



PILBARA COMMUNITY LEGAL SERVICE NEWSLETTER

Welcome to our **June** PCLS newsletter!

If there is something specific that is related to the services provided by PCLS that you would like to know more about please send your question to admink@pcls.net.au and we will endeavour to answer it in our next newsletter.

The multicultural swimming lessons for men and women start up in July. PCLS and Royal Life Saving Australia work together to bring this event to the town of Port Hedland. If you are interested or want more information please go to page 6 of this issue.

SPECIAL EVENTS IN JUNE AT PCLS

- Our Solicitor Carolyn celebrated her 1 year anniversary with PCLS
- Our CEO Miranda and our Accounts Officer Trina celebrated their birthdays !
- Our South Hedland based Tenancy Advocate (Kelly); Solicitor (Sabrina), and Housing Support Worker (Anne) all spent time at our Karratha office



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Swimming Lessons

Farewell to one of our solicitor's Isobelle! We will miss you and wish you 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, and Jayne are the Financial Counsellors for PCLS. They can 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** and Jayne in South Hedland on **(08) 9140 1613**. If you are located in Newman, please contact Jayne in South Hedland.

Easy Ways to Save on Power

Making small changes to the way you use your appliances could help you save big on your electricity bill.



Swap old incandescent light bulbs for compact fluorescent light bulbs (CLFs).



Turn off appliances at the wall instead of leaving them on standby.



Close off rooms that are not being used while the air-con is on.



Use ceiling fans over air-con whenever possible.



Wash your clothes in cold water.



Only use your washing machine when you have a full load.



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**

Maintenance and Repairs in the Home

Tenants must be provided with a property that is in a reasonable state of cleanliness and repair, taking into consideration the age and character of the property.

Tenants moving into a property should make sure that the property is clean **before** they move in and complete a property entry condition report. If there is any issues with the property you should contact the lessor as soon as possible to discuss and ensure any agreements for repairs or cleaning are in writing.

TENANT’S RESPONSIBILITIES

- Property maintenance– cleaning floors, replacing lightbulbs, removing cobwebs etc
- Maintain gardens– mowing, weeding, watering, fertilising
- Advising the lessor of any damages
- Repairing damages caused intentionally or accidentally to the property

LESSOR’S RESPONSIBILITIES

- Fair wear and tear– faded curtains due to sun, carpet worn down, broken locks due to being worn down and used frequently
- Plumbing
- Maintenance of contents already provided in the property—stoves, hot water systems or air conditioners

MAINTENANCE AND REPAIRS TIMEFRAMES

Category	Timeframe	Examples
Emergency <i>To prevent life threatening issues</i>	Within 8 hours	<ul style="list-style-type: none"> • Report of electric shock • Earth wiring issues • Faulty smoke alarm • No power at the property • Repair gas leak
Urgent <i>To repair or restore essential service</i>	Within 24 hours	<ul style="list-style-type: none"> • No hot water • Blocked toilet • Burst pipe or water leak • Faulty gas stove
Priority <i>To repair or avoid exposing a person to risk of injury or damage to the property</i>	Within 48 hours	<ul style="list-style-type: none"> • Replace stove or hot water unit • Water temp. fluctuating • Cracked shower screen • Cistern overflowing • Leaking tap • Security lights not working
Routine <i>To repair issues deemed necessary for adequate functioning of the property</i>	Within 28 days	<ul style="list-style-type: none"> • Rehang door • Replace washing line • Exhaust fan damage • Replace fluorescent light fitting

If you live in a Housing Authority property and need to report maintenance issues you can:

- Call Housing Direct on 1300 137 677
- Visit or call your local housing office
- Complete the Online Non-Urgent Maintenance Request Form

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), Carolyn, Sabrina and Kayla are the solicitors for PCLS. Our solicitors offer free legal assistance and assist clients who are needing advice or help in the areas of family law, criminal injuries compensation, Wills and deceased estates. If you are needing assistance with any of the above please call Julie or Carolyn in our Karratha office on **(08) 9185 5899**, Sabrina or Kayla in our South Hedland office on **(08) 9140 1613**.

DISABILITY ADVOCACY

PCLS now has a solicitor dedicated to Disability Advocacy. Our disability advocate provides free advice, advocacy and representation to people with disabilities, their families and carers

DISABILITY SUPPORT PENSION CLAIMS (DSP)

You may be able to get a DSP if you are unable to work at least 15 hours per week because of your disability. We can provide information about eligibility and what type of evidence you will need to support your application. We may also be able to represent you in appeal hearings at the Administrative Appeals Tribunal.

NDIS ELIGIBILITY AND APPEALS

We can provide information about NDIS eligibility, and represent you in NDIS appeals.

POWERS OF ATTORNEY

We can provide advice about making an Enduring Power of Attorney. We can assist you to appoint someone you trust to make financial and property decisions on your behalf now, or if you develop a decision-making disability. This means that they will be able to speak to banks, Centrelink, Medicare and other organizations on your behalf about property and financial matters. We can also assist you in revoking a Power of Attorney.

