

**Citizens Advice
Bureau**

**Annual Report
2017-18**

**citizens
advice
bureau**



Established in Western Australia
1963

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Overview

Established in Western Australia 1963

Citizens Advice Bureau of WA (Inc.)

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.

VALUES

Efficiency • Professionalism • Collaboration

Branches

PERTH

25 Barrack Street
PERTH WA 6000
CEO: Kathryn Lawrence
Office Hours: 9.00am–4.00pm
Phone Hours: 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
Criminal Injuries Compensation
WA NILS

ARMADALE

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

Justice of the Peace
Tax help – Jul to Oct
Legal Service – by appointment
WA NILS

BUNBURY

1 Stirling Street
BUNBURY WA 6230
Branch Co-ordinators:
Kostandious (Lou) Milordis & Ingrid Franklin
Office Hours:
9.00am–1.00pm Mon to Fri
Phone: (08) 9721 6008
Fax: (08) 9721 8008
Email: bunbury@cabwa.com.au

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

BUSSELTON

Unit G4, 19 Cammilleri Street
BUSSELTON WA 6280
Branch Co-ordinator:
Toni Jacobsen
Office Hours:
10.00am–1.00pm Mon to Fri
Phone: (08) 9751 1199
Fax: (08) 9752 1764
Email: busselton@cabwa.com.au

Legal Service – by appointment
WA NILS

FREMANTLE

Shop 41, 13 Cantonment Street
FREMANTLE WA 6160
Branch Co-ordinator:
Pat Baxter
Office Hours:
9.30am–3.00pm Mon to Thu
9.30am–2.00pm Fri
Phone: (08) 9335 4522
Email: fremantle@cabwa.com.au

Legal Service – by appointment
WA NILS

JOONDALUP

Lotteries House
Suite 5, 70 Davidson Terrace
JOONDALUP WA 6027
Branch Co-ordinator:
Diane Cook
Office Hours:
9.00am–3.00pm Mon to 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
KWINANA WA 6966

Branch Co-ordinator:
Kerry Smith

Office Hours:
10.00am–3.00pm Tue to Thu

Phone: (08) 9439 1251
Fax: (08) 9439 4499
Email: kwinana@cabwa.com.au

Tax Help – July to Oct
WA NILS

ROCKINGHAM

Room 4, 14 Council Avenue
ROCKINGHAM WA 6168

Branch Co-ordinator:
Max Stewart

Office Hours:
9.30am–3.30pm Mon to Fri

Phone: (08) 9527 6671
Fax: (08) 9527 1445
Email: rockingham@cabwa.com.au

Tax help – July to Oct
WA NILS

MANDURAH

Mewburn Centre, Sholl Street,
MANDURAH WA 6210

Branch Co-ordinator:
Phil Gilbey

Office Hours:
9.00am–2.00pm Mon to 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-ordinator:
Mary Shaw

Office Hours:
9.00am–3.00pm Mon to Fri

Phone: (08) 9274 3000
Fax: (08) 9274 3110
Email: midland@cabwa.com.au

Justice of the Peace
Legal Service – by appointment
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

Paul Setchel

Chief Executive Officer

Kathryn Lawrence (ex officio)

Members

Sandra Brown

Noray Jones

Eric Tan

Wendy Stephens

Life Members

Canon Ken Barrett OAM

Mrs Beryl Black

Mrs Hazel Butorac OAM JP

Mr Noel Harding

Mrs Diana Terry

Mrs Judith Tuckey

Auditors

RSM Australia

Funders and supporters of Citizens Advice Bureau of WA



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



City of Armadale
Town of Cambridge
City of Joondalup
City of Mandurah
Town of Mosman Park
City of Subiaco
City of Swan
City of Vincent

Board of Management Profiles



BARBARA KWIECIËN (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, and at times as the acting Mediation Coordinator. Barbara also sits on the mediation sub-committee. Her 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 (SCRAM), 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.



PAUL SETCHEL (Treasurer)

Paul, a retired member of Institute of Chartered Accounts, has many years' experience of financial management both in the commercial organisation and in the not-for-profit sector. His particular interests include the presentation of financial results in a more readable format for fellow Board members and other interested parties.

He joined the Board of Management at CAB late last year.



KATHRYN LAWRENCE (Secretary)

Chief Executive Officer at CAB and an ex-officio member of the board. She is secretary to the board of management.

Kathryn has been with CAB since early 2013 and came to us with a background of working for Legal Aid WA in their Family Court duty lawyer service and in their client services division. Prior to this Kathryn worked with women and children escaping family violence and in child protection.

Kathryn has overseen the implementation of CAB's strategic plan and has worked to strengthen and to maintain relevance and accessibility of CAB's core services to the community.



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.

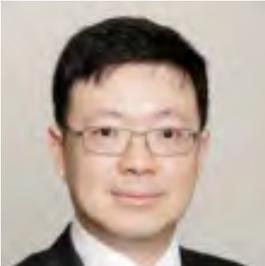
Board of Management Profiles continued ...



WENDY STEPHENS (Member)

A CAB volunteer for six years Wendy fulfils the role of receptionist on Mondays and has been on the Board of Management since 2017. She has a double degree in Media and Journalism and in her professional life worked with the Commonwealth Office of Information in London, as a Public Relations Officer for an International Company in the UK and the Far East and lectured for a number of years in Radio and Television here in Perth.

Wendy has a strong sense of community and was an elected Councillor for the Town of Claremont for eight years, She also enjoys volunteering and was co-ordinator of The Friends of His Majesty's Theatre and is currently involved with CAB and the Museum of Performing Arts.



ERIC TAN (Member)

A member of the Board since March 2014 after serving previous stints on the Board before 2014, Eric is a legal practitioner with over 20 years experience providing estate planning, estate litigation, estate administration, property and commercial law advice and representation. He also advises community organisations on governance issues and assists with disputes resolution. Eric has been involved with the CAB for approximately 15 years as a pro bono lawyer but more recently his various colleagues have taken his place as pro bono lawyers with the CAB. He takes a keen interest in the issues affecting our community and believes in helping build strong communities who assist

and care for each other. He believes the CAB is a good example of a community organisation where volunteer members volunteer their time and skills to help meet the needs of their community and in the process, help build a stronger community. As a member of the CAB Board, he will continue to advocate for good governance and for the organisation to continue valuing the contributions of its volunteer members. Eric is honorary legal advisor to a number of community organisations and a former member of the Prisoners Review Board.

President's Report

I am pleased to deliver my fifth annual report as President. This year has been one of consolidation and evaluation of the services that we provide. Since the last AGM, CAB has continued to promote its services and cementing itself as a leading organisation within the not-for-profit sector in Perth despite an increasingly difficult funding environment. I have to report that we have posted a loss for this financial year of approximately \$115,000. This is predominantly due to our Public Purpose Trust (PPT) funding of \$100,000 being withdrawn. The withdrawal of this funding was out of our control and the senior management team introduced efficiencies to help moderate further loss.

On a more positive note, I would like to report that our PPT Funding has been re-instated for the 2018-2019 year. This funding is reviewed each year and we have already made an application for renewal of this funding for the next financial year. It is in this financial environment in which we operate in.

Despite the loss of funding, CAB has continued with its existing services looking at ways to expand our services. We have been able to broaden our reach for the information and referral services through our updated website and by using digital technology. We have increased our online presence with between 2,800 and 3,000 new enquiries each month. This accounts for approximately 35,000 additional enquiries during the year. CAB's Facebook page and our Twitter feed keeps the people informed using digital technology. All this activity has resulted in a very busy year for staff and volunteers alike.

On behalf of the Board of Management I would like to thank all of our members, dedicated staff and volunteers and our supportive funding organisations for your commitment, energy and the dedication that you have shown to CAB over the past year. Special thanks go to the Kathryn Lawrence, CEO, who has continued to manage the organisation. Her team of staff members have kept the organisation running smoothly enabling our services to address the needs of our clients, despite a difficult and challenging year. I am immensely proud of what we have all achieved.

Board of Management

"Those who can do. Those who can do more, volunteer." (Author Unknown)

I would again like to express my appreciation to the current Board of Management members who have given their time so generously, despite their own business or personal commitments, meeting regularly, allowing for telephone consultations and working cooperatively putting CAB's best interest at the forefront of decisions made. I would like to thank Margaret Dixon, Vice President and Volunteer Representative, Paul Setchel, Treasurer, Eric Tan, Sandra Brown, Noray Jones, Volunteer Representative and Wendy Stephens 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.

Staff

The success of any organisation is mirrored by the strength and loyalty of its Staff. On behalf of the Board of Management, I would like to thank the salaried staff who have undertaken their duties with professionalism and dedication to CAB. Kathryn Lawrence, our CEO has done a superb job in maintaining the balance between our existing services and exploring new areas of need, especially during a difficult funding year. Selva Stenross, our Principal Solicitor, has built upon our existing legal services and extended our pro-bono network of lawyers. She has carriage of the Legal Unit and somehow makes the job look easy. We welcome Donna Quinn who has joined the mediation service as Mediation Coordinator. Donna has been able to reorganise the mediation unit in such a short period of time. Elena Mauen, as Volunteer Coordinator, looks after the needs of the Branches as well as Head Office. She continues to expertly manage the volunteers and we have a well-established induction process for

President's Report continued ...

the organisation. Thank you to, Garry Bleakley, Marilyn Martion, and Judy Fetherston for their commitment and hard work. Nothing is ever too difficult for them to undertake. Daniel Pritchard is now a restricted legal practitioner and we congratulate him on his new position. Ryan Same has settled into the role of solicitor while Caroline Kibui is on parental leave. The solicitors continue to visit selected branches as part of CAB's outreach legal programme in addition to their work in the Perth Office. The Branches and the communities that they serve greatly anticipate their visits.

Voluntary staff

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 to the organisation and our clients.

A special thank you to our Pro Bono lawyers and mediators who generously provide their time and expertise, so that we can provide legal advice and mediations allowing people to have access to justice, empowering them to make their own decisions.

We are fortunate to be able to partner with some other agencies such as The University of Western Australia, Central Technical and Further Education, Edith Cowan University and Murdoch University where CAB accepts placements and we are able to provide work experience and life skills to various individuals and students who may not otherwise have had the opportunity.

It is with great pleasure that I report that one of our life members, Hazel Buterac, has been inducted into the WA Women's Hall of Fame at Government House in May 2018. Heartfelt congratulations from us all at CAB.

Branches

Our Branches provide an integral connection within the communities that they service, assisting clients with services that are current and local. There has been some changes of co-ordinators and relocation in respect of the Branches. Fremantle has a wonderful new office and has established itself back in the Fremantle Community. Thank you to the continuing Branch Coordinators: Kerrie Schilling from Armadale, thank you to Rae Wright who has stepped down from her coordinator position but staying on as a volunteer. Pat Baxter from Fremantle, Diane Cook from Joondalup, Kerry Smith from Kwinana,

Philip Gilbey from Mandurah and Mary Shaw from Midland. Thank you to Beryl Hunter from Rockingham, who passed on the role of branch coordinator to Max Stewart and welcome to the new Branch Coordinators; Toni Jacobsen from Busselton, and Lou Milordis and Ingrid Franklin from Bunbury. Your contribution to the Branches over the past year has been greatly appreciated by the Board of Management.

