

March/April 2016

Pilbara Community Legal Service E-News

Welcome to our Pilbara Community Legal Service bi-monthly E-News for March/April 2016.

Our Karratha office recently welcomed several new staff members to the team. Mark Hayes has been appointed to the temporary position of Financial Counsellor which has enabled Lynne Hart to provide a full-time financial counselling service at our Roebourne Office. Mel Swiatek has been appointed to the Domestic violence Advocacy and Victim Support position and Isabelle Galiter to the Community Migrant Settlement Services position. We welcome them to the team and wish them all the best in their roles.

PCLS Karratha staff also participated in an International Women's Day event held at the Karratha Welcome Lotteries House – see page 2 for pictures and more!

PCLS Hedland Community Migrant Settlement Support staff conducted a number of activities for new migrants. Please see page 3 for more information and photographs of the events.

PCLS Hedland staff Kesi and Jayne Jarito attended a training workshop in regard to the NILS (No Interest Loans) application process. If you are a Centrelink client and need assistance with purchasing household items, see page 4 to read all about NILS assistance and how PCLS can assist you with an application.

Do you find public speaking or difficult conversations in the workplace frustrating? Read page 5 about the public speaking workshop attended by our Newman staff to gain tips on how you can improve your communication skills.

National Volunteer Week is between 9-15 May 2016. Visit volunteeringaustralia.org/nvw for more information (Poster on page 6).

Pilbara Community Legal Service is a not for profit Government funded agency managed by a Board of Management and supported by a CEO and administrative staff. PCLS has four office locations, Karratha, Roebourne, South Hedland and Newman, however our services are delivered throughout the Pilbara region to isolated communities which include: Talka Warra, Yandiyarra, Marble Bar, Nullagine and Jigalong with occasional visits to Onslow, Tom Price and Paraburdoo.

Our goal is:

To make sure that cost or access isn't a barrier to people in the Pilbara receiving the advice they need.

We assist in the areas of:

Financial counselling— provide financial service information, budgeting, advocacy and support services for the purposes of assisting individuals who are in financial difficulty due to circumstances such as debt, over-commitment, unemployment, sickness or family breakdown.

Tenancy— provide tenancy advocacy, education and support services to tenants facing difficulties maintaining their tenancy. We assist and support people who are experiencing homelessness and ensure they are linked with mainstream services.

Legal— provide free education to the community as well as legal advice, primarily in the areas of Family Law, Criminal Injuries Compensation, Wills and Deceased Estates (we do not provide criminal law advice).

Domestic Violence- Provide support and advocacy for victims of domestic violence/ at risk clients, promoting safety planning to help ensure client wellbeing whilst helping to resolve crisis. DV assists with access to other related services such as legal advice, accommodation, health, income support and financial counselling.

To find out more about our service:

- Visit our website: www.pcls.net.au
- Drop by to make an appointment at one of our four offices.
- 8am – 4pm weekdays.



International Womens Day



Pilbara Community Legal Service staff participated in an International Womens Day event held at the Welcome Lotteries House on 5 March 2016.

The day was all about community awareness and letting the women of the Pilbara know what resources are available to assist them with matters such as:

- Financial counselling
- Relationship mentoring
- Domestic violence
- Will preparation
- Cancer awareness
- Tenancy advocacy
- Education
- Health and well being

The event was organised and facilitated by Soroptimist International of Karratha and Districts (SI-KAD) and commenced with a talk by Soroptimist Glen Slee a charter and life-member of SI-KAD. Glen shared the organisation's vision, mission and history. She outlined how Soroptimists have helped the women of the Pilbara and also, how Soroptimist

members as a world-wide organisation contribute to the wellbeing and growth of women from all over the world. If you would like to know more about this organisation you can visit their website www.soroptimistinternational.org.

Under the guidance of facilitator Soroptimist Sue Philpot, those in attendance then selected a table and gathered together in groups of 5 to 6 people, to participate in information sharing "speed networking". Each table had a speaker from the various represented organisations who led the table discussions outlining their particular roles and the objectives of their various organisations. Attendees at each table asked questions and together shared knowledge and information on a range of service provision topics. On the facilitator's timed call, the participants moved on from one table to the next, learning more and more from each table network topic.