POWERS OF GUARDIANSHIP

We can assist you in appointing a person you trust as a guardian to make personal, lifestyle and treatment decisions on your behalf if you ever develop a decision-making disability.

ADVANCED HEALTH CARE DIRECTIVE

We can help you make an advanced health directive. An advanced Health Directive enables you to make decisions now about the treatment you do or do not want to receive if you ever became incapable of communicating your wishes.

POWERS OF GUARDIANSHIP

It is unlawful for a person to be treated unfairly because of their physical, intellectual, or mental illness disabilities in an area such as education, employment, or services and facilities. If you think that you have been discriminated against, we can give you legal advice and assist you to make a complaint.

Our Disability Advocate may be able to assist with:

- ✓ Discrimination claims
- ✓ Preparing or appealing a Disability Support Pension
- ✓ Preparing or appealing a Carer Allowance claim
- ✓ Advocacy representation for NDIS appeals
- ✓ Appointing a Power of Attorney, Guardian to make decisions for you
- ✓ Making an advanced health directive
- ✓ Eligibility for government benefits
- ✓ Representation in the Administrative Appeals Tribunal
- ✓ Elder abuse

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**.

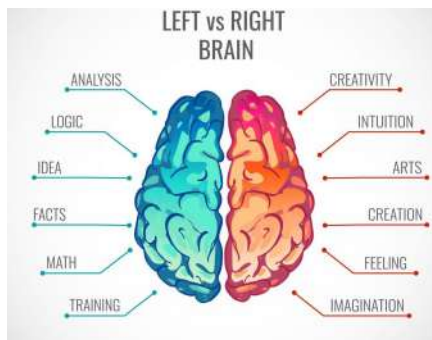


Robyn Brady is a mental health accredited counsellor with over 36 years experience. Our PCLS solicitors Sabrina, Carolyn and Isobelle attended the South Hedland Legal aid office to view Robyn's recorded CPD seminar on Vicarious Trauma.

The seminar expressed how vicarious trauma most often occurs through the retelling of a traumatic event by the person that underwent or caused it, or through viewing images of the event or its aftermath.

Legal Aid Seminar

Robyn described the brain and how it has two halves. There is a right brain and a left brain.



The right brain runs the body and the left brain acts as a communicator. When one is working you can't use the other one. For example, when you are stressed, you struggle to think. This is because the stress has activated the right side of your brain, and the left cannot activate at the same time.

PCLS staff deal with traumatised clients on a daily basis and therefore this seminar expresses the importance of having steps in place to maintain our own mental health.

Robyn identified several methods on how to deal with traumatic content in the workplace such as:

- External well being checks for staff.
- Meeting monthly with someone outside of the organisation so they can identify if someone is experiencing vicarious trauma.
- It is important to keep physically fit, sleep well, eat well, be kind to colleagues and know your value.

All PCLS staff are encouraged and have access to counsellors via our Employee Assistance Program.

DV Workshops in the Pilbara

Pilbara Community Legal Service was successful with their application to receive funding from the Fortescue Metals Group ("FMG). This funding is being put towards providing DV workshops in the Pilbara region.

The program will target the youth of the Pilbara, children from pre-primary through to year 12. The program will start off as in-school workshops and work alongside the curriculum to teach children safe body/safe touch, consent,

healthy friendships and healthy intimate relationships.

The workshops will educate about family and domestic violence from a grassroots level to identify and develop skills to assist the children of the Pilbara to begin a new generation of safe and happy families. Peripherally, the program will educate on other issues such as sexual assault, under-reporting and shame of experiencing family and domestic violence.

Should the first series of workshops have a positive responses, then the aim is to grow these workshops to out-of-school programs focusing on resilience and developing good mental health practices for coping with stress and adversity.



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 is our community migrant service worker for the Pilbara. 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**.

Women's Only Multicultural Swimming Lessons



When: SUNDAY 19th & 26th July, 2nd, 9th, 16th, 23rd & 30th August and 6th September

Time: 3pm– 4pm

Where: South Hedland Aquatic Centre
Leake Street, South Hedland

Information: For beginner students of all abilities
\$50 for 8 lessons (non-refundable)

Online Registration: Royallifesavingwa.com.au

Contact: Victoria Malyk– cmsh@pcls.net.au or 9140 1613

Men's Only Multicultural Swimming Lessons



When: SUNDAY 19th & 26th July, 2nd, 9th, 16th, 23rd & 30th August and 6th September

Time: 4pm-5pm

Where: South Hedland Aquatic Centre
Leake Street, South Hedland

Information: For beginner students of all abilities
\$50 for 8 lessons (non-refundable)

Online Registration: Royallifesavingwa.com.au

Contact: Victoria Malyk– cmsh@pcls.net.au or 9140 1613



ROYAL LIFE SAVING
AUSTRALIA

Swim
and
Survive



Town of
Port Hedland