Strategic directions going forward

The Board of Management is now looking forward to planning for the next review and the establishment of a new strategic plan and an organisational review that will take CAB into new areas that are proposed by its members, funders and consumers of our services. We are in the process of arranging this.

I am pleased to report that all the changes and initiatives set by the previous strategic review have been well received by our clients, our funding organisations and the broader community. In the past year, we have accomplished, in part:

- The move of the Mediation Service to the 4th Floor has resulted in increased mediations and the pro bono mediation panel has been increased to cater for the increased workload.
- The legal team is providing legal services to Armadale, Joondalup, Midland, Bunbury and Busselton. Fremantle will now have its legal services reinstated now that it has new offices.
- We have a wonderful new location for the Fremantle Branch which is now opened and operating.
- Tax help is again operating in most of our branches.
- CAB continues to participate in 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 and media.
- Kathryn is also a radio commentator and has a regular spot on Monday afternoons at the Curtin radio station.
- The Wanslea programme assisting grandparents who have their grandchildren in their care and assisting with the application for funding for each grandchild.

- The Victims of Crime programme has been a success and is now fully operational.
- Work for the Dole collaboration where CAB hosts unemployed people, helping them meet their 'looking for work' requirements and upskilling.
- CAB participated in Homeless Connect Event again this year where we provided information and referral and free legal advice.
- The regular training sessions that CAB provides are generally oversubscribed and well attended.
- Kathryn, Selva and Elena are often asked to be guest speakers at various agencies and meeting. They are raising CAB's profile within the community.

Our partnerships are continuing with the following groups:

- UWA, Central TAFE, Murdoch University, ECU and Autism WA. We accept placements from these centres to provide work experience and life skills to students/people who may not otherwise have the opportunity.
- The Department of the Attorney General providing signing centres for the public to access JP services at no cost.

Looking forward

"Life is not about waiting for the storms to pass – It is about learning how to dance in the rain."
(Vivian Greene)

In the coming year, CAB will be presenting the new Constitution to its members for their consideration, which will be in line with the new Associations Incorporations Act. Planning for the new Strategic Plan and its funding is well underway. This will present opportunities and direction for CAB to continue to work and provide services within the community.

CAB will continue to be involved in the Schools Conflict Resolution and Mediation Programme, which is in its 18th 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. Margaret Dixon does an outstanding job as the current coordinator of the committee that manages the programme. 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.

The Mediation Unit will continue to provide dispute resolution to clients in need and is looking at an outreach service to areas in need. It is also looking at community education in respect of how to deal with conflict situations.

The forthcoming year will bring different challenges and different opportunities to serve our communities. The incoming Board of Management will drive these 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 RDF QC, for continuing in his role and to thank him personally for his guidance and direction during the year.

Heartfelt thanks to Margaret Dixon, Vice President, for once again providing her support and her duties as Vice President. Her valued advice 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 difficult but gratifying year for us. My sincere appreciation to all staff and volunteers for the loyalty, dedication and commitment shown to the organisation. Thank you once more for the honour of leading such an extraordinary organisation with such a dedicated and committed team of individuals.

Barbara Kwiecien
President

Chief Executive Officer's Report

It is my pleasure to report on another successful year for CAB and this annual report reflects the incredible work accomplished by CAB staff and volunteers across its ten branches. This year we achieved tremendous results in what was a fairly challenging economic environment.

Staff Changes

Daniel Pritchard, who came to us as a volunteer law student and was then employed by CAB as a paralegal, was admitted as a lawyer in April. Daniel has always shown the kind of commitment and dedication we see in so many of the young people who volunteer at CAB and we are incredibly proud of what he has achieved. Working, studying law and volunteering is a huge task – congratulations Daniel, well earned! We also welcomed two pretty amazing people into our midst this year. Lawyer, Ryan Same, who has joined us to cover Caroline Kibui's parental leave is already much loved by us all and by our clients. And mediation coordinator Donna Quinn who has embraced the world of CAB and has quickly become indispensable. Welcome to you both.

And although not actually staff we have new babies. Caroline, our staff lawyer, and her husband Joseph welcomed their first baby, gorgeous Gabby, in March. Verity, who was CAB's senior staff lawyer for a long time, and her husband Pete had the adorable Toby in May. And board member Eric and his partner Tony welcomed the much loved James into their family in June. Our congratulations and obviously our offer to babysit is always open!

New Services

CAB continues to increase its programs when a need is identified. This year we commenced our Criminal Injuries Compensation program (after running a pilot project) that allows members of the community who are the victims of crime to access free legal advice and information in regard to a claim as well as assistance in accessing documents through freedom of information. We also offer assistance completing applications for compensation. This program is run in conjunction with the Department of the Attorney General and we thank them for the extensive training they have provided to staff and volunteers. In addition to this service we provide free legal advice in estate matters (if required) to this client group.

We have also increased our 'warm' referral program so that Legal Aid WA, the Family Court of WA and other community legal centres, who do not have capacity to provide assistance to their clients, can refer clients directly to CAB services. This ensures that the community has access to the

best possible services no matter where they are located and in circumstances where they may be conflicted out of another agency or where that agency does not provide the service they require. This is particularly common in family law property matters and also in estate matters.

CAB's Fremantle branch was closed for nearly 12 months due to the redevelopment and renewal of Kings Square in the Fremantle town centre. Whilst the branch was closed Fremantle clients used the Perth and Kwinana branches as an alternative. Alternative accommodation was very difficult to secure as many other organisations, including the City of Fremantle administrative offices, were competing for space. We eventually found great premises in Cantonment Street and re-opened in early March, we are now providing a range of services, including legal services, from Fremantle again.

Demand for Community Legal Education and demand for speakers has increased significantly this year. CAB provides speakers on an average of twice per month to various organisations at no cost to them. We are also regular guests on Jenny Seaton's afternoon talk back show on Curtin Radio.

Financial

This year has been a challenging year financially for CAB. The financial reports will give greater detail but we had a number of unusual occurrences, including staff loss, and the associated recruitment and training costs, plus the reopening of our Fremantle branch which required us to take on a commercial lease as no suitable premises for not for profits were available in the area. CAB did not receive Public Purpose Trust funding this year and this saw our funding levels drop by around \$100,000 for the year. In addition, we continue to abide by the Equal Remuneration Order made by the Fair Work Commission, which sees pay rates for employees under the SCHADS Award increase twice per year until 2020 – as a result additional staff costs rose by approximately \$90,000. It needs to be noted that no increase in funding has been received by CAB, or by any other of the not for profit agencies this order affects, to assist with these increases. This is a matter that has been addressed with State and Commonwealth Government but as yet no solution has been

found. To combat these losses CAB's running costs were reduced as much as practical and the loss has been kept to a minimum. Strategies have been introduced to manage these increases moving forward.

Leading an organisation through times of economic uncertainty can be difficult. Remaining focussed on the long term plan while working within an environment where funding is not secure requires the support of a strong and supportive board. CAB's board of management understands that operational strategies need to be adaptable and their commitment to CAB and the support they offer is invaluable.

The recent revelations that came out of the Corruption and Crime Commission's inquiry into the North Metropolitan Health Service "Report into bribery and corruption in maintenance and service contracts within North Metropolitan Health Service"¹ highlights that even with strict policies in place the measure of a financially robust organisation, and an organisation that operates with extreme integrity, is the quality of its people.

CAB ensures that the funding we receive from taxpayers is *only* spent on providing services to our clients and to the community in general. We have many checks and balances in place as well as a culture of transparency in all dealings with public monies. Not only are we frugal in our spending but we provide services that represent extreme value for money to tax payers by our use of volunteers. At last year's annual general meeting I spoke about the monetary value of volunteers and how they allow us to provide so many services for such a low cost to the Government. I did some fairly conservative estimates of what the hours provided to us by volunteers would cost if our volunteers were paid a standard hourly rate, the result was astonishing and needs to be formally acknowledged in this report.

CAB has lawyers who attend their branches who are volunteers. They provide legal advice to members of the community in various areas of law. So starting with our lawyers, based on the fees charged by a mid-tier firm for a lawyer who is around two to four years out, our pro bono lawyers would cost \$518,400.00 per year. That's more than our whole annual State funding.

Our mediation service is staffed by volunteer mediators, all extremely well qualified, some with over 30 years' experience in mediation. CAB's

mediators would cost around \$397,000 per year – again based on mid-priced, private mediation firm fees.

The volunteers who work in the Perth office answering phones, assisting in mediation, drafting documents and working on front counter would cost around \$530,000 per year – this is based on what Legal Aid WA pay their staff for similar roles. And last but not most definitely not least, our branches. The people who staff our branches would cost us a whopping \$968,000 per year. Nearly a million dollars!! Again this is an extremely conservative estimate and is based on volunteers only doing one day per week each, when many of them do more.

Now that adds up to over \$2,400,000 per year. This is what our volunteers and CAB gives to the community. This is an extraordinary amount in dollar value and it doesn't really reflect the skills and the knowledge base that the volunteers share with the community as in reality we'd probably have to pay them a lot more than my figures reflect. It's pretty astonishing really.

I would like to thank a number of people who have made my job easier over the past year. Thank you firstly to the wonderful staff of CAB. I know I say it every year but I don't think there are many workplaces that you have to close your door when you're on the phone to block out the sound of laughter. It is always there and rather than hinder performance I believe it contributes to the success of our organisation. So to Selva, Elena, Donna, Garry, Caroline, Ryan, Daniel, Marilyn and Judy – a huge thank you, I love coming to work and you are a huge part of that. To the board of management, particularly Barbara and Margaret, thank you for your support and your confidence in me. To our branch coordinators who go beyond what is required to provide an excellent service to our clients, thank you. (A special shout out to Kerrie at Armadale who astounds me with what she achieves).



CAB's new premises in Cantonment Street Fremantle.

¹ Report into bribery and corruption in maintenance and service contracts within North Metropolitan Health Service [internet]. Perth: Western Australian Corruption and Crime Commission: 2018. available from <https://www.ccc.wa.gov.au/sites/default/files/Report%20into%20bribery%20and%20corruption%20in%20maintenance%20and%20service%20contracts%20within%20North%20Metropolitan%20Health%20Service.pdf>

Chief Executive Officer's Report continued ...

To our funders, Legal Aid WA (through the Criminal Property Confiscation Program) and the Department of Communities. In particular I'd like to thank Kay Channer from the Department of Communities who has assisted me to get my head around the complex world of tendering and service agreements. Thanks Kay. Also to the staff of the pro bono program at Herbert Smith Freehills for your excellent legal opinion (as always!)

