO of CAB until 2011. Sandra has been associated with the organisation since 1994. In 2003 she became the CEO of CAB and remained so until her retirement in 2011. During her time as CEO, CAB established itself as a leader in the provision of information services to the community of Western Australia and cultivating ten branches in regional Western Australia. She administered the development of the two auspice services of Legal and Mediation.

Sandra is currently Director of Family Support WA, Inaugural Councillor of Town of Victoria Park, Member of the Consumer Advisory Committee, Member of the Retail Shops Advisory Committee, State Vice President of the Liberal Party, Secretary of the Harold Hawthorne Retirement Village and Adult Centre and Secretary of the Carlisle Ratepayers Association.

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



NORAY JONES (Member)

A CAB volunteer for thirty-six years, Noray is an accredited mediator and Board member. She has a Bachelor of Arts in Social Science and a Postgraduate Diploma in Family Mediation. She serves as a CAB Board member alongside various other committees.

Noray's professional experience includes working for Shell as well as serving as a secretary to a Member of Parliament.



ERIC TAN (Member)

Member of the Board since March 2014. Eric is a legal practitioner with over eighteen years of experience providing estate planning, estate litigation, estate administration, property and commercial law advice and representation for his clients. Eric has been involved with CAB for many years as a visiting lawyer and as a member of the Board of Management. In the past two years, he continued his involvement as a visiting lawyer but did not re-nominate to be on the Board of Management in order to make way for fresh faces and ideas. In view of the challenges that CAB had faced more recently, he has nominated to be a member of the Board of Management

to assist in representing the interest of all its members throughout the State. He strongly believes that the focus of community organisations such as the CAB should be to value its members who have given dedicated service to it, and a motivated membership will enable CAB to continue providing good, relevant services to our Western Australian community.

Eric takes a keen interest in the issues affecting our community and is involved with various other community groups. He was formerly a member of the Prisoner's Review Board, and is currently the honorary Legal Advisor to the Bible Society of WA Inc. and Sonshine Radio.

President's Report

I am pleased to deliver my third report as President. The re-organisation and consolidation of CAB has been successful and one of the most significant thrilling results that the Board has to report is that we have made a small profit in the 2015-2016 year. This indicator denotes that CAB is well underway to being sustainable as a corporate entity within a landscape where available public funding is being withdrawn, reassigned or consolidated. CAB is still able to maintain and expand the services that it provides to the broader community.

There are many reasons for our current financial stability and it has been a cooperative and communal effort. Each and every one of you; our loyal members, the dedicated staff, our precious volunteers, our supportive and faithful funding organisations and the members of the Board of Management have contributed and worked towards this result. Special accolades go to the CEO who nudged and at times pushed and prodded to ensure that CAB was heading in the direction that the Board and the Strategic Plan indicated. I am immensely proud of what we have all achieved.

Board of Management

"So be sure when you step, Step with care and great tact. And remember that life's A Great Balancing Act" (Dr Seuss, Oh! The Places You'll Go)

The Board of Management has kept a steady hand on the tiller this year and allowed the initiatives to develop and come to fruition. The Strategic Review was the guiding light as well as ensuring that CAB would be in a financially stable position at year's end. I would like to thank the current Board of Management members who have given their time so freely, meeting regularly, allowing for telephone consultations and working cooperatively putting CAB's best interest at the forefront of the decisions made. I would like to thank Margaret Dixon, Vice President and Volunteer Representative, John McEvoy, Treasurer, Eric Tan, Sandra Brown and Noray Jones for their continued commitment to the Board of Management and to CAB. These Board Members have brought diverse skills, expertise and knowledge and willingly give up their time to serve the organisation and its members.

I would be remiss in my duty without recognising the special contribution of our Treasurer, John McEvoy and Garry Bleakley for monitoring our finances and providing the Board with accounts that reflected our fiscal position enabling the Board to make sound decisions for CAB.

Staff

The success of any organisation is reflected by the strength and dedication of its staff. On behalf of the Board of Management, I would like to thank the salaried staff who have steadfastly undertaken their duties with professionalism and dedication to CAB.

Kathryn Lawrence, our unwavering CEO has done an outstanding job in maintaining the balance between treading with great care and breaking out into new areas but always with great tact. Selva Stenross, our Principal Solicitor, has built on last year's changes and has lead the legal department into a strong, well respected service. She is a whirlwind presence in the office. We also thank Davina Gasper who managed the mediation department from the new premises on the 4th floor with passion and dedication. We welcomed Elena Mauen in the role of Volunteer & Client Services Coordinator. Her charismatic presence on the 1st floor has resulted in a more dynamic Information and Referral Service. She has also introduced efficiencies and initiatives such as re-instating the newsletter. Thank you to, Garry Bleakley, Marilyn Martion, and Judy Fetherston for their unflinching commitment and hard work. Nothing is ever too difficult for them to undertake. Verity Bateman and Caroline Kibui are now visiting selected branches as part of CAB's outreach legal program in addition to their work in the Perth Office. The Branches greatly anticipate their visits and I would like to thank them for sharing their legal expertise.

Voluntary staff

CAB continues to be able to provide the wide ranges of services across Western Australia due to the dedication and commitment of our wonderful voluntary staff. We are fortunate to be able to partner with some other agencies such as University of Western Australia, Central Technical And Further Education, Edith Cowan University and Autism WA where we accept placements and we are able to provide work experience and life skills to various individuals who may not otherwise have had the opportunity. However, we have a steadfast core of volunteers that provide the stability and continuity of our service and have done so for many years. For some people volunteering is a way of giving back, however for our longstanding steadfast volunteers, volunteering is a way of living. On behalf of the Board of Management, thank you for allowing CAB to be a part of your lives and for your continued commitment, loyalty and dedication to the organisation and our clients. I would like to make special mention of Marjorie Easton who has retired from CAB after forty-four years of dedicated service. Marjorie was an integral part of CAB and her presence in Perth is missed. The Board would like to extend their thanks for all her work for CAB over the years.

It is with great sadness that I report the passing of some of our much loved and long standing members or volunteers: Laura Scrimgeour from Perth; Des Cantwell and Peter Johnson from Busselton; Ann Pratt from Fremantle and Jean Brown from Joondalup. Our heartfelt thoughts remain with their family and friends.

Branches

Our Branches provide an integral connection within their communities assisting clients with services that are current and local. The Board of Management extends its appreciation for maintaining these services that they provide for their local communities. Thank you to the continuing Branch Coordinators Rae Wright and Kerri Schilling for Armadale, Pat Baxter from Fremantle, Diane Cook for Joondalup, Kevin Douglas from Busselton, Kerry Smith from Kwinana and Maxine Lane from Bunbury. Welcome and thank you to the new Branch Coordinators; Chris Jackson from Bunbury, Philip Gilbey from Mandurah, Alison Barnard and Mary Shaw from Midland, and Beryl Hunter from Rockingham. Your contribution to the Branches over the past year has been greatly appreciated and on behalf of the Board of Management and staff, we wish you the very best in your future endeavours.

Strategic directions implemented

CAB is entering the third year of the strategic plan that was established in 2014 through various consultation meetings. We have implemented or are currently in the process of implementing all the strategic directions that were set by CAB's members, volunteers, staff and the Board of Management. I am pleased to report that the changes and initiatives set into motion have been well received by our clients, our funding organisations and the broader community. Of particular note:

- Small profit for the 2015-16 year with a proposed balanced budget for 2016-17 year.
- The new Associations Act has been proclaimed and came into effect on 1 July 2016. Fortunately, the review of the Constitution and Branch By-laws are well underway and being revised in light of the Act's new requirements. The changes will be put before the membership in an Extraordinary General Meeting. We have three years to effect these amendments.
- The move of the Mediation Service to the 4th Floor was slightly delayed, however the service is operating from the new premises, with only minor teething issues. The Mediation sub-committee is currently expanding its mediation panel as the demand for family dispute resolution has increased.
- The re-introduction of Legal Services into the majority of Branches is well underway. With the exception of Rockingham and Mandurah, all the Branches have a solicitor. CAB's salaried staff attend Armadale, Bunbury, Busselton, Fremantle, Joondalup, and Midland for legal documents generation. This has provided some financial independence for the branches. There is a demand for low-cost legal services in the community with the reduction of Legal Aid WA funding for Community Legal Centres. We are looking at ways to increase our legal services in our branches to support the local communities, with minimal cost to CAB.
- With the exception of our Fremantle Branch, our Branches are now located in updated and professional offices. In some branches, the floor area has been expanded to take into account the expanded legal and other services that have been introduced. Kathryn, the CEO, is looking for alternative premises that would include additional space for increased services at a more reasonable cost for the Fremantle branch.

President's Report continued ...

- CAB has embraced new age technology and we now have a presence on Facebook and Twitter. We have followers from all over the world.
- Tax Help has again been re-introduced for this year, in most of our branches.
- CAB has won a state award for our participation in WA NILS – no interest loans.
- CAB has established links with several community newspapers and with The West Australian, The Sunday Times and The Australian. Kathryn, CEO continues to provide commentary and relevant stats for news articles.
- The website is up and running and is our updated presence on the internet, providing information both for the community and internally for our staff and volunteers.
- The Newsletter is currently being revived and will provide an information source to keep our members and other interested parties and agencies informed on what is happening at CAB in Perth and in the branches.
- The information broadcasts with Westlink Network have been extended. The Legal Service was first off the rank and was well received. The Mediation Service will be next to release factual video clips.
- We collaborated with WASTV to create a podcast highlighting the Information and Referral Service and the diverse roles available. Volunteers from diverse backgrounds, age groups and branches participated. It was a real team effort; so please have a look by following the link on the website.

As you can no doubt see, we have had a very busy year and the current year is shaping up to be just as eventful.

Looking forward

"Success is where preparation and opportunity meet" (Bobby Unser)

In the coming year, CAB will be able to look at the communities our branches are located in and explore ways to meet some of the needs that each community presents. The Strategic Plan will underpin the basis of our activities as well as the updating of the Constitution and the Branch By-Laws and presenting it to the membership. The Management Team will be looking for opportunities to increase CAB's profile in the communities we currently operate in. The Board will need to ensure the continued compliance with

our existing funding arrangements and look at innovative ways of securing our financial position especially in these difficult times of reduced government funding.

CAB will continue to be involved in the Schools Conflict Resolution and Mediation Program, which is in its sixteenth year. SCRAM is an interactive dispute resolution role play competition for Western Australian Years 9 and 10 high school students, where the students mediate simulated disputes that relate to their everyday lives. CAB provides a Teamwork Award, the use of photocopiers and printers and provides stationery for the competition and Margaret Dixon does an outstanding job as the current coordinator of the committee that manages the program. Thank you Margaret for raising CAB's profile within this worthy endeavour.