Pilbara Community Legal Service (PCLS's) Tenancy Advocate and Education Worker Flordeliza Larrazabal, Financial Counsellor Lynn Hart, Domestic Violence Advocacy and Victim Support Service provider Janette Tallon and Solicitor Jana Francis were some of the "speed networking" table-topic guest speakers who provided the

attendees with information on their individual roles, the many services provided by PCLS and about the main issues they all deal with from day to day.



Josie Alec, a traditional owner of the land ended the day with an inspiring talk about her history. She spoke about the difficulties she had growing up with as a child, how she was taken away and raised by another family of a different race and her views about how when she was growing up it was all about one colour and one creed. Josie is currently writing a book entitled "Resilience and the Stolen Generation" which she was inspired to write after she was reunited with her biological mother and family. She spoke about her spiritual guidance which brought her to where she is now and the person she has become is what gave her the passion to write her book. Josie then entertained us with a beautiful song that she had written which was a wonderful ending to a lovely day.



Migrant Services Events

Cooking up a Storm!

PCLS South Hedland Migrant Service Worker, Victoria hosted a cooking session for the people of Port Hedland as part of Harmony Week celebrations.

Harmony Week is an opportunity for all Western Australians to celebrate our vibrant multicultural State. The week runs from 15–21 March every year and encourages everyone to experience, explore and appreciate WA's wealth of cultural, religious, linguistic and ethnic diversity.

Attendees had the chance to try a Brazilian dish cooked by guest Abilene Fischer, who is originally from Brazil. Abilene also shared her knowledge about Brazil's history, geography and cuisines. Remarkably Brazilian cooking traditions have had influences from Amerindian, European and African culture.



Anzac Day Traditions

PCLS Karratha Migrant Service Worker, Isabelle hosted an Anzac Day Traditions cooking and information event. The event was held at the Salvation Army Hall in Karratha on 21 April 2016. There was a great turnout for the event with around 40 adults and children in attendance, with most attendees being women from various cultural backgrounds.



With the help from our Karratha worker Courtney, two ladies from the Autumn Club and the adults and children who attended, they managed to cook around 200 Anzac biscuits, both traditional and choc chip. There were some craft activities for the children to join in on such as making poppies and colouring in.



Two representatives from The Pilbara Regiment attended. Warrant Officer Class 2 James Waller did a presentation about Anzac tradition. He explained what Anzac means, what Anzac Day is, the various

traditions of Anzac such as the Dawn Service, poppies etc. It was very informative and appreciated by both adults and children.



Tables were set up with information about the Anzac traditions, such as the history of Anzac biscuits, history of poppies, and a book about Anzac traditions which guests were eager to read and take home with them.

PCLS would like to thank the Salvation Army Captain Michelle Gibson and Captain Niall Gibson for providing the location free of charge. They also contributed toys for the children to play with and in return the unopened ingredients from the Anzac Biscuit making were contributed to the Salvation Army's cline food distribution stock.

We would also like to think the ladies from the Autumn Club who volunteered their time to help us out on the day and Louise Allingham from the Pilbara News for coming and supporting our event and publishing it in the Pilbara News for 27 April 2016- Article on page 2.



No Interest Loans (NILS)



WA No Interest Loans Network (WA NILS) is a not-for-profit organisation that aims to provide low income families and individuals across WA with the opportunity to apply for a loan without the burden of interest charges, to purchase essential products and services.

Loans between \$200 and \$1,500 is provided by WA NILS for the purchase of essential products and services. It is a community lending scheme with a central administration office, which services applications received from Network Members throughout WA and from clients who apply direct online.

Pilbara Community Legal Service is one of the many Network Members who can assist you with NILS application. Network Members are community organisations and welfare groups located state-wide, from Kununurra in the North West, to Esperance in the South East.

Samantha Hayes a representative of WA NILS provided a training course on

the NILS process to PCLS staff and Wirrika Maya staff in South Hedland.