And finally to our volunteer staff. The demographic of which has changed greatly over the last five years so that we now have an incredibly diverse mix of ages, languages, cultures and skill sets. We even have our own CAB memes on Twitter and Facebook and I believe there is some sort of lip dub being planned for Christmas. Although I have no idea what that actually means!

Thank you all for a successful and productive year, without you CAB could not exist.

Kathryn Lawrence
Chief Executive Officer



New (and much loved) staff members Donna Quinn and Ryan Same.



CAB's CEO Kathryn Lawrence at Tuart Place in Fremantle. Kathryn's uncle, the late Laurie Humphreys, was a founding member of Tuart Place.



This gorgeous fellow is James and he was the third CAB baby born this year. Huge congratulations to Eric and Tony..



Staff lawyer Caroline with her gorgeous new CAB baby, Gabby.



Verity and Toby are always welcome visitors to CAB.



CAB staff member Daniel Pritchard was admitted as a lawyer in April 2018 and CAB's principal solicitor Selva Stenross moved his admission.



Volunteer & Client Services Coordinator's Report

Once again, CAB has proven that despite a difficult funding environment which has affected many community legal centres in Western Australia, our operational and strategic systems are sustainable. With the help of over 250 volunteers, we have been able to respond to the high demand from the community and continue to provide a flexible service with an individual approach.

"Life's most persistent and urgent question is, what are you doing for others?" (Martin Luther King Jr)

At CAB, there is no such thing as "we don't know" or "we can't help you". The volunteers, whose role is to provide an information and referral service, have been trained to think outside the box, focus on problem solving and are able to detangle multiple issues and difficult situations in order to present suitable options to clients in need of assistance. Too often people don't know how to start or where to go, and our information and referral service is designed to help everyone without exception. We are extremely grateful that our organisation continues to attract many volunteers, from 16 year olds looking for work experience to retirees who are seeking to live an active life as well as job seekers wanting to learn new skills.

I would like to thank our wonderful volunteers. They are doing an exceptional job although it is not always easy and can be quite demanding at times. Their generosity and willingness to help others is an example to live by, and it is extremely rewarding to work with such a dedicated team. I would also like to highlight the commitment that our Branch Coordinators put into their role and acknowledge the Branch committees and Board members for their devotion.

My thanks also go to the staff members based in Perth. They never fail to lend a helping hand when needed.

Justice of the Peace Service

We provide a JP service in our Armadale, Mandurah, Midland and Perth offices. This partnership provides convenience and helps increase the footfall in these branches. It also allows CAB clients to have documents certified when required.

Pro Bono Lawyers

We have developed strong relationships with private law firms and continue to receive expressions of interest from legal practitioners who would like to volunteer their time with CAB. Their

expertise covers family law, commercial litigation, consumer issues, estate matters, neighbourhood and other civil disputes and criminal law.

Our Armadale, Joondalup, Fremantle and Perth offices are all visited by lawyers offering their services to CAB on a pro bono basis and I would like to thank them for their generosity.

Volunteers

CAB receives expressions of interest from individuals, volunteer resource centres as well as universities, schools and other training providers on a regular basis. We are often approached by organisations to provide placement opportunities for students.

We have conducted an extensive recruitment campaign this year to maintain a strong volunteer base and cover those on leave. I would like to welcome all our new volunteers and hope they will enjoy their journey with us.

As a volunteer organisation, retaining volunteers can sometimes be a challenge but CAB is delighted to have volunteers who have been with us for over 30 years! They are Judith Tuckey (Mandurah) 41 years, Noray Jones (Perth) 39 years, Robin Richardson (Perth) 35 years, and Ken Duffy (Midland) 35 years.

I would also like to take this opportunity to thank those volunteers who have left us for various reasons: Grace Bettridge, Barbara Breitenbach, Kala Chander, Rayan Ibrahim El Sayed, Tyla Ferguson, Laura Forte, Ebony Garlick, Sam Glisson, Sam Harrison, Maddy Kelly, Rachel O'Dea, Donne Oosthuizen, Richard Park, Chantelle Pereira, Salma Shahata and Joan Sibenaler. Some have relocated, retired or found employment, and CAB is proud to have made a contribution to students and job seekers by providing a platform to learn and grow.

Branch Coordinators

The branch coordinator's role is hard to describe as it does not only involve duties like providing information and referral, they are also responsible

for the recruitment of new volunteers, the retention of current branch volunteers, rostering of staff, the compliance of services provided at the branch, maintaining excellent customer service, liaising between Perth and their branch and everything in between. This role necessitates a strong set of skills including communication, leadership, flexibility and the ability to multitask. As the saying goes, not all superheroes wear capes.

Training

CAB continues to offer mandatory training for all new volunteers upon joining the organisation. It is split into two days, and covers our three core services in depth to ensure our volunteers possess the right set of skills and knowledge and are able to provide an outstanding customer service to our clients.

We also provide short sessions throughout the year and invite guest speakers from other not-for-profit organisations, community legal centres and government departments to present information about their services. These are well received by our volunteers and ensure they are up to date with information.

Conclusion

Once again, I would like to thank all the wonderful volunteers involved at CAB for their fantastic contribution. I would also like to acknowledge and recognise our funding bodies, both State and Local Government for their financial support and the Department of Communities in particular.

Elena Mauen

Volunteer & Client Services Coordinator



Working hard at Joondalup – Julie Royce, Diane Cook and Maya Ismailjee.



Louis is a 17 year old young man who volunteers his time to CAB by helping out on front counter with Sue. Also pictured is Lois, a long term telephone volunteer.



Judith Tuckey celebrating her 40th Anniversary with Mandurah Branch Coordinator Phil Gilbey.



Miz came to CAB for legal advice and was so impressed by the service, she decided to volunteer with us. She can be seen keeping the reception tidy and greeting clients on Thursdays in Perth.



Matthew saved Robin from a fall when it was wet and slippery outside. He's an everyday hero who doesn't wear a cape.



Curtin Law Student Maddy refilling our fact sheets. The family law - property matters are always in high demand.

Principal Solicitor's Report

In July 2017 we had two staff lawyers, the Principal Solicitor Selva Stenross and one unrestricted practitioner, Caroline Kibui. Ryan Same, who is currently an unrestricted practitioner, joined us in January 2018. Daniel Pritchard who joined CAB in April 2017 as a paralegal was admitted to the West Australian Bar in April 2018, and is currently a restricted practitioner. The legal service is assisted by two experienced legal administrative assistants, Marilyn Martion and Judy Fetherston.

Between July 2017 and January 2018 Caroline Kibui and I provided legal service, after which Caroline Kibui went on maternity leave. I continued to provide legal advice until both Ryan and Daniel joined me in May 2018.

I take this opportunity to thank all the people who worked hard and assisted the legal service – staff lawyers, visiting lawyers, support staff and volunteers – to ensure that it continued to function efficiently.

Legal Service in CAB Branches

The demand continues to grow for legal advice and assistance in outreach branches such as Armadale, Bunbury, Busselton, Joondalup and Midland. CAB lawyers service these branches.

Appointments are always in demand and they are filled once they become available. CAB lawyers are able to deliver an efficient service due to collaboration between the Perth Office, the Branch Coordinators and the branch volunteers. We take this opportunity to thank all the volunteers and Branch Coordinators for their valuable support and hard work.

We also take this opportunity to thank Legal Aid Western Australia who distributes the Criminal Property Confiscation Funds which partly fund our outreach service.

Visiting Lawyer Service

As in the past CAB has continued to receive expressions of interest from private lawyers who want to provide pro bono legal service from the Perth Office. The number of visiting lawyers continues to grow. There are also visiting lawyers who provide legal advice at the Armadale, Joondalup and Fremantle branches.

Community legal education

CAB believes in the importance of empowering people with knowledge so they can make responsible decisions based on sound legal principles. To achieve this ambition CAB solicitors delivered community legal education seminars to

various community groups during the past year. The topics ranged from Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, challenging Wills, applying for probate and Letters of Administration. These seminars have been well attended and the feedback has been positive.

Paralegal law students

At CAB we are fortunate to have a team of dedicated law students who volunteer their time. These dedicated volunteers not only make legal appointments, but also provide information and referrals to clients who telephone our office or attend CAB in person.

In addition to this we have a number of law students who are permitted to undertake limited paralegal work after they have received appropriate training. By undertaking such work at CAB these volunteers gain direct legal experience. Under the supervision of our experienced staff solicitors the paralegals prepare Wills, Enduring Powers of Attorney, Enduring Powers of Guardianship, Probate and Letters of Administration Applications and some simple Family Court documents.

Hosting a law intern

In partnership with The University of Western Australia (UWA) CAB hosts a legal internship student each year. The student, who is part of the program, is given the opportunity to work in a legal environment attending CAB once a week over a period of twelve weeks. This student is

Principal Solicitor's Report continued ...

given the opportunity to build their legal skills and also receive academic credit for the unit at UWA. This student is closely supervised by the Principal Solicitor. To date every student who has attended CAB as an intern has continued to volunteer their time doing paralegal work at CAB even after their placement has ended.

Acknowledgements

CAB's legal service would like to thank Legal Aid Western Australia and the Association of Community Legal Centres of Western Australia for their continued support and assistance.

We acknowledge the help provided by all volunteers without whose assistance we would not be able to service the many clients who call or attend CAB. We also thank the many visiting lawyers who give their time to CAB. Thanks are also due to the Board of Management and our CEO for their continued guidance and support.

Selva Stenross
Principal Solicitor

CASE STUDIES

1.

A client's eighteen year old daughter died in a car accident leaving behind a ten month old child. The father's name was not on the birth certificate and the client's daughter had not revealed to anyone who the father of the child was. The client was having difficulty trying to get agencies to accept that she and her husband are the guardians of the child they have raised since she was born.

She contacted a few local solicitors to assist her to apply for sole parental responsibility. Since there was no known father and therefore no respondent, they did not want to take on the matter. They asked the client to find out who the father of the child was and join him as the respondent in the Family Court.

She attended CAB and asked for our assistance. We assured her that even without the father of the child, an application for her husband and her to obtain sole parental responsibility could be made in the Family Court of Western Australia. We prepared the necessary documents and her application was accepted by the Family Court of Western Australia.

2.

A client attended to apply for letters of administration to administer her father's estate. She was listed as his daughter on his death certificate but he was not listed as her father on her birth certificate. The daughter developed a relationship with her father when she was a teenager. On one occasion her father, who suffered from depression, wrote out a Will leaving everything to his siblings. One of the deceased's siblings attended the appointment at CAB with the client and advised me that the Will was written by the deceased before his daughter made contact with him so did not express his testamentary intention.

Before attending CAB our client and her aunt had consulted a private lawyer who quoted \$15,000.00 to address the complex issues involved so that the client could satisfy the Court that she should be appointed the administrator of the estate. The client could not afford this fee and was happy to learn that CAB could assist for only \$1,500.00.

CAB is the only Community Legal Centre that does complex estate matters.



CAB's Patron, The Honourable Len Roberts-Smith and staff members.