The Legal team will continue to provide community education by way of presentations and talks on topics such as Probate, wills and other topics of interest and need within the community. Thank you to our lawyers who provide their time and preparing the information, which is sometime after hours.

The review and amendments of the Constitution and the associated Branch By laws will be concluded and will be brought into line with proclaimed changes to the Associations Act. Some of CAB's policies and procedures are due for review to ensure Best Practice in Corporate Governance. To support these changes, training for all our staff, salaried and voluntary, will continue to be developed, updated and rolled out to maintain the Board of Management's commitment to ensure the best possible services for our clients. Thank you to the people involved in the organisation that have facilitated and delivered this training.

The upcoming year will bring new opportunities and we will be looking at ways of increasing the provision of services to our communities. The incoming Board of Management will drive these exciting initiatives and will manage any challenges as they present themselves. I wish them success and good fortune.

Conclusion

On behalf of the Board of Management, I would like to express our gratitude and appreciation to our steadfast funding bodies, both State and Local Governments for their financial support. They have allowed CAB to reach into the community of Western Australia and to enable the organisation to provide a high quality and professional service.

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

Heartfelt thanks to Margaret Dixon, Vice President, for sharing her knowledge of CAB and her advice during my year as president. Her experience with CAB, wisdom and support, has assisted me to continue in the role of President.

Finally, to CAB's members, thank you for your continued support, loyalty and commitment to the organisation during the past year. It has been an extremely busy but gratifying year for CAB, re-establishing itself within the community. My sincere appreciation to all staff and volunteers for the loyalty, dedication and commitment shown to the organisation. Thank you for your openness and flexibility in embracing the changes that were implemented during the year. Hopefully with the positive financial position achieved last financial year, the future of CAB appears to be secure. Thank you for the honour of leading such as exceptional organization and a dedicated committed team of individuals.

Barbara Kwiecien
President



"CAB's Patron the Honourable Len Roberts-Smith QC RFD with CAB's CEO Kathryn Lawrence and staff and volunteers of the Perth office"



"Mrs Marjorie Easton OAM retired from CAB this year after 44 years of service"



"The first WA CAB commenced operation in Perth in 1963"



"CAB's Fremantle Branch celebrated 50 years of operation this year"

Chief Executive Officer's Report

It would appear that CAB's plan to take over the world is succeeding. Well, perhaps that's going a bit far, but our plan to make our services accessible to as many people as possible is definitely working. Our mission is to connect people with information in an increasingly connected world and I think we can say that this is being achieved.

Since it went live in October 2015, our website has had nearly thirty thousand new users, we average around three thousand new users each month and in June we peaked at nearly five thousand new users. The website is a spectacular resource and as well as providing information about CAB's services, there is referral information and 'fact sheets' about different areas of law that users can download. We also have videos that have subtext for hearing impaired. These short video clips provide information on our most sought after areas of law and are a work in progress. We are looking to expand this resource over the next twelve months and are working with WA Student TV (who produced our fabulous volunteer video!) to film information clips on mediation, estate law and also the new changes in the law in regard to cats and dogs.

With this in mind, it is interesting to note that demand for in-person services and telephone services has not decreased. Statistically, service in all ten branches has increased marginally from the last reporting year and this year CAB provided an in-person or telephone information service to nearly sixty-five thousand people. In addition we have provided legal advice sessions to over five thousand clients. This is in direct conflict with the ideology that most people now information seek on-line and confirms what we believe at CAB, which is, people have many different ways to information seek and often change their way of seeking assistance depending on their immediate circumstances. That given the choice between on-line, telephone or face-to-face, people choose which way suits them best at that time. Anecdotally we have found that people who are experiencing grief or trauma prefer to be able to sit with someone and discuss their matter in person, also those who may have communication difficulties, because English is not their first language, are able to discuss their situation in person or by telephone and if required can be provided with an interpreter at no cost to them. And likewise, people who have never sought assistance before may feel more comfortable by browsing a website and then making contact electronically as a first step. We have also found that those with a hearing impairment, often make contact through our website where they can be provided with information or advice via email.



Possibly even more surprising, those people who have accessed our face-to-face and telephone services aren't just "oldies who can't use a computer" (as many other service providers would have us believe!). Over 50% of the sixty-five thousand people who we provided a personal service to, were under forty years of age and of those around a quarter were aged twenty-nine and under. So it would appear that developing the website has not decreased the number of people using our face-to-face or telephone services but has opened up CAB's services to a whole new demographic of clients.

As I mentioned in my last report, CAB has embraced social media passionately. We now have a very active presence on Twitter and maintain an online relationship with over three hundred other CAB services in the UK and Spain. We swap CAB merchandise and generally have a dig at each other about the weather, but it is wonderful to be able to see what services are being provided overseas and to refer clients to each other occasionally. We also have a Facebook page that we use to inform users of changes in legislation, what's happening in our branches and of services available that may be of value to users.

This year has seen CAB expand its Perth office to encompass an additional floor. Our mediation service is now located separately from other services. The floor was designed specifically for purpose and consists of two large mediation rooms; break out rooms and rooms used for pre-mediations. In addition, there is an area that allows us to provide training to staff and volunteers on-site. It is a space that has been widely used

and is available for other not-for-profits to use if required. We are grateful to our wonderful landlords, SDA Union WA, for their generosity and for helping this happen by providing the fit out to our specifications. Our thanks also go to Legal Aid WA who generously provided the furniture for the floor.

All of our existing funding arrangements continued throughout the year. Our thanks once again to the Department of Local Government and Communities, who fully fund our information and referral service, to Legal Aid WA, the Public Purposes Trust, and the Legal Contribution Trust for their ongoing financial assistance to our legal and mediation services; and to the Department of Social Services who provided us with funding to train our staff and volunteers in recognising and managing clients with mental health issues and difficult behaviours. Our deepest gratitude to all our funders and we look forward to another successful year ahead.

Once again my thanks go to the Board of CAB for the support you provided to me. It is wonderful to work with such a motivated and committed group of people and CAB would not be experiencing such huge growth without your enthusiasm and dedication. My thanks also once again to Garry, who manages to do all the jobs that nobody else has in their job descriptions and does them well, to Selva, the most dedicated and passionate lawyer I have ever met...and also possibly the loudest, to Elena who has slotted in to our unusual workplace so well and who I have come to rely upon so much, to Davina and Tia in mediation who get shouted at often but still manage to keep smiling, to Verity and Caroline, for being the most popular members of CAB due to their knowledge and compassionate dealings with our clients, to Judy for her incredible attention to detail and her diligence and last but not most definitely not least, to Marilyn, who sits outside my office and constantly astounds me with her patience and wonderful ability to deal with (often) rather difficult clients. Thank you all for making it so easy to come to work each day.

Finally my personal thanks to our panel of visiting lawyers, mediators, and all our Perth and branch volunteers who deal with our clients on a daily basis and without whom CAB couldn't exist. I thank you all for the differences you make every day to peoples' lives and for the time you give so generously. You are all stars!!

Kathryn Lawrence
Chief Executive Officer



"Shane Dirou, Executive Officer at NILS, after presenting CAB's award for Volunteer of The Year"



"Elena has been with CAB for a year now and has the task of making sure our volunteers are well trained and happy"



"CEO, Kathryn Lawrence, with her son Noah, a Perth volunteer"

Volunteer & Client Services Coordinator's Report

The 2015-2016 financial year has been a year of consolidation and growth for CAB.

The relationship between the various branches has strengthened, the services offered to the community have extended and hopefully by the end of 2016 we will have a legal service available in all the branches.

I would like to thank our wonderful volunteers and Branch Coordinators, particularly those who have recently stepped into the role and are doing a fantastic job.

Whether they are generously donating their time to provide information and referrals to clients, helping the solicitors drafting and creating legal documents, supporting the mediation service, entering and updating data or offering pro bono legal services, their input and contribution is invaluable.

I would also like to extend my personal thank you to the Board and staff members for welcoming me so warmly into the team and for their constant support. It has been refreshing and enriching to work closely with such a diverse team.

The constant flow of expressions of interest received throughout the year and the WA NILS award that we received reflect our reputation as a volunteer organisation and the positive and professional image that CAB projects. We wouldn't be able to fulfil our mission statement and provide the many services that we offer to the community without our volunteers so thank you very much for your time and commitment!

Justice of the Peace Service

This service was offered at Perth five days a week and at various branches on designated days. Bunbury is the latest branch to date to have welcomed the addition of a JP Service at the branch.

Visiting Lawyers

We are thankful to collaborate with lawyers working on such a broad range of matters and who can give their expertise to deliver legal advice to the community.

We are glad to offer a legal service again in our Rockingham branch and our Kwinana branch has increased their service also.

Volunteers

We currently count over two hundred and fifty volunteers spread across our ten branches, including pro bono lawyers and mediators.

It is with sadness that we have had to say goodbye to a few of our long term Perth volunteers but understand that people move on and graduate or get full time paid work - so we wish them well. Particularly missed will be Dennis, our long time Monday volunteer who used to brighten the place up with his "dad jokes", Daniel, who has gone to work for Legal Aid WA, Jamie Tan who used to come in and work a shift at the drop of a hat, Sarah, who is being admitted as a lawyer very soon and the Lee sisters, Cherry, Locket and Anna. A HUGE special mention to Marjorie Easton OAM who left us this year after an incredible forty-four years of volunteering. Marjorie has finally decided to enjoy her retirement!! You all added a vibrancy to CAB Perth that will be missed.

We have recently organised various group recruitments and are happy to welcome a new wave of volunteers who we hope will stay and grow with us.

Training

- An interactive training took place in early 2016 for all branch volunteers. This was to refresh the basics and also introduce the diverse departments and new staff members.

The 'Mediation, Legal and Information & Referral Road show' conducted by the Mediation and Volunteer & Client Services Coordinators and the Principal Solicitor has received great feedback from the volunteers who attended.

- The Criminal Injuries Assessor conducted follow up training in Perth to train volunteers in assisting clients to complete forms for Criminal Injuries Compensation.
- WA NILS provided more training to new volunteers interested in helping clients to lodge online applications.
- Legal Aid WA provided a guest speaker for a 'Talking Heads' event hosted in Perth in May
- A speaker from the Department for Child Protection Armadale will participate in another 'Talking Heads' in August.
- The Department of Commerce – Consumer Protection will host an info session to discuss their services and areas of expertise.
- The Salvation Army offered a half a day training covering suicide prevention and mental health to branches.
- Ongoing training and induction are taking place in Perth and the branches.

Branch Coordinator’s Meeting and ‘Talking Heads’

The Branch Coordinator meeting started again in May and is taking place every three months with a rotation in the branch hosting the meeting and 'Talking Heads' sessions.

One session has been organised in 2015-2016 and the Branch Coordinators and I are looking forward to the next meeting to discuss and exchange ideas and updates.

