



PILBARA COMMUNITY LEGAL SERVICE NEWSLETTER

Welcome to our **October/ November** PCLS newsletter!

What a busy 2 months it has been here at PCLS!

The month of October saw our staff helping to raise awareness for Mental Health Week and our financial counsellors attend the 2020 FCAWA conference.

NAIDOC week was celebrated in November this year due to the impacts of COVID. PCLS staff attended events around Karratha, Roebourne and Hedland.

We would like to note again that our Wills and Estate service is back up and running. Please contact your nearest PCLS office to make an appointment with our solicitor Ryan.

October/ November Highlights

- Hedland team participated in dodgeball comp for Mental Health Awareness week
- FCAWA conference
- Fawelled Kody from the Hedland office
- Participated in NAIDOC events
- Lisa and Anne celebrated their birthdays
- Welcomed Melissa Nelson in her housing support role at our Newman office
- Welcomed Merlin, in his financial counselling role at our South Hedland office

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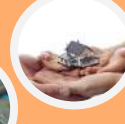
Pilbara Community Legal Service Inc. (PCLS) is a not-for-profit, government-funded community organisation. Our main objective is to provide services to reduce disadvantage, increase the capacity of individuals to understand their rights and obligations and to empower people to manage their lives effectively.

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 Wills and Deceased Estates, Restraining Orders, Protection and Care

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**.

COVID-19 Electricity Moratorium EXTENDED

The electricity COVID-19 Disconnection Moratorium has been extended to 30 June 2021.

Customers will not be disconnected who comply with the following:

- ✓ Has communicated to Horizon that they are experiencing financial difficulty and remains in contact with Horizon to an agreed schedule
- ✓ Is receiving assistance from Horizon Power via a hardship program, payment plan or payment extension.

If a customer has not made or responded to any contact and has been disconnected for non-payment, Horizon will process an order for reconnection as soon as possible following contact from the customer, and waive disconnection and reconnection fees where financial hardship is being experienced. These arrangements apply to residential customers only.

If you are experiencing financial hardship and struggling to pay your Horizon account, it is important to keep in contact with Horizon. If you require assistance please contact our office.

Our Financial Counsellors can assist clients to assess their budget and offer an affordable payment arrangement to Horizon.

Download the Horizon Power app to track your energy usage.

The Horizon website has information on easy ways to save to help reduce your bills over summer.

<https://www.horizonpower.com.au/our-community/easy-ways-to-save/>



REDEFINING 2020

Forging new Pathways for our Sector

FCAWA CONFERENCE 2020



PCLS financial counsellors and CEO attended the Financial Counselling Association of WA 2020 Conference. The conference was held from 26 October until 28 October in Perth.



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**



Landlord Hotline

1300 304 054

advice service to assist landlords dealing with COVID-19 residential rent laws issues.

This dedicated helpline will provide guidance to landlords, connecting them with experts to answer questions and explore options in relation to managing tenancies during the emergency period, which runs until 28 March 2021.

PCLS tenancy advocates are here to support and educate tenants in relations to their rights and responsibilities in accordance with the Residential Tenancies Act.

Unfortunately we are unable to assist landlords, however Consumer Protection has launched a new telephone

The hotline is open Monday to Wednesday and Friday between 8.30am–5pm and Thursday 9am–5pm.

Mental Health Awareness Week



Mental Health Week is a national week celebrated each year in October kicking off with World Mental Health Day on October 10. This year's Mental Health Week theme is **Strengthening Our Community – Live, Learn, Work, Play.**

PCLS Hedland staff participated in the community wellbeing expo and dodgeball tournament on 16 October. Half the team manned the stall and provided information about our services to the community while the rest played in the tournament!



Where to go for Help?

Lifeline 13 11 14 – 24/7	Carer Support 1800 242 636 or 1300 554 660	Kids Helpline 1800 55 1800 www.kidshelpline.com.au
Lifeline Text 0477 13 11 14 – 6pm to midnight (AEDT) 7 nights a week	SANE Australia Help Centre 1800 187 263 www.sane.org	MensLine Australia 1300 789 978
Beyond Blue 1300 22 4636 www.beyondblue.org.au	Suicide Call Back Service 1300 659 467	Open Arms – Veterans and Families Counselling 1800 011 046
Butterfly Foundation National Helpline 1800 334 673	QLife 1800 184 527	

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), Mayoore, Sabrina Kayla and Ryan 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 or Mayoore in our Karratha office on **(08) 9185 5899**, or Sabrina Kayla or Ryan in our South Hedland office on **(08) 9140 1613**.