Admin assistant Marilyn is of tremendous help to the legal service. Here she is with staff lawyer Caroline.



CAB staff participated in Homeless Connect again this year.



Visiting lawyer Will Vogt has been providing advice on property and civil litigation at CAB for over 10 year.



Denise and Ebony are law students who assist our legal service with the drafting of simple documents.



Mediation Coordinator's Report

CAB's Mediation Service is located on the 4th floor, 25 Barrack Street Perth. Mediation services have been delivered from this location since December 2015, with the office space being intentionally configured to allow for confidential and professional delivery of mediation services. Mediation Services include delivery of family dispute resolution mediation for parenting, property, or parenting and property combined. Services also include community and commercial mediation available to local governments and for community members. Our location and service delivery has CAB well placed and held in high regard by both clients and organisations seeking mediation services.

The Mediation Service has one full time staff member, the Mediation Coordinator, who coordinates the services for CAB, assisted by a team of mediation administration volunteers.

Volunteer Mediators Panel

The panel of mediators consists of sixteen accredited volunteer mediators, eleven of whom are registered Family Dispute Resolution Practitioners (FDRP). We are pleased to welcome three new panel members currently completing their supervised and mentored probation hours with CAB. Congratulations and a warm welcome are extended to Mark Blundell, John Fisher, and Robert Lilley, who will extend our panel to sixteen members, once their supervised placement is completed.

Our panel is comprised of highly qualified and experienced mediators, most of whom have volunteered with CAB for five years or more. As a Recognised Mediation Accreditation Body (RMAB), CAB is able to accredit mediators who

have fulfilled necessary requirements under the National Mediator Accreditation Standards, which include maintaining training levels and hours of mediation.

CAB regularly receives requests from mediators wishing to be on our panel, as our reputation for ongoing training and supervision of mediators is highly regarded amongst mediation educators and providers alike. Applications are reviewed

Panel

Ann BEALE
 Mark BLUNDELL
 Peter BYRNE (FDRP)
 Margaret DIXON (FDRP)
 Gillian EATELL (FDRP)
 John FISHER
 Shannon HAYES (FDRP)
 Noray JONES (FDRP)
 Barbara KWIECIEN (FDRP)
 Rob LILLEY
 Barry MENDELAWITZ
 Margaret MENDELAWITZ (FDRP)
 Emerson MUNRO (FDRP)
 Hilda O'CALLAGHAN (FDRP)
 Christine PITTMAN (FDRP)



Noray has been volunteering at CAB since 1979. She is one of our most experienced mediators and also sits on the Board of Management.

determining experience, suitability, and availability for the role as a volunteer panel member. As an RMAB, CAB offers ongoing reaccreditation for mediators who are members of the panel. CAB is able to provide monitoring and recording of our members' service delivery and their continued professional development in accordance with accreditation requirements.

All mediators must complete a minimum of 25 hours in conducting mediations and 25 hours of Continuing Professional Development every two years to be re-accredited. CAB provides in-house training for mediators once a month on areas that are relevant to their work as mediators, including extensive debriefing sessions and guest speakers working with family services and family law. All mediators are also advised and encouraged to attend training opportunities external to CAB

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 a neighbour's property

Commercial

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

Mediation Services Statistics for Financial Year 2017/2018

Pre-mediations

In 2017-2018, 246 pre-mediations were held. Each party attending mediation is required to attend a pre-mediation assessment appointment with a mediator. All necessary paperwork must be received and checked for court ordered restraints and safety requirements for individuals prior to any communication commencing. CAB strictly adheres to Family Violence Restraining Orders, Violence Restraining Orders, and other court orders that are in place. Pre-mediation appointments can take approximately two hours. For family matters, screening for suitability, risk factors (for clients, their families, mediators, and CAB) and the client's capacity to mediate is determined by a qualified FDRP. This is to ensure the suitability of the matter for mediation and that the parties are able to mediate their issues within a safe environment without feeling pressured.

Mediations

In 2017-2018, 186 mediation sessions were held. Family mediation sessions run for an average of three hours, and community mediations run for an average of two hours (longer if there are multiple parties involved). CAB uses a co-facilitation model, with two mediators co-mediating each mediation session. CAB is fortunate that its panel has experienced male and female mediators allowing us to offer gender balance in mediations if required.

Family Dispute Resolution: Case Study

The Mediation Service was contacted by a father to find out more about the mediation service and how the mediation process works.

The father advised that he had been in a relationship for 12 years and has two children with his ex-partner. The children and their mother were still living in the family home, but communication with his ex-partner was not working effectively so they had not discussed or agreed on how they would divide the property and other assets. The father stated that he had an arrangement with his ex-partner about how they spent time with the children, but he wanted to change this arrangement to spend more time with his children.

Mediation Coordinator's Report continued ...

The father advised that English was not his first language and that when he had previously had legal advice, he had struggled to understand some of the information and advice provided. The Mediation Service Coordinator advised the father that an interpreter could attend mediation sessions to ensure that he could fully understand and participate in the mediation process.

An initial letter was sent to the other party (the children's mother) inviting her to attend an initial pre-mediation appointment. This letter also outlined the process and costs for mediation. The other party responded and advised that she would like to engage in mediation, so an initial pre-mediation session was arranged.

Pre-mediation sessions allow each person to tell their side of the story without the other person being present. The mediator also explains how the mediation process works, as well as outlining any preparation that is required for mediation.

The father was also booked in for, and attended, an initial pre-mediation appointment. This appointment was attended by an interpreter to ensure that the father could fully understand the mediation process as well as being advised on any preparation that was required.

After both pre-mediation appointments were completed, the matter was assessed as suitable for mediation so a first session of mediation was booked. As part of the first mediation session, the parents agreed to discuss how they would have contact with their children, how they would share financial responsibilities relating to their children, and how they would divide property and other assets.

In mediation sessions, the mediators use a co-mediation model with two mediators to ensure the process is balanced and unbiased. The mediators place a lot of emphasis on helping parents to reach an agreement that's in the best interests of their children. They also explain "equal shared parental responsibility", which means that both parents have an equal role in making decisions about the important issues that affect their children. This includes the children's education, health care, and emotional wellbeing.

In this instance, the parents attended four mediation sessions, with each session also attended by an interpreter. The parties were able to agree on solutions for the majority of the issues

that were in dispute and they then negotiated a written agreement. The parents both took an active role in formulating the agreement and were happy with the actions and plans outlined in the agreement. This agreement isn't legally binding but the clients agreed to take the necessary steps to lodge it as part of an application for consent orders with the Family Court of WA.

Community Case Study

CAB received a referral for a community mediation matter from local government. The local government had a dispute brought to them by the owner of a property who was trying to resolve an issue with a neighbouring property owner about a dividing fence.

The issue was that the owner of the other property had completed renovations and as part of these renovations, had built an extension at the side of the house. In the course of building the extension, some of the panels of the dividing fence were cracked. The fence was then further damaged during storms and a number of panels were completely broken, leaving sections where there was no fence in place. Both owners were renting out their properties and the issue had led to periods where they were unable to secure tenants, as prospective tenants were concerned about security and privacy of the properties. Both owners had experienced loss of rental income as a result. The dispute was focused on who would pay for repair of the fence.

The council referred the owners to CAB's Mediation Service. The council had permission from both owners to give their details to CAB for mediation purposes, so they were able to be contacted to be invited to participate in mediation. The Mediation Coordinator discussed the mediation process with both parties, including timescales and financial commitments that were involved. Both parties were advised that due to their local government being part of CAB's Mediation Service referral scheme, there would be no charge to either owner. Both parties accepted the invitation to mediate.

Pre-mediation assessments were completed with both parties, to assess the suitability of the matter for mediation. As one of the owners lived interstate, the Mediation Service was able to offer to conduct the initial pre-mediation session by teleconference. This supported this owner

to engage in the mediation process sooner and without additional financial costs for interstate travel.

It was noted during pre-mediations that both parties were very keen to come to a resolution, as the dispute had been ongoing for over two years. The matter was assessed by mediators as being suitable to proceed to mediation.

At the initial mediation session, the clients were well prepared and were communicating with each other effectively. The mediators guided the discussion and allowed both parties to give their point of view without interruption. The mediators also assisted by defining specific issues that were raised by each party that were in dispute. A list of options was provided to both parties at the end of the first session, for the parties to consider prior to attending their next session.

Both parties had time to reflect and consider the options that were listed prior to the second session. The parties were able to discuss the specific issues in further detail and make necessary compromises. A written agreement was formulated from the discussion and the parties were happy that a solution that was agreeable to both parties was achieved. Although the written agreement is not a legally binding agreement, it shows their intention and is an act of good will that both parties appreciated. At the end of the

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

Fly in fly out (FIFO) workers and remote areas

We received an increasing number of FIFO families requesting mediation who have specific timeframes for availability. Processes have been adapted to ensure as much as possible that these families are not disadvantaged in service. We can conduct teleconferences for pre-mediations and mediations to assist clients who are in remote areas of WA or are interstate. Through adapting our Mediation Service to meet clients' needs using technology or adapting service delivery, we can confidently ensure that clients experience equal access to our services.

Debt management mediation

Unemployment and sudden redundancies continue to be a catalyst for many family separations, with ongoing debt management as the main objective for many of the property mediations with which we are assisting our clients. We have noticed higher levels of referrals for debt management services and bankruptcy advice. We also assist with referrals to counselling services to assist clients struggling with the myriad of personal issues that surround these matters. We have noted an increase in property referral



Our metro and regional branches often attend expos and provide information and brochures to prospective clients.

Mediation Coordinator's Report continued ...

mediations from other agencies also experiencing increased demand for property mediation.

Networking

CAB's Mediation service is represented on a number of committees. These include:

- The Western Australian Dispute Resolution Association (WADRA)
- Western Australia Family Law Pathways Network (WAFLPN)
- School Conflict Resolution and Mediation (SCRAM)

Conclusion

The location for our services continues to impress. We now have a purpose built space for mediation services and it has increased our capacity for high standards of service delivery to the community.

Continued and grateful thanks to our panel of mediators, all of whom give their time generously each week. Without their assistance mediation services at CAB would not exist. We acknowledge the hard work of all the mediation administration volunteers who provide support and assistance to the role of Mediation Coordinator.

Grateful thanks to Legal Aid WA, City of Joondalup, City of Vincent, Town of Cambridge, City of Subiaco, City of Cockburn, City of Swan, and Town of Mosman Park for their generous funding of our service.

Donna Quinn
Mediation Coordinator



Ella joined the mediation service in March 2018 and has quickly become indispensable. She provides admin support to the mediation coordinator, mediators and also liaises with clients.



The mediation floor is spacious and versatile. It can accommodate training sessions, meetings and our AGM.



Staff members and volunteers celebrating National Volunteer Week.

