



PILBARA COMMUNITY LEGAL SERVICE NEWSLETTER

Welcome to our **August** PCLS newsletter!

PCLS will be resuming our wills and estate matters service next month. Our admin staff are now taking details of interested persons to place on a wait list for when the service resumes.

If you have not received a rebate or subsidy payment from Horizon Power, then please go to page 2 for more details on how to apply and if you are eligible.

At the start of this month the whole PCLS team got together in Karratha for 2 days of training and team bonding. We went over and evaluated our PCLS values; understanding, helpful, professional, empowering, acceptance, and innovative. See page 4 for pictures and more info.

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August Highlights

- Celebrated birthdays for Karla, Emeli and Kelly.
- Housing support worker Lisa celebrated her one year anniversary at PCLS.
- PCLS staff from our four offices got together for 2 days of team building & development training by our CEO.

FAREWELL

PCLS says goodbye to our Karratha solicitor Carolyn. You will be extremely missed! All the best for your future endeavours.



Pilbara Community Legal Service Inc. (PCLS) is a not-for-profit, government-funded community organisation. Our main objective is to provide services to reduce disadvantage, increase the capacity of individuals to understand their rights and obligations and to empower people to manage their lives effectively.

We are located in: Karratha, Roebourne, South Hedland and Newman. PCLS also delivers outreach services around the Pilbara to isolated communities which include; Marble Bar, Nullagine, Jigalong, Onslow, Tom Price and Paraburdoo.

We assist with: Financial Counselling, Tenant Advice and Education, Housing Support, Domestic Violence, Redress Scheme, Disability Advocacy, Community Migrant Settlement and Legal— in the areas of family law, criminal injuries compensation and Wills and Deceased Estates

To find out more about our service:

- Visit our website: www.pcls.net.au
- Like us on Facebook



FINANCIAL COUNSELLING

Susanne, Karen, Jayne and Melannia are the Financial Counsellors for PCLS. They offer information, conduct assessments and provide options and support to assist clients, address identified problems and manage financial situations more effectively. To make an appointment please contact Susanne in Karratha on **(08) 9185 5899**, Karen in Roebourne on **(08) 6149 2031**, Jayne in South Hedland on **(08) 9140 1613** or Melannia in Newman on **(08) 9175 0148**.



Have you got your energy bill payment boost?

The Energy Assistance Program additional one-off boost payment of **\$305** for all new eligible customers* ends **30 September 2020**. Register your concession card details today!

There are a number of rebates and subsidies that are provided on behalf of the State Government to help with your energy bill. If you have a valid concession card, including a Centrelink Pensioner Concession Card, Centrelink Health Card or Veterans Affairs Gold Card, you could be eligible for assistance in the following areas:



Account Establishment Fee Rebate



Air Conditioning Rebate



Dependent Child Rebate



WA Government Energy Assistance Payment



Caravan Park Compensation



HUGS Hardship Utilities Grant Scheme



Life Support Equipment Electricity Subsidy



Thermoregulatory Dysfunction Energy Subsidy Scheme

Email enquiries@horizonpower-reply.com.au or call us on 1800 267 926 to register your concession card details.

*Owned by the
people of WA*

**HORIZON
POWER**

TENANT ADVICE AND EDUCATION SERVICE

Kailene and Kelly are the Tenant Advice and Education Service Workers. Their role is to advocate, support and educate tenants in relation to their rights and responsibilities in accordance with the Residential Tenancies Act (RTA). They cannot provide advice to landlords or commercial tenants. To make an appointment please contact Kailene in Karratha on **(08) 9185 5899** or contact Kelly in South Hedland on **(08) 9140 1613**

Breaking a Residential Tenancy Lease

Signing a fixed term agreement, is a legal contract, where a tenant agrees to rent a property for a period of time.

Leaving the agreement early is usually a breach of the agreement, and a tenant may be liable to pay compensation to the lessor for a breach of contract.

If staying in a lease causes a tenant to experience **undue hardship**, they can apply to the court to terminate the lease.

Compensation (similar to break lease compensation) to the lessor is usually ordered for terminating a tenancy due to undue hardship. Tenants can argue for the compensation to the lessor to be reduced if the lessor has not taken all reasonable steps to mitigate their loss (e.g. appropriately advertising the

property to find a new tenant).

If a **lessor** is **breaching the agreement**, the tenant does not have the right to terminate their agreement and must follow a separate breach procedure through the Magistrates Court. The court will consider whether any breach justifies termination.