What is Guardianship and Administration?

If someone has a decision-making disability, an administrator or a guardian can be appointed to make decisions for them.

A guardianship order appoints a guardian to make personal, medical and lifestyle decisions.

An administration order appoints an administrator to make financial decisions.

Purchasing gifts: If an administrator wants to purchase a gift (such as birthdays or Christmas) from the person's estate, they need specific authority from the Tribunal to do so. It's important to notify the Tribunal either in writing before the hearing if gifting is required.

Many people with a decision-making disability need both types of orders.

An appointment can cover all decisions (a plenary appointment), or it can be limited to certain types of decisions (a limited appointment). The type of appointment depends on the person's best interests.

To register for the CLS please email solicitor@pcls.net.au



Pilbara Community Legal Service Inc.

COMMUNITY LEGAL EDUCATION

PRESENTED BY OUR DISABILITY SOLICITOR

ZOOM EDUCATIONAL SEMINARS TO EMPOWER PEOPLE WITH DISABILITY, SERVICE PROVIDERS AND CARERS

18 December 2020 (10am)

Guardianship and Administration for adults with Disability

12 January 2021 (10am)

Applying for the Disability Support Pension

16 February 2021 (10am)

Appealing a Disability Support Pension Decision by Centrelink

RSVP

At least one week prior to Solicitor@pcls.net.au with the name of the attendees, organisation (if any), and your geographic location.

A link will be sent for you to join the meeting.

A written version of the CLE can be provided upon request for those with hearing impairment

Email: solicitor@pcls.net.au

Phone: (08) 9140 1613

BLURRED BORDERS

call a lawyer


if you need legal help




LEGAL AID
Legal Aid WA
9172 3733


Aboriginal Family Law Services
AFLS
9172 5024


ALSWA
9172 1455

 Pilbara Community Legal Service Inc.

Karratha
9185 5899

South Hedland
9140 1613

Roebourne
9182 1169

Newman
9175 0148

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

NAIDOC WEEK 2020

NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support your local Aboriginal and Torres Strait Islander community.

NAIDOC originally stood for 'National Aborigines and Islanders Day Observance Committee'. This committee was once responsible for organising national activities during NAIDOC Week and its acronym has since become the name of the week itself.

This year all our PCLS staff participated in several event around the Pilbara region.



16 Days in WA

As part of the 16 days in WA campaign, PCLS attended the Hedland says No to Family Violence March. **Stop Violence Against Women**

It was great to see lots of men, as well as women this year participate to promote changing attitudes and respect.



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**

Conversational English Class

The Community Migrant Service Worker for Karratha, Fern, was invited to be the guest speaker at the Pilbara University Centre "Conversational English" class. This is a six week course where students, with an intermediate level of English, have the opportunity to upskill their written, reading and speaking abilities and develop important life skills.

Each week has a different theme, and Fern was invited to the session focusing on how to make enquiries and helping the students learn about where to go for information in the community as well as building their skills to ask for this kind of help. Fern was able to discuss the service she provides for the migrant community and give an overview of the support offered by

PCLS. In addition, Fern spoke to each of the students who attended, one on one, and assisted the students throughout the class, as they learnt how to write emails and make online enquires to businesses/ organisations.

It was fantastic to see the enthusiasm of the students and how much they enjoy learning!

More information about future Conversational English courses visit the Pilbara University website- https://www.puc.edu.au/conversationa_l_english/



Making Meal Times Fun!



Children's Week in WA is an opportunity for the community to engage in activities that facilitate, support and encourage children and their families to play, learn and grow together. PCLS delivered a workshop on October 30th for migrant families in

Hedland in partnership with Ngala and Pilbara Population Health Unit.

The main topic was making mealtimes fun; however, parents with migrant background had a chance to ask questions about other challenges relating to raising a child.

Ngala, a well-respected parenting service based in Perth, provided parenting education workshops from the 26th – 30th of October in Hedland. The dietician and health promotion officer at Pilbara Population Health Unit prepared tasty family friendly meals.

During the session, the attendees learnt how a child's developing senses shape their feelings and attitudes towards eating and how parents contribute as role models in providing opportunities for healthy food choices.

The workshop provided strategies to help establish and encourage long term healthy eating behaviour for children as their growth pattern changes. This collaborative project has been a success and we look forward to hosting similar events in 2021.