SCRAM

Schools Conflict Resolution and Mediation (SCRAM)

The Citizens Advice Bureau has been a valued sponsor of the Schools Conflict Resolution And Mediation (SCRAM) Program since 2002. Over the years the Bureau's sponsorship has assisted country schools to participate in the program, The Bureau also provides a Team Award, meeting facilities and administrative resources. The Western Australian Dispute Resolution Association (WADRA) and the SCRAM Committee are very appreciative of the Citizens Advice Bureau's support of this worthwhile program. SCRAM is an interactive role-play competition for Western Australian high school students in years 9 and 10. The Program aims to influence the schools and the community through life skills the students learn. It provides an enjoyable and dynamic way of introducing young people to the mediation process and alternate ways to resolve conflict.

SCRAM is a Schools Curriculum and Standards Authority (SCSA) endorsed program. By participating in SCRAM Year 10 students can receive accreditation towards their Western Australian Certificate of Education (WACE Certificate).

I thoroughly enjoy my role as the Convenor and Adjudicator of this fantastic program. I am continually impressed by the standard that the students accomplish in a relatively short period of time. The range of skills they achieve is tremendous (communication, negotiation, active listening, decision making, analyzing, questioning techniques, logical thinking as well as the ability to speak clearly, confidently and concisely).

The dedication and commitment of these young people, their teachers and coaches is commended. Due to the students' busy schedules, coaching sessions are often held outside of school hours.

A special thank you to Gillian Eattell, Noray Jones and Barbara Kwiecien who are volunteer mediators at the Citizens Advice Bureau and generously share their knowledge, experience and time with these young students.

Margaret Dixon
Convenor
WADRA-SCRAM

"The enthusiasm of learning and growing, through participating in SCRAM was invaluable to all."

"A fantastic Program and learning opportunity for our students."

"The students walk away from this program enriched and skilled when it comes to conflict management."

"I think SCRAM is a great way to teach kids to listen, analyze and manage conflicts in their environment and beyond."

"Thank you for offering us this great learning opportunity."

"As a mediator I personally gain from the experience, for me it is an opportunity to reflect on, and reinforce the process and what works well and what could be done differently."



SCRAM Grand-Final presentation.

Branch Reports



Armadale Branch Coordinator's Report

Branch established in 2004

Statistics

Telephone: 2,240
 In Person: 1,516
 Total: 3,756

General

The Armadale Citizens Advice Bureau office opened in February 2004. It is part of the Dale Cottage Retirement Village, situated on the corner of Hobbs, Church and Commerce Avenues, Armadale. The facilities have plenty of parking and a ramp for wheelchair access.

Armadale is a very diverse area, with various cultures and a mix of residential housing and larger property holders. It is located on the Darling Scarp and known as the gateway to and from the South West.

In 2017-2018 the Armadale branch was fortunate to be given a \$5,000 grant from our Chairperson, Dr Tony Buti MP. This has been spent on much needed new office furniture and equipment. Security locks have also been placed on the internal doors making it safer for all.

The extra office we obtained last year is used on a daily basis and works well for either the Lawyer, Justice of the Peace, No Interest Loans Scheme (WA NILS) or Tax Help. This gives us much needed office space for the volunteers to use.

Statistics

We receive more queries by phone but also have a significant number of clients accessing our services in person. The questions relate primarily to family law and estate matters but we noticed that clients often have multiple issues they need help with.

Volunteers

Armadale branch has eight fabulous volunteers working either one or two days per week. Each volunteer has input into the running of the office and has designated duties, which keeps them busy. My workload increased this year with Rae resigning as coordinator. Rae is happy being a volunteer and working two days per week. I am always available on the telephone every day to speak with and assist the volunteers or Perth Office.

A Swan River Cruise was arranged by the Perth Office for Volunteer Week and Armadale staff had a wonderful time connecting with other CAB volunteers.

TAFE approached us to take on a work experience student, Rhiannon. This was a great success and through completing her work experience with CAB, is now looking for employment.

Meetings

Staff meetings are held every six weeks and Committee meetings every three months.

The volunteers always attend the informative meetings, which are very productive.

Committee meetings are held every three months. The last few meetings, a guest speaker has been arranged. We invited Finucare who talked about finance and domestic violence as well as Centrelink who gave a talk on retirement.

Community participation

This year has been a very busy year for socialising and networking.

- Armadale High School invited us to attend their lunches cooked by the students.
- Minnowarra Arts Festival was held at Greendale and all the volunteers were invited to attend a High Tea. The food was cooked and served by the students from local schools.
- Selva held three very informative talks on Wills, Enduring Power of Attorney and Enduring Power of Guardianship around the Armadale area. These talks have resulted in more lawyer appointments.
- The Armadale Early Years Networking group meets on a monthly basis with guest speakers from the local community.

Training

Armadale volunteers have completed formal training sessions. Selva and Elena have been to the branch to give specific training as required. The volunteers have also enjoyed the Talking Heads sessions in the Perth Office and all training has been invaluable.

Three more volunteers Julie, Rosmarie and Sonia have completed their WA NILS training. Maria is doing the Tax Help again this year.

The Justice of the Peace service has increased as people become aware of the availability at CAB Armadale. I am also continuing to update my JP training sessions held every three months.

All of the services are great assets for the branch.

Conclusion

2018/19 will be another busy year. The Armadale branch will celebrate fifteen years of operation in February 2019 and we look forward to organising an event for this special occasion.

Thanks are extended to Kathryn, Elena, Marilyn and Garry for their ongoing support and invaluable help. Also thanks to Selva, the Principal Solicitor and Keith our visiting Lawyer, for the expertise they give to all our clients. The Lawyers' service is extremely valuable to the local community.

We wouldn't be able to assist the community as we do without the dedicated support and compassion provided by our volunteers.

Kerrie Schilling
 Branch Coordinator, Armadale

Bunbury Branch Coordinator's Report

Branch established in 1974

Statistics

Telephone: 649
In Person: 364
Total: 1,103

General

We have been able to increase our opening days from 3 days per week as at the end of December 2017 to now consistently operating 5 days a week.

CAB Bunbury has been focusing on retaining staff volunteer and stability within the branch. We have also submitted a request for a major refurbishment program to enhance our current office décor. The refurbishment update will not only raise the professional perception of the branch but will also make the work environment more appealing and presentable to both clients and volunteer staff.

CAB's Principal Solicitor, Selva is also located in the Bunbury branch three Fridays of each month, including one to give legal advice.

Legal appointments are very sought after amongst the community and are filled quickly. With Selva working from the Bunbury office, we are sometimes able to assist walk-in clients with legal queries if their matter is urgent.

Statistics

Phone and walk-in enquiries are mainly focused around the areas of:

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

Volunteers

There have been a few changes in the number of volunteers and although we experienced a shortage, we are now enjoying a high calibre and stable volunteer base.

We were also indeed fortunate that a number of volunteers expressed interest in both the ATO's Tax Help Program and the WA NILS Program and undertook training to enable them to perform their respective roles.

We now have an additional three volunteers for Tax Help and this service has advanced booking of up to two weeks mainly due to Ingrid and her team actively promoting this service.

Assistance with WA NILS's applications has been steady and we continue to receive referrals from other organisations that are unable to provide this service.

I would like to take this opportunity of thanking Ingrid for accepting the shared Coordinators role with myself and also to Rosemary for taking on the Treasury role at short notice.

Meetings

Staff meetings are organised in-house with the Coordinators and volunteers to discuss any matters raised by staff and communications from the Perth office.

We also have telephone and face-to-face access to the Volunteer Coordinator, Elena, for guidance in relation to recruitment, training and procedural processes.

Community participation

We are promoting our legal service in local newspapers and providing flyers and posters with detailed information to promote the services offered at the branch. In addition to this, our aim is to accept and seek invitations from other similar community services or organisations to stimulate acknowledgement of the service we can provide.

In the past two months, I have accepted invitations and given talks to both Multiple Sclerosis Society Bunbury (MSS) and the Probus Club South Bunbury on the services we can provide.

CAB Bunbury also liaises regularly with the Senior Citizens Centre and have established a relationship with the South West Volunteer Centre.

Training

Volunteers from the Bunbury office have attended and completed training on the following

- ATO's Tax Help ,
- WA NILS,
- Legal Appointment Training (organised by Selva)
- New volunteer training organised by Selva and Elena

All the above training was conducted at the Bunbury Branch and included volunteers from the Busselton Branch.

Participant feedback from all training provided indicated that the sessions were beneficial and appropriated by both new and existing volunteers.

Conclusion

The Bunbury Branch has endured significant operational challenges in relation to IT and telephone disruptions over the past six months and volunteers have done a sterling job in continuing to provide assistance to the community.

We are optimistic that our branch management maturity will continue to grow thus allowing us to be able to form our own committee prior to the end of this financial year (2017/2018).

Lastly, a big thank you to all the volunteers who have committed their time and skills to CAB Bunbury branch, and to the staff members from the Perth office who have provided assistance whenever required.

Lou Milordis and Ingrid Franklin
Branch Coordinators, Bunbury

Busselton Branch Coordinator's Report

Branch established in 1975

Statistics

Telephone: 388
In Person: 279
Total: 667

General

Busselton has been operating since 1975 and is located in the Community Resource Centre.

The Branch is open from 10am to 1pm Monday to Friday although the operating hours have been affected a few times due to staffing issues.

Services provided include information and referral as well as legal advice offered once a month by the Principal Solicitor.

Statistics

The client base at CAB Busselton is composed mostly of retirees although younger families with children are moving to the area.

Our volunteers answer a lot of queries in relation to family and estate matters and we have a high demand for the preparation of wills, enduring powers of attorney and guardianship.

Volunteers

The branch has suffered from a lack of volunteers through last financial year. Recruitment has been slow but with the help of our local volunteer centre, our team has grown to five dedicated volunteers.

Jenny and Val are our most experienced volunteers and have helped us immensely.

Meetings

Due to staffing issues and the position of branch coordinator being vacant, staff and Committee meetings have been put on hold.

Community Participation

The Branch continues to publish community announcements in the local newspaper to promote the monthly legal service.

Training

New volunteers have attended a training session held at the Bunbury office.

Refresher training has also been organised by the Principal Solicitor to ensure appropriate legal appointments are booked. This workshop was conducted in the Bunbury office and a couple of Busselton volunteers attended.

Conclusion

I am pleased to announce that a new branch coordinator has been appointed and will be taking the lead starting from August 2018. Our volunteer base has strengthened and we benefit from the help of a highly committed and dedicated team.

I would like to personally thank Jenny and Val, their assistance and experience has been invaluable when the branch was transitioning.

I would also like to extend my thanks to the Volunteer Resource Centre who has referred successful candidates to us.

Elena Mauén

Volunteer & Client Services Coordinator

On behalf of the Busselton branch

Fremantle Branch Coordinator's Report

Branch established 1966

Statistics

Telephone: 472
In person: 235
Total: 707

General

Our office is situated at shop 41, 13 Cantonment Street in a convenient area of Fremantle.

The office is spacious and comprises a spare office to conduct legal and WA NILS appointments.

Statistics

Our clientele has primarily been people from a low socio-demographic area with queries related to family, estate and tenancy. Wills, EPAs and EPGs are also in great demand.