If a tenant breaks lease because of a breach by the lessor, they may still be liable to pay compensation for break lease costs.

The **best option** for tenants considering breaking a lease, is to talk to the lessor and try to reach an agreement to terminate with their consent. The lessor will usually expect some compensation for the early termination of the lease. The advantages of this are:

- ✓ The uncertainty and stress that accompanies other options can be avoided.
- ✓ The matter will be finalised, without the need for court proceedings to determine how much compensation the lessor is entitled to.
- ✓ You cannot be listed on a Residential Tenancy Database for breaking the lease.

For more detailed information on breaking a lease visit the Tenancy WA break lease fact sheet or call and speak to one of our tenancy advocates.

<http://www.tenancywa.org.au/sites/default/files/Version%203%20April%202019%20-%20Break%20lease.pdf>

August Conversation Cafe – Homelessness Awareness



The Karratha Women's place invited PCLS housing support worker Karla to be a guest speaker at the August 'Conversations Café'.

PCLS housing support program provides services from all 4 of our offices. They assist those who are having difficulty securing or maintaining stable long term accommodation.

The support workers can assist with:

- Helping to decide on and find suitable

accommodation



- Helping to create a home
- Tenancy specific support to maintain the tenancy
- Referrals to Centrelink
- Referrals to employment, education and training assistance where possible
- Linking individuals and families to support services

HOUSING SUPPORT WORKER

Karla, Angie, Lisa, Anne and Tamara are the Housing Support workers. The Housing Support Workers assist people having difficulty securing or maintaining stable accommodation. The program is for people who are at risk of or are experiencing any type of homelessness issue. To make an appointment please contact Karla in Karratha on **(08) 9185 5899**, Angie in Roebourne **(08) 6149 2031**, Lisa or Anne in South Hedland on **(08) 9140 1613** or Tamara in Newman on **(08) 9175 0148**

LEGAL TEAM

Julie (Principal Solicitor), Sabrina and Kayla are the solicitors for PCLS. Our solicitors offer free legal advice and assistance in the areas of family law, restraining orders, child protection matters, criminal injuries compensation, and wills and deceased estates. If you are needing assistance with any of the above please call the office to make an appointment with Julie in our Karratha office on **(08) 9185 5899**, or Sabrina or Kayla in our South Hedland office on **(08) 9140 1613**.

Yaandina Community Legal Education



Karratha solicitor Carolyn attended the Yaandina office in Roebourne this month to provide legal education to the staff to assist Yaandina staff. Carolyn provided information and fact sheets in regards to the legal services PCLS offers as well as useful information for POA and guardianship matters.



PCLS Team Training



and set goals for the months and years to come for our organisation as a whole.

It was a fantastic opportunity for new staff to meet everyone in the team face to

face and create a better bond between colleagues that is sometimes hard to do working so far away from each other.

A huge thankyou to our CEO Miranda for putting together such a productive and informative 2 days of training for the team.



What a way to start the month of August off here at PCLS! Our staff from Hedland, Newman and Roebourne travelled to Karratha to spend two days of training and team building.

We ended the 2 days off with a night out on the town to farewell our Karratha solicitor Carolyn.



We discussed our PCLS values and guiding behaviours, did staff DISC profiles, a few team building activities



DOMESTIC VIOLENCE SUPPORT WORKERS

Sara, Dolly and Kody are our domestic violence team at PCLS. Their role involves providing support to victims of family and domestic violence through safety and crisis intervention planning, informal counselling, support planning, advocacy, court support, assistance with Violence Restraining Order applications and education. To make an appointment please call Sara in Karratha on **(08) 91855899** or Dolly and Kody in South Hedland on **(08) 9140 1613**.

Useful Links for Family and Domestic Violence Help



The Women's Council for Domestic and Family Violence Services is a state-wide peak organisation committed to improving the status of women and children in society, and seeking to ensure that all women and children live free of domestic and family violence. The WCDFVS operates from a feminist perspective and proactively advocates for social justice in order to further empowerment, access, equity and safety for all women and children. www.womenscouncil.com.au



The Line is a website about relationships, gender, sex, bystander action, technology and communication for young people. The focus is on how to keep behaviours healthy and respectful, and avoid crossing the line that makes someone feel frightened, intimidated or diminished.

www.theline.org.au



1800RESPECT (the National Sexual Assault, Family & Domestic Violence Counselling Service) is a confidential telephone and online counselling service, staffed by professional counsellors to assist any person who has experienced, or is at risk of, family and domestic violence and/or sexual assault. You can access this service by calling 1800 RESPECT or visiting www.1800respect.org.au