Conclusion

To conclude I would like to acknowledge and recognise our funding bodies, both State and Local Government for their financial support. In particular the Department of Local Government and Communities. Thank you kindly, it has enabled us to provide excellent client services to the people of Western Australia.

Elena Mauen

Volunteer & Client Services Coordinator



"CAB's video about volunteering for CAB is on our website"



"Volunteers enjoying our annual Christmas party"



"I volunteer at CAB for the end of year party – Noah, volunteer"



"Volunteers from Armadale branch"

Principal Solicitor's Report

As of 30 June 2016, the legal service comprised three staff lawyers - the Principal Solicitor, Selva Stenross, and two unrestricted solicitors, Caroline Kibui and Verity Bateman. We are assisted by two experienced legal administrative assistants, Marilyn Martion and Judy Fetherston.

With the legal service having a full complement of solicitors, we have increased the number of days that legal appointments could be provided. On average, solicitors see clients three days per week; the other two days are spent drafting documents and completing file work. The number of clients serviced by CAB in the past twelve months has increased, which can be seen from the tables and figures below. This is due to the hard work of our staff lawyers, pro bono lawyers and support staff and volunteers.

Most commonly provided legal advice appointment by area of law – 2015-2016

	2015-2016	2014-2015
Family law	2,202	1,508
Wills /EPA/ EPG	1,311	951
Probate	486	378
Letters of Administration	332	292
Estate matters	296	187
Contracts	109	27
Property	80	74
Dividing fences	61	58
Neighbour disputes	37	33
Criminal	32	11
Traffic	20	16
Vehicle accident	19	0
Personal injury	17	14
Restraining orders	16	13
Consumer	12	11
Other matters	104	142
Perth and Branches Total	5,134	3,715

Documents Produced – 2015-2016

	2015-2016	2014-2015
Wills	846	677
Enduring Powers of Attorney	533	377
Enduring Power of Guardianship	385	195
Letters of Administration	117	91
Family Court Documents	59	40
Probate Affidavits and Other	54	39
Perth and Branches Total	1,994	1,419

Legal Service in CAB Branches

The increase in demand for legal advice in branches has resulted in an outreach legal service being made available in Armadale, Joondalup, Fremantle, Midland, Bunbury and Busselton branches. Rockingham, Mandurah and Kwinana had visiting lawyers providing a legal service. A number of branches had both staff and visiting lawyers attending, depending on demand in their area. Our Midland and Fremantle branches have become increasingly busy due to the closure of Legal Aid WA offices in these areas. Our Midland office has recently relocated to larger premises to meet the need for more services. Our Fremantle office is currently in the process of searching for new premises. Our solicitors always have fully booked appointments in all branches.

The efficient delivery of outreach legal services in the branches has been made possible through collaboration between the Perth office and the Branch Coordinators and branch volunteers and we thank all those involved for their support.

We also thank Legal Aid WA, who distributes the Legal Contribution Trust funding, which partly funds our outreach program.

Visiting lawyer service

CAB frequently receives expressions of interest from private lawyers wanting to provide pro-bono legal services to CAB. In this financial year eleven visiting lawyers provided legal services at the Perth office on a regular basis. Visiting lawyers also provided legal advice in our Armadale, Kwinana, Rockingham, Midland and Mandurah branches.

Community legal education

CAB is committed to ensuring people in the community are aware of their legal rights and obligations. To achieve this, CAB solicitors delivered a number of community legal education seminars throughout the year to various community groups. Our aim was to empower people in these groups so they can make responsible decisions based on sound legal principles.

Paralegal law students

At CAB we have a small team of law students volunteering their time. They contribute to making legal appointments and providing legal information and referral to clients on the phone or at reception.

In addition to these duties, law students keen to gain direct legal experience joined our training programme which allowed them to do some limited paralegal work. CAB is proud to provide them with valuable work experience, under the supervision of our experienced CAB solicitors. Law students are involved in preparing legal documents such as wills, enduring powers of attorney (EPA), enduring powers of guardianship (EPG), some simple Family Court documents and applications for grant of Letters of Administration and Probate.

Hosting legal interns

We have partnered with The University of Western Australia to host a Legal Internship Unit. This is a dedicated clinical programme which gives students enrolled in the unit the opportunity to work in a legal environment, one day per week, for twelve weeks and build legal skills.

They receive academic credit for this unit and are closely supervised by the Principal Solicitor. So far, all students in this scheme have continued to volunteer their time doing paralegal work at CAB, even after their placements have come to an end.

Acknowledgements

The legal service is grateful to our funding bodies, the Public Purposes Trust administered by the Law Society and the Legal Contributions Trust provided by Legal Aid WA. We also thank the Association of Community Legal Centres of Western Australia for its continued support and assistance.

Principal Solicitor's Report continued ...

Finally, the solicitors at CAB would like to thank all volunteers and staff members for their help. We are also grateful to our pro-bono lawyers who kindly give their time to us and provide advice to our clients. Without the generosity of these many volunteers, the number of people assisted during the year by CAB's legal team would have been greatly reduced.

Thanks are also due to our CEO Kathryn, who is constantly encouraging, and the Board of Management for their guidance and support throughout the year.

Selva Stenross
Principal Solicitor

LEGAL CASE STUDIES

Family Law client – Case Study

Citizens Advice Bureau (CAB) assists many clients with family law advice and preparation of documents.

Many of our clients are severely disadvantaged and the below case study shows how we assisted a client living with a speech and hearing impairment.

The client was in a de-facto relationship which broke down. Her ex-partner was on a high income and excellent future career prospects. CAB's client was working on a casual basis in an unskilled position. Because her partner was living in the former family home, our client was renting a room in a friend's house. With the exception of her partner's superannuation, which was a substantial financial resource, most of the family assets had been accumulated during their relationship.

The client's ex-partner was represented by a lawyer who wrote to our client suggesting that the two parties agree to finalise property settlement by way of a Form 11 - consent orders. Based on the information provided, the client believed the proposed split was unfair and sought legal advice.

The client contacted CAB by email. In her email, she outlined her situation and asked for an appointment for legal advice.

An AUSLAN interpreter attended the initial appointment with the client. On receiving legal advice, the client was advised that the percentage

split being proposed was not only unfair to her but it was also unlikely that the proposed orders would be made by the Family Court of Western Australia. Furthermore, there was no full disclosure of the other party's financial situation as is required.

A decision was made to provide pro-bono assistance for this client. CAB agreed to write to the other party's lawyer, responding to the pre-action letter she had received.

It was decided that because of our client's communication difficulties all future communication between the client and CAB would be by email.

After a number of communications with the other party's lawyer it was suggested that the parties attend mediation.

Fearing that the client would be disadvantaged if she were to undertake mediation unrepresented legally, CAB put forward a proposal and assisted the client to apply for a grant of aid to access mediation through Legal Aid WA. Mediation undertaken through Legal Aid WA would result in her and her partner each being assigned a lawyer to assist them throughout the mediation process.

This proposal was accepted by the other party and his lawyer. By contacting relevant people in Legal Aid, we were able to assist her obtain a grant of aid to receive assistance to mediate and finalise property settlement by consent.

Estate Matters – Case Study

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

CAB was contacted by a client whose husband had died suddenly and did not have a will. The house, purchased before marriage, was in his sole name and it had a mortgage. Since his death the mortgage payments had not been met and there was the risk of foreclosure procedure being commenced by the bank. The client contacted us for assistance.

Her application was complicated due to the fact that she did not have much information about her husband's financial situation and there were some

children from her husband's previous marriage whose whereabouts she did not know. The consent of these children would be required for any application she might make.

Before the bank commenced foreclosure proceedings, she wanted to sell the house. We advised the client to obtain a limited grant, and as the administrator appointed by the Court, she would be in a position to only sell the house and deposit the net proceeds in a bank account. This fund would be distributed once a full grant was obtained at a later stage.

The client did not have the means to engage a private lawyer to assist her with this complicated application. CAB decided to assist her on a pro-bono basis to get the limited grant. We put the bank on notice that we were assisting our client to obtain a limited grant to sell the property and requested that they temporarily hold off foreclosure proceedings.

After gathering the necessary information, we assisted the client to obtain a limited grant which enabled her to sell the property in the sole name of the deceased. We also advised that CAB would look at assisting her to obtain a full grant once all the necessary information had been gathered. In her application for letters of administration, it was noted that she would agree to any conditions that the Court deemed necessary to impose. The client obtained the limited grant and was in a position to sell the house. At a later stage, we assisted the client to obtain a full grant. The client was very grateful for the assistance provided by CAB.



"Principal Solicitor Selva and Mediation Coordinator Davina spreading the great word about CAB"



"Magistrate Steven Wilson with branch coordinator Kerrie at her presentation on becoming a Justice of the Peace"



"Student and CAB paralegal James, hard at work"



"Once again this year CAB will be participating in Homeless Connect in Russell Square"

Mediation Coordinator's Report

Mediation Services at CAB is located at our Perth office at Level 4, 25 Barrack Street. The service began operating from Level 4 on 7 December 2015. One full time staff member (Mediation Coordinator) coordinates the service with the assistance of a team of six volunteers who undertake administrative duties. All current volunteers are law students with an interest in alternative dispute resolution.

Volunteer Mediators Panel

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

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

We also provide in-house training to mediators once per month on areas that are relevant to their work as mediators. All mediators are also advised of training opportunities available within other areas of CAB and externally.

The requirements to be qualified as a Family Dispute Resolution Practitioner (FDRP) has recently changed from ten hours practical supervision to fifty hours practical supervision hours to be completed prior to accreditation. As such, the service is looking into offering placements for a fee to assist potential practitioners to obtain their required hours.

Our panel of mediators consists of fourteen nationally accredited mediators – eleven who are registered Family Dispute Resolution Practitioners (FDRP).

Panel

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

Scope of Service

CAB offers a mediation service that caters to three main areas – Family, Community and Commercial.

Family

- ✓ All children's matters
- ✓ Financial matters

Community

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

Commercial

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

Statistics for CAB – Mediation Services for Financial Year 2015/2016

Enquiries

Mediation services received on average thirty new enquiries a week with regard to commencing mediation or the process that is involved with mediation. This year, approximately one thousand five hundred calls and emails were received.

Approximately 71.5% of all mediation enquiries for this financial year were in regard to family dispute resolution. 26.7% of enquiries related to community disputes and 1.8% related to Commercial or other disputes.

Pre-mediations

Two hundred and fifty pre-mediation appointments were held in 2015-2016. An initial appointment is conducted with each party individually to assess the suitability of the matter for mediation. The mediators must also be satisfied that the parties have the capacity to mediate and that the matter is appropriate for mediation prior to organising a mediation session. This appointment can take approximately two hours and in family matters is conducted by an FDRP.