Volunteers

We currently have an average of ten active volunteers on the roster and welcomed Moira and Tess and feel they will be an asset to CAB Fremantle.

We are looking to recruit more volunteers and thank the Melville and Cockburn Resource Centers for their assistance.

Meetings

We have continued to host monthly staff meetings in our new office space.

Community Participation

We are still settling-in to our new premises and looking forward to going out and about to become more active in the community.

Training

We have all attended training in Perth to refresh our knowledge and skills.

Margaret Marrone and Opal Van Niekerk have commenced with WA No Interest Loans (NILS) appointments and are doing well. We are looking to train more volunteers to meet the need from the community.

Conclusion

It has been a challenging year but we are extremely pleased with our new office and are looking forward to further growth throughout the coming years. My thanks go to our dedicated team of volunteers for their wonderful work.

Pat Baxter

Branch Coordinator, Fremantle

Joondalup Branch Coordinator's Report

Branch Established 1999

Statistics

Telephone: 2,521
In person: 440
Total: 2,961

General

The Joondalup Branch is situated in Lotteries House and is open Mondays to Fridays from 9.00am to 3.00pm.

As we are situated next to the City of Joondalup and within walking distance of the Lakeside Shopping Centre, we do have quite a few walk-ins either for enquiries or for purchase of the Probate, Enduring Power of Attorney or Enduring Power of Guardianship kits.

Statistics

The statistics went down during the quarter of January to March but we are back up again for this last quarter. It seems that we are receiving more walk-ins than last year although clients seem to prefer phone contact.

Volunteers

We currently have eighteen volunteers with three relief volunteers (twenty one volunteers in total). This is working extremely well with the relief volunteers filling in when the permanent volunteers are away on holidays. This arrangement enables us to cover every shift with two people.

We have a great group of volunteers who all try to work on the same page and as a team. We are fortunate as all our volunteers have developed friendships in and out of the office. WA NILS is ongoing with appointments weekly on one day only.

Tax Help is another program offered at the Joondalup Branch every Tuesday morning. This program will operate until October 2018. The City of Joondalup has put our name on their web-site for Tax Help.

Meetings

We usually hold three volunteer meetings a year, with one held in February and the other in June 2018. We usually have guest speakers at these meetings. This year we had speakers from Youth Futures (tenant in our building,) WA NILS and the Northern Suburbs Legal Community Centre. When these meetings are held, we usually have a very good attendance. Board Meetings are held usually three times a year or earlier if required.

Community participation

Surveys have been completed on line for the City of Joondalup regarding volunteer organisations. We were given the opportunity of a free advertisement in the April edition of the Little Aussie Directory and also promote our services in two of our local newspapers.

Joondalup Lotteries House has invited the Coordinator, Diane Cook to sit on their Board. Board meetings are held every second month. The Board is made up of a few tenants, a representative of the City of Joondalup and an Accountant.

Training

We have had volunteers attending the new volunteer training in the Perth office, which they found beneficial.

Conclusion

We have had continuous help from Gary Bleakley regarding our computer problems, which have now been solved due to a new modem. Also, help from Elena Mauen and the Perth Office in general, so we thank them all for their continued support.

Diane Cook

Branch Coordinator, Joondalup

Kwinana Branch Coordinator's Report

Branch established in 1994

Statistics

Telephone: 481
In Person: 320
Total: 801

General

CAB Kwinana is located at the Darius Wells Library and Resource Centre, 2 Robbos Place and is open on Tuesdays, Wednesdays and Thursdays from 10.00am to 3.00pm.

The Branch receives telephone and walk-in enquiries on a variety of matters. Probate, Enduring Power of Attorney and Enduring Power of Guardianship kits are available to purchase. Advanced Health Directive published by the Health Department is also available to collect free of charge.

Tax Help was available again this year and proved to be very popular. Appointments were held on Wednesdays between 10.00am and 2.00pm. This service was provided by the Australian Taxation Office Tax Help Volunteer who has worked at the Kwinana Branch for a number of years.

Additional services available at the branch include assistance with WA NILS and Wanslea Grandparents Support Scheme.

Unfortunately, the Branch lost the regular services of a visiting Pro Bono Lawyer and refers legal queries to other CAB offices or community legal centres.

Volunteers

The branch was manned by six volunteers. A number of changes have occurred in the past year and we now have new volunteers who add value to the Branch.

Our volunteers communicate with each other through a book where messages and information are written up, so that we have a cohesive team at Kwinana. Tanya, our Treasurer continues with the day to day financial operations as well as preparing reports when required.

Volunteers at Kwinana are an asset to the branch and I thank them for their commitment.

Meetings

Branch meetings are held every six weeks with the Chairperson Carol Adams, Secretary Bob Thompson and Treasurer Tanya Samuel, together with attending Branch Volunteers. The meetings

are generally casual and address issues relating to the Branch and the community.

Coordinators' meetings are organised every three months and are now held at the Perth office. This arrangement has proven to be more convenient for coordinators who are travelling from various parts of the metropolitan and country areas.

Community Participation

The Kwinana Branch has contributed to the community in various ways:

- Regular contact with the Coordinator of the City of Kwinana Volunteer Centre which allowed us to stay up to date with new information in the Kwinana area;
- Contact with the Community Liaison Officers for Kwinana which has been instrumental for us in helping residents with their issues;
- Notices and pamphlets have been displayed within the Darius Wells Building including the Library;
- Kwinana Branch has a good working relationship with the Darius Wells Centre Management and other not-for-profit organisations that occupy the building and who refer clients to us

Training

Our two new volunteers attended training at the Perth office. The Kwinana branch also organised NILS training which was attended by volunteers from both the Kwinana and Rockingham Branches. Volunteers attended various presentations in Perth which were conducted after Coordinators' Meetings.

Conclusion

2017-2018 has been a year of change for the Kwinana branch. The Kwinana branch is of considerable assistance to the community, with volunteers answering a variety of enquiries from financial difficulties to local problems.

Sincere thanks to the volunteers at Kwinana for their professionalism and knowledge and for supporting me in the role of branch coordinator.

Thank you to all in the Perth office, Kathryn, Elena, Garry, Marilyn and Selva, who are always only a telephone call away. Your knowledge, support and help were very much appreciated.

Kerry Smith

Branch Coordinator, Kwinana

Mandurah Branch Coordinator's Report

Branch established in 1977

Statistics

Telephone: 1,298
In Person: 5,431
Total: 6,729

General

Mandurah Branch is located in our own building at 13 Sholl Street and we are open Monday to Friday from 9am until 2pm.

We have six JPs on a roster system, coming in Thursdays and Fridays from 10am to 12pm and they are kept very busy.

Our volunteers assisted approximately one hundred and eighty clients with Tax Help. We have two CAB volunteers and one provided by the ATO who are providing Tax Help from July to October, three days a week. It is a very popular service.

We have had to discontinue our legal service due to the lack of a visiting Lawyer and continue to help clients with information and referrals.

We are an agent for WA NILS applications. Together with the St Vincent De Paul Society, we service the Mandurah area.

Our funding agreement with the City of Mandurah (provided through their Partnership Fund) has been renewed for a further three years. It is this funding that allows us to provide our services to the local community and we are indebted to the Council for its continued support.

Statistics

Our overall numbers are slightly down on last year. This is due to a decrease in clients seeking JP services. Other enquiries increased during the year.

Volunteers

We have recruited eight new volunteers this year, of which five are now on roster. We have a total of eighteen active volunteers. During the year we reluctantly said goodbye to several of our volunteers who had collectively given many decades of valuable service for which we sincerely thank them.

Meetings

The Branch committee and staff meet quarterly with an Annual General Meeting (AGM) in July.

Community Participation

Our volunteers assist Legal Aid solicitors at the Court House each week on Tuesdays and Fridays and once a month at the Children's Court.

Training

All our new volunteers have undertaken the two day training in the Perth office. They all reported that they enjoyed the experience and found it extremely informative and useful.

New volunteers are always rostered on with our experienced volunteers who pass on their knowledge and skills.

Our Tax Help volunteers have completed their training provided by the ATO and have been accredited to provide the Tax Help service for 2018.

Conclusion

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

I extend my sincere thanks and appreciation to all the volunteers at the Mandurah branch for their help and support and the professional way in which they carry out their duties.

Philip Gilbey

Branch Coordinator, Mandurah

Midland Branch Coordinator's Report

Established in 1993

Statistics

Telephone: 3,382
In Person: 2,026
Total: 5,408

General

Midland Branch is situated at 23 Old Great Northern Highway, in the People Who Care Building. The office is open Monday to Friday from 9.00am to 3.00pm.

We have a lawyer who comes into the branch on a fortnightly basis for Family Law, Wills, Enduring Power of Attorney, Enduring Power of Guardianship, Letters of Administration, Probate and Estate matters.

Currently we have one Justice of the Peace who is available at the office every Wednesday from 10.00am to 1.00 pm.

Statistics

Once again the biggest percentage of our clients is for family and personal matters with 51%. Government and Statutory is the second highest at about 30%. The remaining percentage shows a variety of issues.

Our clients are mainly retirees and lower socio-economic demographic.

Volunteers

We currently have eleven volunteers and are hoping to recruit a few more to have a comfortable roster.

Ages of our volunteers range from twenty through to eighty. It happens that all our volunteers are female.

Meetings

We have staff meetings throughout the year if there are matters which need to be discussed as a group. It works out to an average of approximately four meetings per year over and above the AGM.

Community participation

Two of our ladies attended the Landgate Breakfast to celebrate International Women's Day. Most of our volunteers are involved in other community programs/clubs and are always inviting people to use our services.

Training

New volunteers have been attending the training sessions in Perth. Part A covers information and referrals, customer service, mediation and provides an overview of CAB while Part B focuses on understanding the legal unit.

Conclusion

This year has come with challenges, primarily with volunteer recruitment and roster but we overcame them as a team and look forward to another fruitful year.

I would like to thank Swan Volunteering for producing our advertising and referring prospective volunteers to us.

A special thank you goes to all the wonderful volunteers whose jobs are not always easy and to all the clients who use our services and appreciate what the Citizens Advice Bureau does.

Mary Shaw

Branch Coordinator, Midland

Rockingham Branch Coordinator's Report

Branch established 1979

Statistics

Telephone: 863
In Person: 1,669
Total: 2,532

General

The Rockingham district accommodates more retirees than some of the inner suburbs of Perth. However, the demographic is steadily changing with younger people moving into the area, such as Baldivis, which is one of the fastest growing suburbs in Western Australia.

The Citizens Advice Bureau's Rockingham Branch is open Mondays to Thursdays from 9.30am to 3.30pm and Fridays from 9.30am to 1pm.

The Branch offered Tax Help from July to October 2017 and provided assistance with WA NILS.

Statistics

The majority of our queries are for family law matters for which we can provide information or referral to Perth and other Branches for an appointment. Referrals to Anglicare take a large portion of our daily statistics on any given day.