Australia's National Research Organisation for Women's Safety (ANROWS) is an independent, not-for-profit company established as an initiative under Australia's National Plan to Reduce Violence against Women and their Children 2010-2022. It is jointly funded by the Commonwealth and all state and territory governments of Australia, who are the members of the company. www.anrows.org.au



White Ribbon Australia - White Ribbon is Australia's only national, male led Campaign to end men's violence against women. The campaign works through primary prevention initiatives involving awareness raising and education, and programs with youth, schools, workplaces and across the broader community. www.whiteribbon.org.au



Our Watch was established to drive nation-wide change in the culture, behaviours and attitudes that underpin and create violence against women and children www.ourwatch.org.au



DV-alert (Domestic Violence Response Training) is Lifeline's free accredited training program that enables health, allied health and frontline workers to confidently recognise signs of family and domestic violence, provide appropriate responses and refer to relevant support services. www.dvalert.org.au

Foundation Food– Roebourne

Foundation Food opened on 13 July 2020. Local organisations have come together to help the local people with donations of food hampers.

Foundation Food will be open on Mondays, Wednesday and Friday between 10:00am and 1:00pm.

They are located at the old NYFL store in Roebourne:

A: 44 Roe Street Roebourne 6718
M: 0458 474 910
E: food@nyfl.org

All are welcome.



With the support of sponsors Lotterywest, Equity Trustees, BBI Group, Rio Tinto, YARA, Jemena & eNGie

REDRESS SUPPORT WORKERS

Karla and Tracey are our Redress support team at PCLS. Our redress support workers are here to help survivors of sexual abuse understand the Scheme, talk about feelings and guide them through the whole application process. To make an appointment please call Karla in Karratha on **(08) 91855899**, Tracey in Roebourne on **(08) 6149 2031**

COMMUNITY MIGRANT SERVICE WORKERS

Victoria and Fern are our community migrant service workers. Their role is to provide one-on-one casework, support, information and linkages to other mainstream services to assist migrants. To make an appointment please call Victoria in South Hedland on **(08) 9140 1613**. or Fern in Karratha on **(08) 9185 5899**

Working in Australia– Part 1

Information taken from the Migration WA website. For more information or to read their brochure on 'employability skills' in other languages visit <https://migration.wa.gov.au/useful-references/publications>

English is the language of all workplace communication in Australia.

You must learn to read, write and speak some English to work well in Australian workplaces. This will help you:

- understand and follow spoken instructions;
- read and follow safety signs and instructions;
- write notes and messages;
- understand your rights and responsibilities; and
- make friends at work. Most Australian workplaces are less formal than workplaces in other countries.

Most Australian workplaces are less formal than workplaces in other countries.

For example, most people use first names. This often surprises people from other countries. You will probably need time to understand this. That's OK. **Remember:**

If you are unsure, watch, listen and ask

Australians often shorten words– for example, they may say 'footy' not 'football'. They often use slang.

Ask a friendly workmate to repeat and explain the words you don't understand. The radio and television will help you, too.

Many Australians also use swear words in normal conversations. Some people think swearing is rude, but most Australians are not offended. You will need time to understand this. If you are offended, simply ask the person to stop. That's OK.

Remember:

swearing is never acceptable in formal situations, like meetings and interviews

In Australia, men and women, young and old, people with disabilities and people from different countries all work together. This is normal.

In Western Australia, everyone has the same rights. Employers and employees must obey the laws about discrimination and equal opportunity.

For example, nobody may discriminate against another person because of their sex, age, race, colour, culture, religion, pregnancy, disability, marital status, political beliefs, family responsibilities, or sexual orientation.

Sexual or racial harassment is also illegal.

The Western Australian Equal Opportunity Commission can give you advice on these matters.

Everyone must treat you with respect

You must treat everyone with respect

It is also normal to be friendly to everyone.

- Make eye contact when you talk to someone.
- Generally, don't touch other people.
- Shake hands firmly when you meet someone new. If you are not comfortable shaking hands, nod your head and smile. Say that you are pleased to meet the person.

Generally, religious practices are not part of the working day. If you wish to practise your religion at work, discuss with your employer.

In Australia, many bosses have an 'open door policy'—that is, they want employees to speak to them about problems or other work issues. In Australia, this is normal.

Remember:

If you are unsure, watch, listen and ask