Mediations

A total of two hundred and three mediations were held in 2015-2016. Each family mediation session ran for an average of three hours and community mediations ran for an average of two hours per session. CAB uses a co-mediator model which requires two mediators to conduct each session. In a Family Dispute matter at least one mediator must be an FDRP. In some matters, a gender balance will be required. Our model enables a gender balance to be achieved in most matters.

Family Dispute Resolution: Case Study

CAB Mediation Services receives numerous requests for mediation from parties who require assistance with arranging time spent with children when there are complex work arrangements, normally due to shift work or Fly In Fly Out work rosters. One of these cases involved a father who initially contacted the mediation service as he hadn't spent time with his children (ages eight and ten) for a number of weeks. He had been separated from the children's mother for over two years and, due to his employment, often had unpredictable hours of work. In the past they had worked around this and he was able to see the children on an ad hoc basis to fit in with his shifts. Recently the relationship with his children's mother had broken down and they were no longer

communicating. The client had been advised by the Family Court of WA to seek mediation before applying to the court for a remedy.

Initiating letters were sent to both parties with information about the process and costs. The children's mother contacted mediation services and agreed to participate in the mediation process. Pre-mediation sessions were held on separate dates and times. The mediators assessed both parties individually and the matter was deemed suitable for mediation.

At the initial session both parents were able to give their point of view without interruption. The children's mother stated she was feeling overwhelmed by some behavioural issues with the older child and was feeling that she had no assistance or support. She felt that she was always the one who had to manage "everything" around the father's needs and the needs of the children. She was finding it difficult to work outside of the home due to the unpredictability of the father's shifts and stated she felt constantly tired. She stated that she was basically just really upset about the whole situation. She said she wanted the children to see their father but felt that he needed to take more responsibility and not just phone and say he could/couldn't see the children.

The children's father said he was surprised by this as she had never said anything before. He believed she was happy with the arrangements. The parties were able to discuss the specific issues in further detail and some compromises were discussed.

One of the solutions discussed was that the children could spend regular time with their paternal grandmother (who the father currently lived with and the children/mother had a good relationship with) and stay with her on a regular basis (every second weekend) so that the father could see the children between shifts if he was working. This arrangement also allowed for "extra" time with the father if his shifts allowed, he just had to email/text the children's mother to see if it suited. This meant that the children would have a routine and would see their father on a regular basis.

Mediation Coordinator's Report continued ...

A written agreement was formulated from the discussion and the parties were happy that a solution was achieved. A further session was booked to see how the arrangement was working. Parties were advised that if the circumstances changed (if the father moved out of his mother's home) they would be able to come back and use mediation again.

Community Case Study

Party A contacted Mediation Services as he was in dispute with his neighbour over overhanging branches. More specifically, he had asked his neighbours "numerous" times to cut back branches that were hanging over his side of the fence and they ignored his requests. He then proceeded to cut the branches back himself and put the cut branches over the fence on his neighbour's side. They were now contacting him and "telling" him he had to remove the "mess".

He had contacted the council who had referred him to CAB Mediation Services.

Initiating letters were sent to both parties with information about the process. There was no cost requirement as they were in a local government area that mediation services provide mediations free of charge.

Initially the other Parties (Party B) did not want to mediate. They had paid someone to remove the branches and had sought legal advice on recovering the costs. They had been advised that they would be unlikely to recover the costs as the neighbour had acted within the law. After initially declining to mediate they re-contacted and accepted. They believed that it would be best to sit down and speak with their neighbour to ensure a better relationship in the future.

Pre-mediation sessions were held on separate dates and times. The mediators assessed both parties individually and the matter was deemed suitable for mediation.

Parties met for mediation, Party A spoke about how the branches caused leaves to fall in his pool and the previous year it had clogged his pool filter and caused it to stop working. The branches also made shade on the pool which meant it was unusable for a longer period of time. Parties B stated that the trees had been in the backyard longer than his house had been built and were upset that the trees did not look as good when they were cut back. In particular they believed he had cut them back so much that a section now appeared to be dying. They did not believe that the branches were overhanging as much as they had been cut back.

Parties discussed possible solutions and compromises. The parties eventually came to a semi-agreement where if the branches were creating a problem for Party A he would write to Parties B and let them know. At that point they would decide if it was necessary to bring in a professional tree lopper at Parties B expense. Both parties agreed that if they could not reach a suitable decision at that time they would contact mediation services and book another session. No agreement was signed but the parties all shook hands and said it had been beneficial to "clear the air".

Trends

Fly In Fly Out (FIFO) workers

We continue to receive an increasing number of FIFO families that utilise our mediation service. Processes such as flexible appointments and low wait times ensure that these families are not disadvantaged further.

Debt management

A number of matters this financial year involved parties who have separated and due to recent unemployment or the high cost of housing/inability to sell the family home require mediation for debt management rather than property disbursement.

Conclusion

CAB Mediation Services is enjoying its new location on the fourth floor. We have purpose built mediation rooms and can accommodate many more mediations than previously. Mediation Services continue to develop and adapt to the types of mediations required and requested by the community. Wait time have been kept to a minimum at all times when possible and referrals to complementary or alternative agencies are provided as required.

With grateful thanks to our panel of mediators, especially those who give their time generously each week. Without their assistance, Mediation Services would not exist. A special thanks to Margaret Dixon, Barbara Kwiecien, Margaret Mendelawitz, Noray Jones and Shannon Hayes. Also with grateful thanks to Legal Aid WA, City of Joondalup, City of Vincent, City of Swan, City of Cockburn, City of Wanneroo, Town of Mosman Park, City of Cambridge and City of Subiaco for their continued support of the service.

Kathryn Lawrence for Mediation Services

Schools Conflict Resolution and Mediation (SCRAM)

CAB has been a proud sponsor of the Schools Conflict Resolution And Mediation (SCRAM) program since 2002. Over the years CAB's sponsorship has assisted country schools to participate in the program and provides a Team Award and meeting facilities together with administrative resources.

SCRAM is an interactive role-play competition for Western Australian high school students in years 9 and 10. It is designed to promote and consolidate communication skills, negotiation skills and decision-making skills: namely active listening, analysing, questioning techniques, empathizing, and logical thinking as well as the ability to speak clearly and concisely.

SCRAM aims to influence the schools and the community through the life skills the students learn. It provides an enjoyable and dynamic way of introducing students to the mediation process and alternate ways to resolve conflict.

The program runs from March to September each year. There are four rounds in the competition during each round the students are coached on the mediation process and at the end of each round the students participate in a mediation role-play session, which is adjudicated and scored by an experienced adjudicator. The two top scoring schools compete in a Grand Final held mid to late September.

Margaret Dixon
Convenor
WADRA-SCRAM

"I spoke to a lady there who for one of the first times in my life didn't rush me and took the time to listen to me. After a long time of listening and she listened properly, she asked me what did I want to do with this information. This made me think as people always usually brush me off, treat me like I am stupid. I said I didn't know and she gave me about three options and suggested I think about them and then make a decision.

I did as suggested and I feel so much better. My mind is clearer. So I want to thank you for this."

Rockingham client

"I found I miss it, like last Thursday when we had a week off. Volunteering here gives structure and great satisfaction to listen and help people. We at least give the opportunity to give people a human voice and not just an automated message."

Meredith, volunteer

"I enjoy the atmosphere at CAB. The people that work here are passionate about helping people that are in need. Coming to work at CAB makes me feel good. It's rewarding to have a positive influence in the lives of others, even if only in a small way."

Donne, volunteer

"I think it's nice that people feel they can ask anything. We can help people who have often been to 6 other places, we don't fob people off and try our best to assist."

Christine, volunteer

Branch Reports



Armadale Branch Coordinator's Report

Branch established in 2004

Statistics

Telephone: 2282
In Person: 1116
Total: 3398

General

Armadale is now in its twelfth year of providing necessary and varied services. We are open five days a week operating from 9:00am to 3:00pm helping the Armadale and outer regional community. With two coordinators and six volunteers at Armadale CAB there is always great input in the running and operation of the branch.

This year has been very busy and doesn't look like it will be slowing down anytime soon. Appointments are always filled within a few days of release and it would be an advantage to have another visiting lawyer to help with the demand. Volunteer Week was celebrated by the Armadale volunteers with a lunch at a local restaurant, Avocados. The coordinators were invited along with other volunteers to participate in a video to promote CAB. The video can now be viewed on CAB's website www.cabwa.com.au

Stats

The new sign has made a huge difference to the awareness in the community and seem to have increased the demand for appointments.

The community enquires about a broad range of issues from family and estate matters to civil and criminal law. Our audience covers all age groups and nationalities.

Volunteers

Armadale CAB joined forces with Work for the Dole to recruit volunteers. CAB received payment for each and this enabled us to purchase some much needed new chairs and a colour printer.

They provided us with Maria and Anna who are great volunteers and Rosmarie joined us in February. We are usually able to have three volunteers working each day.

Our new volunteers can speak second languages and come from a variety of cultural backgrounds. We feel privileged to have them on board.

Meetings

Staff meetings are held every six weeks and branch committee meetings are held every three months. They are always well attended by the volunteers. The AGM is scheduled on 24 August 2016 and we are looking to elect a new Chairperson. Keith Sorensen has unfortunately submitted his resignation because of heavy work commitments. Dr. Tony Buti, who is not only a member of State Parliament, but also has a legal background, has agreed to become our new Chairperson. We would happily welcome him to the team.

Community participation

We were approached by Business Armadale to join their community group. This will give the wider community further exposure to our services. Rae, Kerrie and Julie have attended several community functions and networked with other participants. CAB CEO Kathryn and Kerrie attended the Angelhands launch held at Parliament House. Angelhands supports family members of the victims of crime, who are usually the forgotten victims who also require much needed help, understanding and assistance.

Training

Armadale CAB will host the first coordinators and 'Talking Heads' meeting outside of Perth on 5 August 2016. Sue Looby, from Child Protection, has been invited to be our guest speaker.

Training is always ongoing at the branch, and included in the staff meetings. The George Jones Child Advocacy Centre, representatives for Parkerville came and spoke about what they do, how to refer, and where they fit in with CAB. Volunteers visit the Family Court of Western Australia in Perth for a very informative Walk in Their Shoes session. WA NILS and Tax Help have been working well within the branch. Salvation Army representative, Sally Hedderwick, will run a forum and talk about mental health issues, suicide and depression.

Kerrie is completing her JP course and the Armadale branch will be setting up a JP Signing Centre, another much needed service for the area. We are in good hands, as Julie and Rosmarie have completed their First Aid Certificate for another three years.