Volunteers

We currently have fourteen volunteers, with the majority having been at the Citizens Advice Bureau for several years. Some of the longest serving are Joan twenty three years, Gordon eighteen years, Ron fourteen years and three more from twelve to thirteen years.

We have advertised with the Rockingham Volunteer Centre to recruit two new volunteers.

Meetings

We had a meeting in July and intend to have at least one meeting every quarter.

Community Participation

I attended the opening of the new Domestic Violence unit at SCALES which was opened by the Hon Christian Porter, Federal Attorney General. They have new staff and are ready to go with new funding provided by the Federal Government for the next eighteen months. We will be able to refer many enquires there.

The Seniors & Carers' Expo is scheduled to be held on 5 October 2018. We have four members who will attend and operate a stall there to promote CAB and connect with the community.

Training

All our members have attended training in Perth and are up to date with information.

Conclusion

I am impressed with how well the members work together and are willing to do that bit extra. I thank all volunteers for their contribution and I would particularly like to recognise the time and dedication that Gordon puts into the Treasurer's job. It is much appreciated.

For the financial year 2018/2018, we are hoping to publicise the Branch with the view to raise awareness about our services within the local community.

Max Stewart

Branch Coordinator, Rockingham

Statistics



Summary

Perth Office	Client Enquiries			Last Year
	Interviews	Telephone	Total	
General	551	17,333	17,884	17,811
Legal	3,486		3,486	4,308
Tax Help	20		20	16
Justice of the Peace	9,942		9,942	9,892
Total	13,999	17,333	31,332	32,027

Branches	Client Enquiries			Last Year
	Interviews	Telephone	Total	
Armadale	1,516	2,240	3,756	4,130
Bunbury	364	649	1,013	833
Busselton	279	388	667	1,097
Fremantle	235	472	707	2,069
Joondalup	440	2,521	2,961	3,191
Kwinana	320	481	801	850
Mandurah	5,431	1,298	6,729	7,232
Midland	2,026	3,382	5,408	5,398
Rockingham	1,669	863	2,532	2,215
Total	12,280	12,294	24,574	27,015

WA No Interest Loans	Client Enquiries			Last Year
	Interviews	Telephone	Total	
Perth	18			19
Armadale	19			10
Bunbury	0			0
Busselton	4			1
Fremantle	10			32
Joondalup	12			13
Kwinana	4			2
Mandurah	8			29
Midland	1			0
Rockingham	27			12
Total	103		103	118
GRAND TOTAL			56,009	59,160

Legal Advice

Perth and Branches		Last Year
Appeals	1	0
Bankruptcy	1	0
Business	2	1
Civil	1	0
Consumer	18	46
Contracts	63	147
Criminal	16	33
Debt	20	3
Dividing Fences	51	47
Employment	0	3
Estate Matters	216	347
Family Law	1,247	1,695
Financial	4	6
Guardianship	0	2
Housing/Tenancy	14	34
Insurance	19	20
Letters of Administration	284	271
Neighbour Disputes	37	34
Personal Injury	12	5
Probate	341	393
Professional Negligence	4	7
Property	76	78
Restraining Orders	8	14
State Administrative Tribunal	0	3
Traffic	18	25
Vehicle Accident	0	15
Wills POA EPG	1,002	1,058
Workers Compensation	1	0
Other	30	21
Perth & Branches Total	3,486	4,308

Documents Produced

Perth and Branches		Last Year
Family Court Documents	25	46
Enduring Power of Guardianship	492	410
Letters of Administration	127	132
Enduring Powers of Attorney	549	539
Probate Affidavits and Other	91	93
Wills	797	758

Statistical Returns

Summary Perth Office

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	302	8,995	9,297	9,246
2. Money Matters	43	373	416	401
3. Housing, Land, Accommodation	44	2,116	2,160	2,079
4. Consumer, Trade, Business	25	1,327	1,352	1,354
5. Law	31	1,390	1,421	1,448
6. Social Security Benefits, Veterans Affairs, Other Benefits	5	28	33	31
7. Insurance	7	116	123	83
8. Local, State, Federal Government and Statutory Bodies	19	993	1012	994
9. Medical	2	45	47	28
10. Employment	12	139	151	182
11. Education, Training, Bursaries	0	6	6	10
12. Specific Migrant Requests	7	34	41	41
13. Travel	3	9	12	7
14. Requests for Cab Services	27	1,641	1,668	1,719
15. Clubs/Organisations and Associations	1	9	10	4
16. Local and General Information	23	112	135	184
TOTAL	551	17,333	17,884	17,811
Males	269	6,752	7,021	6,932
Females	282	10,581	10,863	10,879

Summary Branches

Category Headings	Client Enquiries			Last Year
	Interviews	Telephone	Total	
1. Family and Personal	3,174	7,153	10,327	10,846
2. Money Matters	842	911	1,753	1,948
3. Housing, Land, Accommodation	235	514	749	728
4. Consumer, Trade, Business	117	248	365	407
5. Law	1,978	693	2,671	1,377
6. Social Security Benefits, Veterans Affairs, Other Benefits	65	54	119	155
7. Insurance	22	46	68	71
8. Local, State, Federal Government and Statutory Bodies	3,224	1,124	4,348	4,897
9. Medical	63	71	134	132
10. Employment	58	104	162	187
11. Education, Training, Bursaries	4	3	7	9
12. Specific Migrant Requests	47	35	82	102
13. Travel	47	23	70	47
14. Requests for Cab Services	1,064	831	1,895	3,690
15. Clubs/Organisations and Associations	8	9	17	22
16. Local and General Information	1,332	475	1,807	2,399
TOTAL	12,280	12,294	24,574	27,017
Males	5,675	4,009	9,684	10,329
Females	6,605	8,285	14,890	16,688

Statistical Returns 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	829	7,936	8,765	9,674
(b)	Regulations: Family, Name Change	26	41	67	80
(c)	Miscellaneous Problems: Young People	16	49	65	79
(d)	Miscellaneous Problems: Adult Persons	115	199	314	445
(e)	Food and Material Needs	77	41	118	79
(f)	Deaths, Funerals, Wills, Probate, etc.	1,708	7,105	8,813	8,482
(g)	Power of Attorney	705	777	1,482	1,253
TOTAL		3,476	16,148	19,624	20,092

2.	Money Matters	Interviews	Telephone	Total	
(a)	Mortgages /Loans	43	150	193	207
(b)	Debts /Hire Purchase /Credit Accounts	49	214	263	264
(c)	Financial Counselling	73	165	238	283
(d)	Investment /Superannuation	46	48	94	79
(e)	Taxation (Personal, Land, Stamp Duty)	459	463	922	1,084
(f)	Banking Complaints	2	0	2	0
(g)	Bankruptcy	213	244	457	432
TOTAL		885	1,284	2,169	2,349

3.	Housing and Land	Interviews	Telephone	Total	
(a)	Home or Land Purchase or Sale	94	1,011	1,105	899
(b)	Home Building Advice /Disputes	14	175	189	247
(c)	Landlord /Tenant	117	1,270	1,387	1,493
(d)	Accommodation	29	23	52	66
(e)	Strata Titles, Corporate Bodies	25	151	176	102
TOTAL		279	2,630	2,909	2,807

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

Category Headings		Client Enquiries			Last Year
4.	Consumer, Trade, Business	Interviews	Telephone	Total	
(a)	Unsatisfactory Goods & Services	67	1,375	1,442	1,470
(b)	Small Business Information	16	36	52	55
(c)	Professional Fees & Complaints	9	34	43	41
(d)	Consumer Information	50	130	180	195
	TOTAL	142	1,575	1,717	1,761
5.	Law	Interviews	Telephone	Total	
(a)	Enquiries (e.g. Summons, Referrals)	1,889	1,711	3,600	2,272
(b)	Motor Vehicle Accidents	22	88	110	106
(c)	Traffic Offences	31	115	146	187
(d)	Restraining Orders	32	84	116	130
(e)	Legislation (What the Law says)	26	46	72	78
(f)	Complaints (e.g. Fees, Lawyers)	9	39	48	52
	TOTAL	2,009	2,083	4,092	2,825
6.	Social Security Benefits	Interviews	Telephone	Total	
(a)	Social Security Benefits	35	62	97	127
(b)	Veterans' Affairs Benefits	1	2	3	1
(c)	Overseas Pensions	3	5	8	6
(d)	Seniors Cards	31	13	44	52
	TOTAL	70	82	152	186
7.	Insurance	Interviews	Telephone	Total	
(a)	Property	11	65	76	67
(b)	Personal Insurances	9	61	70	59
(c)	Public Risk	1	10	11	13
(d)	Workers Compensation	8	26	34	15
	TOTAL	29	162	191	154

Statistical Returns 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	82	617	699	727
(b)	Members of Parliament	3	6	9	12
(c)	Local Government Information	21	40	61	322
(d)	Justice of Peace	3,132	1,449	4,581	4,797
(e)	Electoral Matters	5	5	10	29
(f)	Copyright and Patents	0	0	0	4
TOTAL		3,243	2,117	5,360	5,891

9.	Medical	Interviews	Telephone	Total	
(a)	Health: Mental and Physical	19	37	56	62
(b)	Information and Support Groups	25	27	52	30
(c)	Alcohol and Drugs	2	3	5	20
(d)	Hospital and Medical Benefits	6	2	8	9
(e)	Hospital and Nursing Homes	6	12	18	11
(f)	Medical Complaints	7	35	42	28
TOTAL		65	116	181	160

10.	Employment	Interviews	Telephone	Total	
(a)	Employment /Unemployment	19	106	125	138
(b)	Self-Employment	0	8	8	17
(c)	Employer-Employee Disputes	33	80	113	133
(d)	Union Matters	0	3	3	1
(e)	Wages and Awards	10	30	40	57
(f)	Discrimination, Harassment	2	9	11	15
(g)	Occupational Health & Safety	6	7	13	8
TOTAL		70	243	313	369

11.	Education & Training	Interviews	Telephone	Total	
(a)	Financial Assistance	2	4	6	4
(b)	Pre-School, Primary, Second, Tertiary	2	5	7	12
(c)	HECS (Higher Educ Cont Scheme)	0	0	0	3
TOTAL		4	9	13	19

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

Category Headings		Client Enquiries			Last Year
12.	Migrants	Interviews	Telephone	Total	
(a)	Specific Problems	30	41	71	78
(b)	General Queries (e.g. Citizenship)	24	28	52	65
	TOTAL	54	69	123	143
13.	Travel	Interviews	Telephone	Total	
(a)	Passports, Visas, Consulates	41	22	63	36
(b)	Travel Agencies	1	5	6	7
(c)	Accommodation	0	1	1	1
(d)	Tourism	8	4	12	10
	TOTAL	50	32	82	54
14.	CAB – Requests to CAB	Interviews	Telephone	Total	
(a)	Public Relations	496	1,054	1,550	3,182
(b)	Pamphlets, Information about Bureau	133	46	179	195
(c)	CAB Legal appointments made	408	702	1110	1,258
(d)	CAB Legal appointments cancelled	11	100	111	188
(e)	Query on status of documents	22	31	53	81
(f)	Missing Persons	2	3	5	2
(g)	Mediation: The Process	11	169	180	136
(h)	Mediation: Relationships: Matrimonial	4	302	306	289
(i)	Mediation: Intra Family	2	29	31	50
(j)	Mediation: Community	1	34	35	25
(k)	Mediation: Commercial	1	2	3	3
	TOTAL	1,091	2,472	3,563	5,409
15.	Clubs & Organisations	Interviews	Telephone	Total	
		9	18	27	26
	TOTAL	9	18	27	26
16.	Local & General Info	Interviews	Telephone	Total	
		1,355	587	1,942	2,583
	TOTAL	1,355	587	1,942	2,583
	GRAND TOTAL	12,831	29,627	42,458	44,828

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 2018 and the results of its operations and cash flows for the year then ended in accordance with accounting policies described in Note 1;
- (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:


Kathryn Lawrence

Dated this 11th day of September 2018

**RSM Australia Pty Ltd**

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

Opinion

We have audited the financial report of Citizens Advice Bureau of Western Australia (Inc), which comprises the statement of financial position as at 30 June 2018, the statement of financial performance 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.