The training explained the purpose of NILS, an overview of the application, interview process, loan assessment and some practical case studies.

The main objective of the training was to train and educate Network Members to enable them to comfortably process NILS applications.

A key factor that was explained to attendees is that NILS relies on evidence. It is up to the Network Member to ensure the applicant provides the necessary evidence and support to ensure the best possible outcome for the applicant.

Financial position was discussed in terms of income/debt ratios and surplus incomes. It was demonstrated how Network Members can utilise the online application to improve the applicants financial position through budgeting, making payments on any arrears they may have and keeping on top of debt.

If you are on Centrelink benefits and thinking of applying for assistance from WA NILS, Please contact or visit one of our four PCLS offices for assistance OR visit the WA NILS website at:

<http://wanils.asn.au/>

NILS APPLICATION PROCESS

1. **Enquire:** Contact WA NILS or your nearest PCLS office for the Loan Application.
2. **Prepare:** Gather ID and supporting documents to show your money you have coming in and going out and arrange an interview with WA NILS.
3. **Quote:** Obtain two 30 day quotes for your product or service.
4. **Interview:** Attend your interview and complete your application.
5. **Assessment:** WA NILS will assess your application and confirm the outcome to you in writing.
6. **Payment:** If approved, complete a Centrepay deduction authority and WA NILS will arrange payment.
7. **Delivery:** Arrange for your Product or Service to be delivered to you.
8. **Repayment:** Continue to make your fortnightly repayments until the loan is fully paid off.
9. **Community Lending:** By repaying your loan in full this means WA NILS can continue to offer loans to someone else in your community



Public Speaking– The Elephant in the Room



Newman staff Fran and Ettie attended a workshop held by Newman Chamber of Commerce and Industry (NCCI) on 10 March 2016 at the Newman House.

The workshop was to inform attendees on tips and tricks on how to be more confident and communicate better, not only in the workplace but in every day lives. The workshop was a 2 part workshop with one session in the morning and another in the afternoon.

The instructor for the morning workshop was Violet Dhu, a lady who has 15 years of experience in assisting people to develop their communication skills. Violet is a social worker, coach, counsellor and graduate of the Harvard Negotiation Institute. Violet has worked with many people who are dealing with difficult situations, including conflict, bullying, harassment, and low self-esteem. Violet provides training and coaching in the area of authentic business conversations and effective communication, specialising in

assertive communication skills and difficult conversations.

The morning session had 12 attendees who were enthusiastic hardworking community workers that were able to voice their challenges regarding difficult conversations, but at the same time gain skills and take on board what their instructor, Violet Dhu had to say about the “Elephant in the Room”. Attendees were advised to use the material and the knowledge gained and not to walk away and forget about what they had learned. Empathy and being a good listener was encouraged.

Peter Dhu took over the afternoon session which had 14 attendees. This session was all about overcoming your fear of public speaking.

Peter started off the afternoon with a quote from Mark Twain: “There are only two types of speakers in the world: number 1 is the nervous one and number 2 is the Liars” And another quote from Ralph Waldo Emerson: “All the great speakers were bad speakers once”.

Peter discussed how to be more confident and more effective when doing anything that involves public speaking and he

emphasised the importance of being genuine, focusing on the audience and presentation, understanding nerves and focus on connection, not perfection.

Attendees were then given the opportunity to demonstrate their skills at public speaking by introducing themselves and why the workshop was beneficial for them.

Peter then kindly counselled each attendee on how they presented themselves and the material and gave them tips on how they could do better.

The overall workshop was excellent and would be highly recommended to anyone who is needing a boost when it comes to public speaking and communication.



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**GIVE HAPPY
LIVE HAPPY**

NATIONAL VOLUNTEER WEEK

9-15 MAY 2016

Research shows volunteers live happier and healthier lives.

Pledge to volunteer this National Volunteer Week

and join the 6 million Australians helping make

Australia the happiest place on Earth.

Volunteer today, so you too can Give Happy, Live Happy:

VOLUNTEERINGAUSTRALIA.ORG/NVW

Beyond Bank
AUSTRALIA

Volunteering
AUSTRALIA

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