Conclusion

Kerrie and Rae, thank and appreciate our volunteers for their help and dedication throughout the year. Their constant support has enabled us to continue to improve the running of the office and also provide much needed assistance to the community. A huge thank you to Verity and Keith for their tireless support of our office. Huge thanks to Elena who has been a great support and is always there to help and assist. Special thanks to Kathryn, who is always open to suggestions and assistance. Thank you to Garry and Marilyn, your help and support this past year is always appreciated. Armadale CAB looks forward to the next year and being able to assist the community with a much needed service.

Kerrie Schilling and Rae Wright
Branch Coordinators, Armadale

Bunbury Branch Coordinator's Report

Branch established in 1974

Statistics

Telephone: 819
In Person: 509
Total: 1328

General

Bunbury branch now operates from a larger office within the Senior Citizens Centre. We are open five days a week 9:00am to 2:00pm.

Tax Help appointments will take place on Thursday or Friday (depending on the volunteer's work commitments).

There is usually a high demand for this service and booking will be available two weeks in advance.

CAB Principal Solicitor Selva Stenross is in the branch once a month on a Friday and a JP Service is available at the branch on Wednesdays.

Stats

Clients who telephone or visit the Bunbury branch are mostly female aged over fifty.

Enquiries are mainly focused around the areas of

- Wills, Enduring Power of Attorney and Guardianship
- Probate Advice
- Letters of Administration

Volunteers

A group recruitment and interview morning is scheduled in July to fill the available positions which had become vacant through volunteers leaving for diverse reasons.

The team of volunteers are from varied multicultural backgrounds and bring with them many wonderful skills.

Two weeks rosters are being used instead of the monthly roster. There are three volunteers rostered each day and this seems to be working well.

Meetings

Volunteer meetings have started and will be held every quarter at the end of the month on a Friday with a morning tea and a guest speaker.

The branch is currently without a committee due to resignations and strategic matters are dealt with from Perth (overseen by Kathryn).

Community participation

Community member for the South Western Agencies in Partnership Committee attended Network Meeting (quarterly).

South West Managers/Coordinator Breakfast Meetings networking with the different not-for-profit and government agencies regularly.

Live Lighter Seniors Activity/ Information Day information stand.

Training

Selva, Davina and Elena came from Perth to provide information and referral, legal and mediation training which was well received by the volunteers.

The volunteers and coordinators attended a talk at the Senior Citizens Centre.

A presenter from Advocare spoke about the organisation and the different scenarios. They provide professional, confidential assistance free of charge.

We also attended a workshop from Volunteering WA to discuss the national standards for volunteer involvement.

Both coordinators will attend training on personal and professional development.

Conclusion

2015-2016 has been a year of amazing growth and we are looking forward to a new enriching year.

Thank you to our wonderful team of volunteers who are giving their time so generously.

We would also like to thank members of staff for their support and guidance.

Maxine Lane and Chris Jackson
Branch Coordinators, Bunbury

Busselton Branch Coordinator's Report

Branch established in 1975

Statistics

Telephone: 567
 In Person: 468
 Total: 1035

General

Busselton has been functioning since 1975, having moved around a number of locations during this time.

We are now in the Community Resource Centre and have very good office space and fittings.

We open from 10:00am to 1:00pm, five days a week, Monday to Friday and these hours currently seem to work well for us.

CAB Busselton serves a wide regional area with clients from Augusta in the south and inland up to Nannup, Manjimup and Bridgetown.

Our service, of course, is focused around CAB's Mission Statement.

We have a monthly Legal Service provided by Selva Stenross and the revenue from this service for 2015-2016 totalled \$18527 for the year.

We also provide Tax Help and a WA NILS service.

The Tax Help service is well used but the NILS service has not taken off at all.

Stats

Total: 2014-2015 608
 Total: 2015-2016 1035

The subject of client enquiries was clearly led by the area of Family and Personal at 60.5% of the total enquiries and of this 60.5%:

-65% were for Wills, EPA, EPG,
 -23% were for Marital, Family and Divorce.

Our contacts were from:

Female: 692
 Male: 343

There has been a trend down in age groups of our clients seeking our service during the past year:

60+ age group	total	37%
50+ age group	total	18%
40+ age group	total	20%
30+ age group	total	17%
20+ age group	total	8%

Volunteers

We currently have ten volunteers, including the coordinator.

Six are female and four are male.

Six of the volunteers are teachers with the remaining four from other professional backgrounds.

Meetings

We do not have an elected committee as all branch volunteers meet monthly to deal with the Treasurer's

and Coordinator's monthly reports, any matters from the Perth office and any agenda items raised by branch members.

This arrangement works very well, provides a good information forum and a sense of being part of the total organisation.

The coordinator also attends the coordinator meetings and 'Talking Head'.

Community Participation

On three occasions I have attended the Vasse Human Services Alliance where I brief the meeting on CAB's services.

I have also attended the Local Friendship Group as guest speaker and spoke with Selva, our lawyer to Country Women's Association Busselton.

We use A4 size posters advertising our services in Busselton.

These are displayed at various locations around the area.

We also have a discounted deal with a local newspaper that runs a public notice of our services monthly and both of these initiatives have produced positive feedback and enquiries.

Training

A group of our members attended a Bunbury/Busselton training session in Bunbury run by Elena, Selva and Davina.

Training for Victims of Crime Compensation and WA NILS also took place during the past year.

Conclusion

We are fortunate in having an excellent group of volunteers, some of whom have been with CAB for a few years.

One of our volunteers, Verna Chapman, has been with us for twenty-six years.

I have to thank them all for their great service to CAB and the local community.

Our representative Councillor from the City of Busselton, Tom Tuffin, did not seek re-election at the last local government elections and we all thank Tom for his considerable help and interest over the years.

Councillor Terry Best has joined us as Tom's replacement and we are grateful to have him join us. Thanks Terry!

Finally, our thanks go to Kathryn and all of her staff for their ever willing assistance and guidance.

We also recognise the positive direction of CAB under the guidance of the Board.

Kevin Douglas
 Branch Coordinator, Busselton

Fremantle Branch Coordinator's Report

Branch established 1966

Statistics

Telephone: 1719
In person: 1050
Total: 2769

General

We are still situated in 15a Queen Street, Fremantle. We seem to be the only constancy in a sea of inconstancy in Fremantle. We are still looking to move to new premises and look forward to finding something suitable.

Stats

Our clientele is mixed, mostly going through family law court. We also get more mature-aged couples who are seeking to make Wills, EPA/EPG or wanting to make end-of-life decisions.

Volunteers

We have seventeen volunteers on our staff. Margaret Marrone is our Secretary with Opal van Niekerk as back-up and what a team they are. We welcome Jim back albeit on light duties. Ann Pratt is also on light duties due to a glitch in her health. Claire, our Treasurer, is having more than her fair share of health problems and our thoughts and prayers go out to our volunteers in their trials. Our volunteers are without exception beyond price and a great backup system. Without them, the branch could not function.

Meetings

We hold a staff meeting once a month which is a good way to catch up with each other and share ideas and experiences.

Community Participation

On 1 April 2016, we decided to run a stall at the Town Hall for the Healthy Lifestyles Expo for 55+. It was a great success and we got to meet all the other not-for-profit organisations. On 17 May 2016, Margaret M, Opal and I went to an Eat and Meet at the Coogee Surf Club, all funded by the City of Cockburn for the not-for-profit organisations. The City of Cockburn is really generous to their people. The meal was wonderful and there were prizes – no expense was spared. At our table were Councillors and the Mayor joined us later. We were given the opportunity to explain what CAB does and of course they were very grateful for what we were doing for the residents of Cockburn.

Training

The Principal Solicitor, Mediation Coordinator and Volunteer & Client Services Coordinator organised a joint training session at the branch.

We then attended training in Perth. Firstly we had a continuance of Criminal Injuries Compensation which was extremely interesting and informative. Secondly, Legal Aid WA gave us a talk, also very good content and instructive. We all learned a lot from the sessions.

Conclusion

It has been an eventful year and also a busy one. But when you have a team as good and as obliging as Fremantle, anything is possible. My sincere thanks go to all my volunteers for their unstinting support of me and our clients and the professional way they deal with the public, some of whom can be very difficult.

Pat Baxter

Branch Coordinator, Fremantle

Joondalup Branch Coordinator's Report

Branch Established 1999

Statistics

Telephone: 2024

In person: 316

Total: 2340

General

The branch is situated in Lotteries House in Joondalup. We are just one of various tenants. Our office is on the ground floor, and is open 9:00am to 3:00pm, Monday to Friday. The northern corridor has opened up with lots of new suburbs and our service to the community has been a lot busier this year with our phone calls increasing and our calls varying.

Our AGM is scheduled on 19 July 2016 in Lotteries House, with one new volunteer coming on board and one volunteer resigning due to ill health.

We are still offering WA NILS, Tax Help and a legal service. Another visiting lawyer is much needed, especially for family appointments.

The fact sheets have proven handy and we are still selling Probate, EPA and EPG kits.

Stats

The branch mainly handles family, Will/EPA/EPG and Probate calls, JP enquiries and tenancy matters.

Volunteers

This year we have seen a lot of volunteers applying for positions through the website "SEEK". Quite a few did not have any computer experience and a few did not like the shifts offered to them. A few started with training and decided not to stay on. We are delighted to have three law students with us who are working extremely well.

Joondalup branch has a great team and everyone is working well together. Most of our volunteers do other volunteering work as well as CAB. I know several who do hospital work and volunteering in other different areas. There are a couple of volunteers who will always do a double shift when asked and this is always appreciated.

We now boast fifteen volunteers and one relief staff, two on the morning shifts and two in the afternoon shifts. We have a couple of shifts where there is just one volunteer. Working all day is not an option with the volunteers. Wednesday afternoon is a problem at this stage as the new volunteers in training are not ready to be on their own yet.

Making sure all volunteers follow the same procedure is always ongoing.

Out-of-Pocket Expenses will be given to the volunteers on 19 July 2016. This covers the parking at \$1.30 per hour. Few volunteers park at the Joondalup shopping centre and walk to the office.

I have a few volunteers (new) on hold.

We have had a stand-in Treasurer for a few months due to maternity leave. Bart Daly has been doing extremely well and we thank him for his work. Jasmine Jenkins will be returning from leave in September.

I have nominated one law student, Anu Kothapalli, for the Edith Cowan University, Vice-Chancellor's Student Award. Anu is studying her bachelor of laws and has volunteered at several law places.

We are also sending out birthday cards to volunteers.

Meetings

We have three volunteer meetings a year. It is hard to get all volunteers together on the one day, although usually for the Christmas break up we have 100% attendance.

Training

We are sending our new volunteers into Perth first for training and then they work with volunteers that have been with us for some time. We have two volunteers who are working on their own and are very capable.

Conclusion

I can envisage next year being as busy and if we are lucky enough to be able to get another visiting lawyer we would be extremely happy. I have advertised Tax Help in the local community paper, hoping this will improve our image.