In our opinion, the financial report of Citizens Advice Bureau of Western Australia (Inc) has been prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the entity's financial position as at 30 June 2018 and of its financial performance and cash flows 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 for Opinion

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

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

Basis of Accounting

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 the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

THE POWER OF BEING UNDERSTOOD
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RSM Australia Pty Ltd ACN 009 321 377 at Birdanco Practice Trust ABN 65 319 382 479 trading as RSM

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Responsibilities of Management and Those Charged with Governance for the Financial Report

The Management of Citizens Advice Bureau of Western Australia (Inc) is responsible for the preparation of the financial report that gives a true and fair view in accordance with the basis of accounting as described in Note 1 and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Management determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, Management is responsible for assessing Citizens Advice Bureau of Western Australia (Inc)'s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless Management either intends to liquidate Citizens Advice Bureau of Western Australia (Inc) or to cease operations, or has no realistic alternative but to do so.

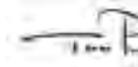
Auditor's Responsibilities for the Audit of the Financial Report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.



RSM AUSTRALIA PTY LTD



TUTU PHONG
Director

Perth, WA
Dated: 11 September 2018

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2018

	Note	Consolidated		Perth	
		2018	2017	2018	2017
		\$	\$	\$	\$
REVENUE					
Donations		21,704	10,258	10,262	5,537
Grants	3	643,407	652,747	636,843	644,997
Interest received		4,403	4,696	4,374	4,674
Legal fees	4	713,376	758,376	525,818	567,766
Membership fees		1,284	1,190	730	760
Mediation revenue		54,970	56,023	54,970	56,023
Other income		1,748	9,075	450	5,609
Paid Parental Leave		9,035	-	9,035	-
Profit/(Loss) on disposal of assets		(80)	(1,711)	(80)	(1,711)
Sale of resource material		<u>10,466</u>	<u>12,351</u>	<u>4,206</u>	<u>3,741</u>
TOTAL REVENUE		<u>1,460,314</u>	<u>1,503,005</u>	<u>1,246,608</u>	<u>1,287,396</u>
EXPENSES					
Annual General Meeting		2,764	3,303	2,764	3,303
Advertising and publicity		1,785	3,371	630	2,723
Audit and accountancy fees		6,250	6,000	6,000	6,000
Bank charges		4,903	4,353	1,821	2,112
Depreciation		28,688	30,158	24,860	28,117
File fees expense		14,800	21,750	14,800	21,750
Fringe Benefits Tax		2,710	2,683	2,710	2,683
Grants to branches		-	-	126,266	130,025
Honorariums		3,420	5,373	-	-
Insurance		36,947	36,859	36,947	36,859
Legal advice		196,626	185,432	7,807	-
Repairs and maintenance		7,182	9,347	5,052	5,163
Motor vehicle expenses		9,899	12,532	9,899	12,532
Paid Parental Leave		9,035	-	9,035	-
Postage		9,750	10,473	8,487	8,894
Printing and stationery		35,082	41,118	29,346	34,253
Reference and resource		604	579	604	579
Rent electricity and services		333,379	272,873	243,960	201,701
Salaries and wages		678,937	580,339	678,937	580,339
Seminar expenses		8,856	8,625	8,032	7,739
Staff amenities		5,196	7,968	3,173	3,068
Staff recruitment		1,156	540	1,156	540
Staff Contact temporary		-	51,122	-	51,122
Subscriptions		31,433	30,229	31,363	30,019
Sundry expenses		5,249	18,007	1,865	1,468
Superannuation		70,479	61,388	70,479	61,388
Telephone		20,317	26,437	8,629	12,817
Travelling expenses		7,813	12,611	1,108	1,244
Volunteers' expenses		<u>44,784</u>	<u>45,084</u>	<u>26,093</u>	<u>27,883</u>
TOTAL EXPENSES		<u>1,578,044</u>	<u>1,488,555</u>	<u>1,361,823</u>	<u>1,274,320</u>

The accompanying notes form part of these financial statements

THE CITIZENS ADVICE BUREAU OF WESTERN AUSTRALIA (INC)

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2018

	Consolidated		Perth	
	2018	2017	2018	2017
	\$	\$	\$	\$
NET (DEFICIT)/SURPLUS FOR THE YEAR	(117,730)	14,450	(115,215)	13,076
Accumulated funds at beginning of the year	<u>396,869</u>	<u>382,419</u>	<u>369,755</u>	<u>356,679</u>
ACCUMULATED FUNDS AT END OF THE YEAR	<u>279,139</u>	<u>396,869</u>	<u>254,540</u>	<u>369,755</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 2018

	Consolidated		Perth	
	2018	2017	2018	2017
	\$	\$	\$	\$
ACCUMULATED FUNDS	<u>279,139</u>	<u>396,869</u>	<u>254,540</u>	<u>369,755</u>
Represented by:-				
CURRENT ASSETS				
Cash assets	368,280	413,625	350,612	395,280
Debtors	231	227	231	227
Prepayments	<u>11,348</u>	<u>67,600</u>	<u>11,348</u>	<u>67,600</u>
	<u>379,859</u>	<u>481,452</u>	<u>362,191</u>	<u>463,107</u>
NON CURRENT ASSETS				
Plant and equipment				
Cost	498,207	515,368	454,603	441,692
Accumulated depreciation	(406,078)	(411,152)	(369,405)	(346,245)
Bond for Branches	<u>3,733</u>	<u>615</u>	<u>3,733</u>	<u>615</u>
	<u>95,862</u>	<u>104,831</u>	<u>88,931</u>	<u>96,062</u>
TOTAL ASSETS	<u>475,721</u>	<u>586,283</u>	<u>451,122</u>	<u>559,169</u>
CURRENT LIABILITIES				
Payables	32,355	30,421	32,355	30,421
Provision for employee entitlements	52,565	54,213	52,565	54,213
Income received in advance	<u>29,480</u>	<u>38,190</u>	<u>29,480</u>	<u>38,190</u>
	<u>114,400</u>	<u>122,824</u>	<u>114,400</u>	<u>122,824</u>
NON CURRENT LIABILITIES				
Provision for employee entitlements	<u>82,182</u>	<u>66,590</u>	<u>82,182</u>	<u>66,590</u>
TOTAL LIABILITIES	<u>196,582</u>	<u>189,414</u>	<u>196,582</u>	<u>189,414</u>
NET ASSETS	<u>279,139</u>	<u>396,869</u>	<u>254,540</u>	<u>369,755</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 2018

	Note	Consolidated		Perth	
		2018	2017	2018	2017
		\$	\$	\$	\$
Cash flows from operating activities					
<i>Payments</i>					
Wages and salaries		(680,201)	(591,485)	(677,354)	(585,698)
Suppliers		(800,143)	(897,374)	(646,849)	(672,819)
<i>Receipts</i>					
User charges		780,092	827,953	633,266	608,860
Interest received		4,403	4,696	4,374	4,674
Other		23,453	19,333	10,707	11,160
<i>Cash flows from government</i>					
Receipts from appropriations / grants		<u>643,732</u>	<u>651,467</u>	<u>645,878</u>	<u>644,997</u>
Net cash from operating activities	5(b)	<u>(28,664)</u>	<u>14,590</u>	<u>(29,978)</u>	<u>11,174</u>
Cash flows from investing activities					
Payments for purchase of plant and equipment		(16,681)	(15,063)	(14,691)	(14,156)
Proceeds from sale of assets		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net cash used in investing activities		<u>(16,681)</u>	<u>(15,063)</u>	<u>(14,691)</u>	<u>(14,156)</u>
Net decrease in cash held		(45,345)	(473)	(44,669)	(2,982)
Cash at the beginning of the financial year		<u>413,625</u>	<u>414,098</u>	<u>395,281</u>	<u>398,262</u>
Cash at the end of the financial year	5(a)	<u>368,280</u>	<u>413,625</u>	<u>350,612</u>	<u>395,280</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 2018

1. 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 2018

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 2018

	Consolidated		Perth	
	2018	2017	2018	2017
	\$	\$	\$	\$
3. GRANTS				
Department of Local Government and Communities	484,965	480,973	484,965	480,973
Local Government grants	12,900	15,250	7,500	7,500
Legal Aid (LCT)	81,400	81,400	81,400	81,400
Legal Aid (Mediation)	61,341	60,942	61,341	60,942
Other	<u>2,801</u>	<u>14,182</u>	<u>1,637</u>	<u>14,182</u>
	<u>643,407</u>	<u>652,747</u>	<u>636,843</u>	<u>644,997</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	297,348	315,022	109,790	137,227
Income received from the preparation of simple legal documents	<u>416,028</u>	<u>443,354</u>	<u>416,028</u>	<u>430,539</u>
	<u>713,376</u>	<u>758,376</u>	<u>525,818</u>	<u>517,303</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 2018

	Consolidated		Perth	
	2018	2017	2018	2017
	\$	\$	\$	\$
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	368,280	413,625	350,612	395,280
(b) Reconciliation of net cash provided by operating activities to net deficit for the year				
Net surplus/(deficit) for the year	(117,730)	14,450	(115,215)	13,076
Loss on sale of asset	80	1,711	80	1,711
Depreciation	28,688	30,158	24,860	28,117
Movements in assets and liabilities:				
Debtors	(3,122)	14	(3,122)	14
Prepayments	56,253	(18,149)	56,252	(18,149)
Creditors and accruals	(8,710)	(18,302)	(8,710)	(18,302)
Provision for employee entitlements	1,933	5,988	1,933	5,987
Income in advance	<u>13,944</u>	<u>(1,280)</u>	<u>13,944</u>	<u>(1,280)</u>
Net cash from operating activities	<u>(28,664)</u>	<u>14,590</u>	<u>(29,978)</u>	<u>11,174</u>



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