Communication is vital.

The ongoing coordinator's meetings will be of great advantage hoping we are all on the same page.

Diane Cook

Branch Coordinator, Joondalup

Kwinana Branch Coordinator's Report

Branch established in 1994

Statistics

Telephone: 396
In Person: 371
Total: 767

General

We are now open Tuesday, Wednesday and Thursday. We were open on Friday for some time but as it was a very quiet day we decided to change to Tuesday, which is working very well.

Our visiting lawyer, who was here every week, has left on maternity leave. We are hoping for a new lawyer in the near future.

We are very fortunate having many resources in our building, such as The Smith Family, Bridging the Gap, Multi Cultural, Kwinana Early Years Services Incorporated and Relationships Australia WA. It is a great environment and the organisations help each other, especially with referrals when and where possible.

WA NILS applications over recent months have become very quiet as there are a few agencies in the area that also offer this service.

We have a volunteer who is very well known in Kwinana who has been doing Tax Help for many years. She will come in every Tuesday and Thursday to volunteer her services.

Stats

The majority of our clients are family related as our visiting lawyer only gives advice on family law matters. We refer clients for documents (Will/EPA/EPG, Letters Of Administration and Probate) to Perth, Armadale or Fremantle Branches. Clients with other queries are referred to the relevant organisations.

Volunteers

Sincere thanks go to our volunteers for their support, excellent service and help. We have three volunteers who have been at the branch from the re-opening (now nearly two years) and several university students who volunteer in between lecture days. Needless to say a few have come and gone and we are in the process of recruiting new volunteers.

Meetings and Training

The branch committee meets monthly to discuss any issues that may have arisen, how we can solve them and any general information to be shared. We also have had quite a few training sessions either at the branch or outside.

Having the CAB coordinators meeting every three months has proven to be very worthwhile and the afternoon 'Talking Heads' meetings where people from various departments and organisations come along to discuss how their organisation runs is beneficial to the volunteers.

The event gives everyone a chance to meet each other, socialise over lunch and discuss how other branches operate.

Conclusion

We feel like the Kwinana branch is expanding. We offer Tax Help, assist with WA NILS applications and give legal advice with the help of a visiting lawyer. We are looking forward to having a lawyer coming in more often and who can draft documents.

Thanks again to all the volunteers who give their precious time and to Elena, Selva, Garry and Marilyn for your help and assistance with our "SOS" calls, it is very much appreciated. Thanks as well to Kathryn for her ongoing support.

Kerry Smith

Branch Coordinator, Kwinana

Mandurah Branch Coordinator's Report

Branch established in 1977

Statistics

Telephone: 1524
In Person: 6096
Total: 7620

General

We have six JPs on a roster system. They come in Thursdays and Fridays between 10:00am and 12:00pm and are kept very busy.

Our volunteers assisted approximately one hundred and eighty clients with Tax Help.

We have two volunteers who will be providing Tax Help three days a week.

We have had to discontinue the legal service due to the lack of a visiting lawyer.

We are hopeful of resuming this valuable service as soon as a replacement can be found.

One of our goals for this year was the purchase of a new reception desk. Fortunately we were given a suitable desk by the City of Mandurah, for which we are very grateful.

Stats

Our clients come from varied cultural and social backgrounds. They are from all age groups although mainly mature-aged.

Our Tax Help service also assists mainly mature-aged clients seeking help.

The JP clients are of all ages seeking diverse types of documents to be witnessed.

Volunteers

We have eighteen volunteers on roster and one on leave.

Barbara and Patricia resigned during the year after many decades of valuable service for which we sincerely thank them.

Jean has taken over the role of Secretary (as well as Treasurer) as a fill-in measure.

A permanent replacement will be sought at the AGM. We also have one of our volunteers away until next year so we are stretched pretty thin especially during tax time.

Meetings

Branch Committee meets quarterly with an AGM in July.

The coordinator meeting is taking place every three months followed by 'Talking Heads'.

At our meeting in June, a representative from Relationships Australia gave a talk, answering many questions and conducting several training

exercises which made the talk very informative and entertaining.

Community Participation

One of our most senior volunteers (Rene Demasson), attends to duties at the Magistrates Court two days a week and a volunteer attends the Children's Court one day a month.

Rene is currently recuperating from a shoulder injury and we look forward to her return if she is able to do so.

Training

WA NILS training was undertaken by additional volunteers and we are apparently now the only WA NILS agent in Mandurah. A total of thirty-six applications have been processed of which twenty-four have been approved.

Garry, Marilyn and Elena conducted training on conflict check, booking of appointments, receipting and statistics at the beginning of the year.

Conclusion

Many thanks must go to the City of Mandurah for their ongoing support and assistance and to all the JPs for their regular attendance and hard work.

My sincere thanks must go to all the volunteers at Mandurah for their help and support and the professional way in which they carry out their duties.

Phil Gilbey

Branch Coordinator, Mandurah

Midland Branch Coordinator's Report

Established in 1993

Statistics

Telephone: 3338
In Person: 2289
Total: 5627

General

Midland branch is moving to 23 Old Great Northern Highway in August. We are currently located at Suite 3, Stafford Court. Hours of business are 9:00am to 3:00pm Monday to Thursday, and 9:30am to 3:00pm on Fridays. The branch is centrally located and easily accessible to the metropolitan area and to rural areas to the north and east. With the move, we are hoping to gain more room and proximity to other not-for-profit organisations.

Stats

Our clients mainly seek information on family law, wills, Probate, EPA and EPG, plus miscellaneous matters like commerce and community issues.

Volunteers

Gill, our coordinator of many years, has had to resign for personal reasons and would like to thank Alison and Mary for taking up the challenge as joint coordinators. We have twelve volunteers, some only doing a few hours each month, and we have had a considerable amount of sickness throughout the winter, making it difficult to cover shifts. Moving forward, we would like to recruit new volunteers.

Meetings

Staff meetings are organised every three to four months, and held at the branch, following an agreed agenda.

Coordinator's meetings also take place every three months, followed by 'Talking Heads'.

Training

Selva, Davina and Elena organised a joint training session in Midland in early February.

A few volunteers attended the Talking Heads event in Perth with a guest speaker from Legal Aid WA.

Many volunteers also signed up for the Mental Health and Suicide Prevention training that will take place at the end of August.

Conclusion

Thanks to all our volunteers for their support over the past twelve months and to Tony Agostino, our auditor, for his assistance over many years. Thanks also to our JP, Christine Villaroya, Peter Moore, Stephen Sharp and John Luks, and to Ken Duffy our Chairperson, David Earnshaw our Vice Chair, and to all those at the Perth Office who willingly assist us.

Alison Barnard and Mary Shaw
Branch Coordinators, Midland

Rockingham Branch Coordinator's Report

Branch established 1979

Statistics

Telephone: 766
In Person: 1079
Total: 1845

General

We are at 14 Council Ave, Rockingham in the Anglicare Community Centre. Our opening hours are 9:30am to 3:30pm Monday to Thursday. We are hoping to start opening on a Friday morning again soon. We have a new lease of life in 2016 and also a new lawyer once per month. We are offering WA NILS and Tax Help.

We would love to have a JP as we are getting a lot of queries regarding JPs.

I have enjoyed the opportunity to spruce up our office. The new chairs are much more comfortable and we can adjust them for the different volunteers. Our new cork board is almost compulsory since the increase in information this year. I am still hopeful that we can find some more colourful and cheerful prints about Rockingham for our walls.

Stats

Most of our clients tend to have marriage breakups; they are definitely on the rise in Rockingham. We are also experiencing a rise in homelessness and people needing emergency relief. We do have quite a few queries regarding Probate for which we are able to offer a fact sheet. The fact sheets are very useful and do explain ideas very clearly.

Volunteers

We have thirteen volunteers at the moment in Rockingham: Beryl is the coordinator; Gordon, Treasurer and WA NILS; Joan, Assistant Coordinator; Kathy, Secretary and WA NILS; Max, Chairman and Tax Help; Ron, Committee; Barbara, Committee; Lyn, WA NILS and Gail, office organiser. Between them, these nine volunteers have been with CAB for ninety-nine years combined. I could not have carried out the position of coordinator without their help. We would also like to welcome to our team our new volunteers Trish, Jane, Susanne and Margot, who all bring years of work experience, education and training to our branch. We hope they will be with us for a long time. We were sorry to say goodbye to Chris Smith, Terry Stevens and our previous coordinator Narumol Rees.

Meetings

Our AGM is scheduled on 30 September 2016. We had a meeting with the CEO in early 2016 and another is planned with the Volunteer & Client Services Coordinator in September.

Thank you to Elena and Kathryn for coming to meet and train us, especially me as I took over the coordinator role recently.

We had a meeting on 27 April, when I took over as coordinator, and we also held meetings in December and July.

Community Participation

A few of us attended the Anglicare Community Service networking day which was full of information about different services available in our community. We are using this information all the time. I am our branch representative on the Saint Nicholas Community Centre Management Committee. Also, recently three of our volunteers (Lyn, Susanne and Margot) attended a Family Court of Western Australia information session.

Training

On 8 February, seven of us attended a training day at Kwinana CAB. We enjoyed the beautiful new facilities available to Kwinana volunteers. Selva, Elena and Davina from Perth kept us all busy taking in new information and the day was finished off with a lovely lunch. On 19 May, Garry, Elena and Marilyn came to our office in Rockingham to train us in conflict checking, appointment making and receipts to get us ready for when our new lawyer started.

Conclusion

I have attended two coordinators' meetings now, one in May in Perth and one in August in Armadale. I am on a steep learning curve as only taken over the coordinator position recently.

As a group, we are looking forward, to the possibility of helping many more people in our community. We all do our best, as CAB volunteers to offer information and referral to as many people in need as we can.

In conclusion, Rockingham branch has some wonderful volunteers and together I feel sure this branch will be here for another thirty-seven years.

Beryl Hunter

Branch Coordinator, Rockingham

Statistics



Summary

Head Office	Client Enquiries			Last Year	
	Interviews	Telephone	Total		
General	401	20,532	20,933		24,402
Legal	5,134		5,134		3,715
Tax Help	0		0		0
Justice of the Peace	11,679		11,679		11,817
Sub Total	17,214	20,532	37,746	37,746	39,934

Branches	Client Enquiries			Last Year	
	Interviews	Telephone	Total		
Albany	157	135	292		1010
Armadale	1,116	2,282	3,398		3,850
Bunbury	509	819	1328		601
Busselton	468	565	1033		584
Fremantle	1,050	1,719	2,769		2,043
Joondalup	316	2,024	2,340		2,882
Kwinana	371	396	767		0
Mandurah	6,098	1,524	7,622		7,525
Midland	2,289	3,338	5,627		3,560
Rockingham	1,079	766	1,845		2,295
Sub total	13,453	13,568	27,021	27,021	24,429
Total	30,667	34,100	64,767		48,779

WA No Interest Loans	Client Enquiries			Last Year	
	Interviews	Telephone	Total		
Perth	7				0
Armadale	11				0
Bunbury	0				0
Busselton	0				0
Fremantle	31				0
Joondalup	10				0
Kwinana	5				0
Mandurah	26				0
Midland	4				0
Rockingham	12				0
Total	106			106	0
GRAND TOTAL				64,873	64,363

Legal Advice

Perth and Branches		Last Year
Appeals	0	1
Bankruptcy	0	0
Building Dispute	1	0
Business	4	0
Civil	0	0
Consumer	12	11
Contracts	109	27
Copyright	0	0
Court	0	0
Criminal	32	11
Debt	1	6
Dividing Fences	61	58
Domestic Violence	1	1
Employment	3	29
Estate Matters	296	187
Family Law	2,202	1508
Financial	9	4
Fraud	1	1
Guardianship	2	2
Harassment	1	1
Housing/Tenancy	18	26
Immigration	0	0
Incorporation	0	0
Inheritance	0	0
Insurance	6	0
Land Sales	3	0
Letters Of Administration	332	292
Libel/Defamation	0	0
Mental Health	0	0
Neighbour Disputes	37	33
Personal Injury	17	14
Privacy	0	0
Probate	486	378
Professional Negligence	2	0
Property	80	74
Property Damage	0	0
Restraining Orders	16	13
Superannuation	0	0
Tax	0	0
Traffic	20	16
Vehicle Accident	19	0
Welfare Benefits	0	0
Wills Poa Epg	1,311	951
Workers Compensation	2	0
Other	50	71
Perth & Branches Total	5,134	3715

Statistical Returns - Summary Branches

Summary Head Office

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	229	10,648	10,877	11,068
2. Money Matters	19	413	432	385
3. Housing, Land, Accommodation	39	2,218	2,257	2,216
4. Consumer, Trade, Business	24	1,443	1,467	1,389
5. Law	34	1,663	1,697	2,015
6. Social Security Benefits, Veterans Affairs, Other Benefits	4	33	37	66
7. Insurance	4	99	103	55
8. Local, State, Federal Government and Statutory Bodies	10	1,115	1,125	1,787
9. Medical	1	35	36	49
10. Employment	7	235	242	221
11. Education, Training, Bursaries	0	10	10	7
12. Specific Migrant Requests	4	58	62	74
13. Travel	0	10	10	25
14. Requests for Cab Services	17	2,362	2,379	4,853
15. Clubs/Organisations and Associations	0	12	12	4
16. Local and General Information	9	178	187	188
TOTAL	401	20,532	20,933	24,402
Males	184	8,026	8,210	9,546
Females	217	12,506	12,723	14,856

Summary Branches

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	3,271	7,231	10,502	7,531
2. Money Matters	867	1,145	2,012	2,005
3. Housing, Land, Accommodation	255	512	767	705
4. Consumer, Trade, Business	119	258	377	448
5. Law	517	772	1,289	3,074
6. Social Security Benefits, Veterans Affairs, Other Benefits	116	31	147	199
7. Insurance	38	58	96	91
8. Local, State, Federal Government and Statutory Bodies	3,306	1,003	4,309	4,449
9. Medical	66	58	124	161
10. Employment	72	135	207	224
11. Education, Training, Bursaries	15	7	22	24
12. Specific Migrant Requests	66	42	108	85
13. Travel	31	16	47	53
14. Requests for Cab Services	3,354	1,330	4,684	3,867
15. Clubs/Organisations and Associations	28	22	50	153
16. Local and General Information	1332	948	2280	1360
TOTAL	13,453	13,568	27,021	24,429
Males	6,214	4,371	10,585	9,567
Females	7,239	9,197	16,436	14,862

Statistical Returns - Summary Branches continued ...

Perth and Branches combined - Explanatory detail

Category Headings		Client Enquiries			Last Year
1.	Family and Personal	Interviews	Telephone	Total	
(a)	Marital: Separation, Divorce, Custody	1,028	9,642	10,670	8,369
(b)	Regulations: Family, Name Change	32	80	112	88
(c)	Miscellaneous Problems: Young People	23	66	89	77
(d)	Miscellaneous Problems: Adult Persons	155	361	516	795
(e)	Food and Material Needs	82	17	99	118
(f)	Deaths, Funerals, Wills, Probate, etc.	1,840	7,181	9,021	8,102
(g)	Power of Attorney	340	532	872	1050
TOTAL		3,500	17,879	21,379	18,599

2.	Money Matters	Interviews	Telephone	Total	
(a)	Mortgages /Loans	33	113	146	186
(b)	Debts /Hire Purchase /Credit Accounts	68	294	362	256
(c)	Financial Counselling	90	143	233	239
(d)	Investment /Superannuation	30	66	96	86
(e)	Taxation (Personal, Land, Stamp Duty)	470	615	1,085	1,473
(f)	Banking Complaints	8	40	48	32
(g)	Bankruptcy	187	287	474	118
TOTAL		886	1,558	2,444	2,390

3.	Housing and Land	Interviews	Telephone	Total	
(a)	Home or Land Purchase or Sale	91	879	970	848
(b)	Home Building Advice /Disputes	21	269	290	338
(c)	Landlord /Tenant	120	1,471	1,591	1,555
(d)	Accommodation	34	34	68	78
(e)	Strata Titles, Corporate Bodies	28	77	105	102
TOTAL		294	2,730	3,024	2,921

Perth and Branches combined - Explanatory detail *continued ...*

Category Headings		Client Enquiries			Last Year
4.	Consumer, Trade, Business	Interviews	Telephone	Total	
(a)	Unsatisfactory Goods & Services	66	1,422	1,488	1,422
(b)	Small Business Information	18	55	73	177
(c)	Professional Fees & Complaints	12	46	58	45
(d)	Consumer Information	47	178	225	193
	TOTAL	143	1,701	1,844	1,837
5.	Law	Interviews	Telephone	Total	
(a)	Enquiries (e.g. Summons, Referrals)	403	1,976	2,379	4,601
(b)	Motor Vehicle Accidents	24	113	137	122
(c)	Traffic Offences	39	140	179	132
(d)	Restraining Orders	37	107	144	113
(e)	Legislation (What the Law says)	35	54	89	86
(f)	Complaints (e.g. Fees, Lawyers)	13	45	58	35
	TOTAL	551	2,435	2,986	5,089
6.	Social Security Benefits	Interviews	Telephone	Total	
(a)	Social Security Benefits	64	47	111	132
(b)	Veterans' Affairs Benefits	4	3	7	10
(c)	Overseas Pensions	4	2	6	22
(d)	Seniors Cards	48	12	60	101
	TOTAL	120	64	184	265
7.	Insurance	Interviews	Telephone	Total	
(a)	Property	11	57	68	56
(b)	Personal Insurances	16	69	85	45
(c)	Public Risk	5	12	17	22
(d)	Workers Compensation	10	19	29	23
	TOTAL	42	157	199	146

Statistical Returns - Summary Branches continued ...

Perth and Branches combined - Explanatory detail continued ...

Category Headings		Client Enquiries			Last Year
8. Government		Interviews	Telephone	Total	
(a) By-Laws: Fencing, Dogs, Trees, Noise	62	662	724	818	
(b) Members of Parliament	7	1	8	10	
(c) Local Government Information	18	48	66	25	
(d) Justice of Peace	3,212	1,398	4,610	5,374	
(e) Electoral Matters	16	7	23	6	
(f) Copyright and Patents	1	2	3	3	
TOTAL	3,316	2,118	5,434	6,236	
9. Medical		Interviews	Telephone	Total	
(a) Health: Mental and Physical	23	28	51	88	
(b) Information and Support Groups	17	15	32	51	
(c) Alcohol and Drugs	4	4	8	10	
(d) Hospital and Medical Benefits	1	3	4	16	
(e) Hospital and Nursing Homes	14	19	33	23	
(f) Medical Complaints	8	24	32	22	
TOTAL	67	93	160	210	
10. Employment		Interviews	Telephone	Total	
(a) Employment /Unemployment	34	135	169	217	
(b) Self-Employment	2	9	11	10	
(c) Employer-Employee Disputes	28	125	153	119	
(d) Union Matters	0	3	3	9	
(e) Wages and Awards	11	66	77	47	
(f) Discrimination, Harassment	3	24	27	33	
(g) Occupational Health & Safety	1	8	9	10	
TOTAL	79	370	449	445	
11. Education & Training		Interviews	Telephone	Total	
(a) Financial Assistance	7	7	14	20	
(b) Pre-School, Primary, Second, Tertiary	6	10	16	10	
(c) HECS (Higher Educ Cont Scheme)	2	0	2	1	
TOTAL	15	17	32	31	

Perth and Branches combined - Explanatory detail *continued ...*

Category Headings		Client Enquiries			Last Year
12.	Migrants	Interviews	Telephone	Total	
(a)	Specific Problems	32	54	86	51
(b)	General Queries (e.g. Citizenship)	38	46	84	108
TOTAL		70	100	170	159
13.	Travel	Interviews	Telephone	Total	
(a)	Passports, Visas, Consulates	23	19	42	58
(b)	Travel Agencies	2	2	4	5
(c)	Accommodation	3	2	5	3
(d)	Tourism	3	3	6	12
TOTAL		31	26	57	78
14.	CAB - Requests to CAB	Interviews	Telephone	Total	
(a)	Public Relations	2,728	1,426	4,154	3,975
(b)	Pamphlets, Information about Bureau	164	68	232	408
(c)	CAB Legal appointments made	406	1,135	1,541	1,318
(d)	CAB Legal appointments cancelled	10	275	285	466
(e)	Query on status of documents	54	97	151	79
(f)	Missing Persons	0	2	2	15
(g)	Mediation: The Process	3	237	240	853
(h)	Mediation: Relationships: Matrimonial	1	301	302	714
(i)	Mediation: Intra Family	5	109	114	598
(j)	Mediation: Community	0	41	41	256
(k)	Mediation: Commercial	0	1	1	38
TOTAL		3,371	3,692	7,063	8,720
15.	Clubs & Organisations	Interviews	Telephone	Total	
		28	34	62	157
TOTAL		28	34	62	157
16.	Clubs & Organisations	Interviews	Telephone	Total	
		1341	1,126	2,467	1548
TOTAL		1341	1,126	2,467	1548
GRAND TOTAL		13,854	34,100	47,954	48,831

Auditor's Report

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CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)
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 2016 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:

Name: **Kathryn Lawrence**

Dated this 6th day of September 2016

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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC.)**

We have audited the accompanying financial report, being a special purpose financial report, of Citizens Advice Bureau of Western Australia (Inc.), which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the board of management.

Board of Management's Responsibility for the Financial Report

The board of management is responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the constitution and the *Australian Charities and Not-for-profits Commissions Act 2012* and is appropriate to meet the needs of the members. The board of management's responsibility also includes such internal control as the board of management determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board of management, as well as evaluating the overall presentation of the financial report.

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

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Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commissions Act 2012*.

Opinion

In our opinion, the financial report of the Citizens Advice Bureau of Western Australia (Inc.) is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commissions Act 2012*, including:

- (a) giving a true and fair view of the entity's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis of accounting

Without modifying our opinion, we draw attention to Note 1, which describes the basis of accounting. The financial report has been prepared to assist Citizens Advice Bureau of Western Australia (Inc.) to meet its financial reporting requirements. As a result, the financial report may not be suitable for another purpose.

RSM

RSM AUSTRALIA PTY LTD

A handwritten signature in black ink, appearing to read 'Tutu Phong'.

TUTU PHONG
Director

Perth, WA
Dated: 6 September 2016

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2016

	Note	Consolidated 2016 \$	Consolidated 2015 \$	Perth 2016 \$	Perth 2015 \$
REVENUE					
Donations		8,762	11,209	5,159	5,675
Grants	3	743,556	728,789	738,806	725,395
Interest received		5,297	7,056	5,286	7,021
Legal fees	4	706,982	400,015	511,883	357,805
Membership fees		1,755	1,558	1,125	1,130
Mediation revenue		42,330	40,518	42,330	40,518
Other income		1,949	1,822	1,475	-
Sale of resource material		12,769	8,497	3,223	3,552
TOTAL REVENUE		<u>1,523,400</u>	<u>1,199,464</u>	<u>1,309,287</u>	<u>1,141,096</u>
EXPENSES					
Annual general meeting		595	998	595	998
Advertising and publicity		5,678	3,906	4,004	2,609
Audit and accountancy fees		5,800	5,900	5,800	5,700
Bank charges		2,354	2,182	2,189	2,031
Depreciation		26,868	28,226	24,564	25,804
File fees expense		18,600	12,000	18,600	12,000
Fringe benefits tax		2,351	-	2,351	-
Grants to branches		-	-	105,336	99,712
Honorariums		3,869	3,465	-	-
Insurance		36,428	36,370	36,428	36,370
Legal advice		189,452	34,845	-	-
Loss on disposal of assets		341	971	341	971
Repairs and maintenance		8,198	5,451	6,646	4,024
Motor vehicle expenses		11,021	9,623	11,021	9,623
Organisation review		8,700	13,080	8,700	13,080
Postage		10,020	6,903	8,077	5,500
Printing and stationery		40,623	28,709	34,910	23,556
Reference and resource		570	2,030	570	625
Rent electricity and services		263,893	264,666	203,190	200,279
Salaries and wages		640,016	593,147	640,016	593,147
Seminar expenses		8,961	8,858	7,937	7,168
Staff amenities		6,864	6,906	3,816	2,767
Staff recruitment		673	3,561	673	3,561
Subscriptions		26,131	24,769	25,911	24,659
Sundry expenses		6,675	7,374	1,717	2,064
Superannuation		65,842	63,984	65,842	63,984
Telephone		27,921	24,926	12,044	13,482
Travelling expenses		12,913	12,943	3,755	3,347
Volunteers' expenses		42,199	32,483	23,468	20,851
TOTAL EXPENSES		<u>1,473,556</u>	<u>1,238,276</u>	<u>1,258,501</u>	<u>1,177,912</u>

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2016

	2016	Consolidated	2016	Perth
	\$	2015	\$	2015
		\$		\$
NET SURPLUS/(DEFICIT) FOR THE YEAR	49,844	(38,812)	50,786	(36,816)
Accumulated funds at beginning of the year	<u>332,575</u>	<u>371,387</u>	<u>305,893</u>	<u>342,709</u>
ACCUMULATED FUNDS AT END OF THE YEAR	<u>382,419</u>	<u>332,575</u>	<u>356,679</u>	<u>305,893</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT OF FINANCIAL POSITION

As at 30 June 2016

	Consolidated		Perth	
	2016	2015	2016	2015
	\$	\$	\$	\$
ACCUMULATED FUNDS	<u>382,419</u>	<u>332,575</u>	<u>356,679</u>	<u>305,893</u>
Represented by:				
CURRENT ASSETS				
Cash assets	414,099	296,269	398,262	279,505
Debtors	240	16,365	240	16,365
Prepayments	<u>49,451</u>	<u>65,597</u>	<u>49,451</u>	<u>65,597</u>
	<u>463,790</u>	<u>378,232</u>	<u>447,953</u>	<u>361,468</u>
NON CURRENT ASSETS				
Plant and equipment				
Cost	528,147	471,243	434,462	379,845
Accumulated depreciation	(407,125)	(382,665)	(323,343)	(301,186)
Bond for Branches	<u>615</u>	<u>615</u>	<u>615</u>	<u>615</u>
	<u>121,637</u>	<u>89,193</u>	<u>111,734</u>	<u>79,274</u>
TOTAL ASSETS	<u>585,427</u>	<u>467,425</u>	<u>559,687</u>	<u>440,742</u>
CURRENT LIABILITIES				
Payables	48,722	29,184	48,722	29,184
Provision for employee entitlements	93,338	78,778	93,338	78,778
Income received in advance	<u>39,470</u>	<u>13,619</u>	<u>39,470</u>	<u>13,619</u>
	<u>181,530</u>	<u>121,581</u>	<u>181,530</u>	<u>121,581</u>
NON CURRENT LIABILITIES				
Provision for employee entitlements	<u>21,478</u>	<u>13,269</u>	<u>21,478</u>	<u>13,269</u>
TOTAL LIABILITIES	<u>203,008</u>	<u>134,850</u>	<u>203,008</u>	<u>134,850</u>
NET ASSETS	<u>382,419</u>	<u>332,575</u>	<u>356,679</u>	<u>305,893</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT OF CASH FLOWS

For the year ended 30 June 2016

	Note	Consolidated	Perth	
		2016	2015	
		\$	\$	
		2016	2015	
		\$	\$	
Cash flows from operating activities				
<i>Payments</i>				
Wages and salaries		(633,745)	(584,405)	(629,672) (578,576)
Suppliers		(754,148)	(640,898)	(545,469) (588,784)
<i>Receipts</i>				
User charges		779,960	452,333	600,537 417,798
Interest received		5,297	7,056	5,286 7,021
Other		10,711	13,031	6,634 5,675
<i>Cash flows from government</i>				
Receipts from appropriations / grants		<u>769,407</u>	<u>741,838</u>	<u>738,807</u> <u>725,395</u>
Net cash from/(used in) operating activities	5(b)	<u>177,482</u>	<u>(11,045)</u>	<u>176,122</u> <u>(11,471)</u>
Cash flows from investing activities				
Payments for purchase of plant and equipment		(59,653)	(13,607)	(57,365) (11,779)
Proceeds from sale of Assets		-	-	- -
Net cash used in investing activities		<u>(59,653)</u>	<u>(13,607)</u>	<u>(57,365)</u> <u>(11,779)</u>
Net increase/(decrease) in cash held		117,829	(24,652)	118,757 (23,250)
Cash at the beginning of the financial year		<u>296,270</u>	<u>320,921</u>	<u>279,505</u> <u>302,755</u>
Cash at the end of the financial year	5(a)	<u>414,099</u>	<u>296,269</u>	<u>398,262</u> <u>279,505</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2016

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of presentation

The financial report is a special purpose financial report prepared in order to satisfy the requirements of the Bureau's Constitution to prepare a financial report. The Board of Management has determined that the Bureau is not a reporting entity and therefore, as there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements in the preparation and presentation of the financial report.

The financial report has been prepared on an accruals basis and are based on historical costs.

The following specific accounting policies, which have been consistent with prior financial reporting periods unless stated otherwise, have been adopted in the preparation of this report:

(b) 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 each class of depreciable fixed asset is -

Class of Asset	Depreciation rate
Plant and equipment	11.25%-40%



THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2016

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Cont.)

(c) Branches

The branches in the metropolitan and country areas operate under the control of local branch committees, and are locally autonomous. Direct and indirect support is provided by the Perth office to all branches on an ongoing basis. The branches' financial activities are consolidated with those of the Perth Office. In preparing the consolidated financial report, all interbranch and Perth Office transactions are eliminated.

(d) Employee entitlements

Provision is made for the Bureau's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from annual leave and long service leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

(e) Revenue

Grants received are recognised as revenue in the period in which the grant relates to. Revenue from legal fees is recognised upon the delivery of legal services to clients.

(f) Comparative figures

Where necessary, the figures for the previous year have been reclassified to facilitate comparison.

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.

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2016

	Consolidated		Perth	
	2016	2015	2016	2015
	\$	\$	\$	\$
3. GRANTS				
Department of Local Government and Communities	473,399	464,572	473,399	464,572
The Law Society of Western Australia	100,000	100,000	100,000	100,000
Local Government grants	9,750	6,394	6,500	3,000
Lotteries Commission	13,029	15,000	13,029	15,000
Legal Aid (LCT)	81,400	81,400	81,400	81,400
Legal Aid (Mediation)	59,933	61,423	59,933	61,423
Other	<u>6,045</u>	<u>-</u>	<u>4,545</u>	<u>-</u>
	<u>743,556</u>	<u>728,789</u>	<u>738,806</u>	<u>725,395</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	356,562	134,876	161,463	115,910
Income received from the preparation of simple legal documents	<u>350,420</u>	<u>265,139</u>	<u>350,420</u>	<u>241,895</u>
	<u>706,982</u>	<u>400,015</u>	<u>511,883</u>	<u>357,805</u>

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



THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2016

	Consolidated		Perth	
	2016	2015	2016	2015
	\$	\$	\$	\$

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	<u>414,099</u>	<u>296,269</u>	<u>398,262</u>	<u>279,505</u>
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(b) Reconciliation of net cash provided by operating activities to net deficit for the year

Net surplus/(deficit) for the year	49,844	(38,812)	50,786	(36,816)
Loss on sale of asset	341	971	341	971
Depreciation	26,868	28,226	24,564	25,804
Movements in assets and liabilities				
Debtors	16,125	1,745	16,125	1,745
Prepayments	16,146	(22,195)	16,147	(22,195)
Creditors and accruals	19,538	(22,095)	19,538	(22,095)
Provision for employee entitlements	22,769	28,066	22,770	28,066
Income in advance	<u>25,851</u>	<u>13,049</u>	<u>25,851</u>	<u>13,049</u>
Net cash from/(used in) operating activities	<u>177,482</u>	<u>(11,045)</u>	<u>176,122</u>	<u>(11,471)</u>



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