



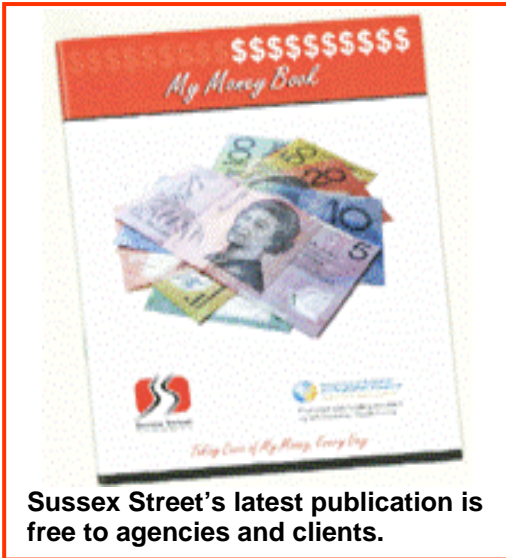
THE WORD ON THE STREET

My Money Book

Issue 6
Summer 2008 Edition

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Sussex Street's latest publication is free to agencies and clients.

Sussex Street is proud to announce the publication of 'My Money Book' funded through the Department of Consumer and Employment Protection from proceeds of penalties awarded against providers in breach of the consumer credit code. Authored and edited by Andrea Highman the booklet is designed to assist consumers to prepare a budget, take action to reduce personal debt, communicate with creditors and debt

collectors and provides information and advice on consumer, and financial matters. Contact Sussex Street for a free copy.

Lotterywest Grant

Sussex Street is pleased to announce that we were successful in receiving a grant from Lotterywest toward an upgrade of office information technology, telephones, and photocopier that will improve services to clients.

The service has been struggling for some years now with a photocopier that is barely doing it's job and computers that are very slow by today's standards.

It is a tribute to staff that they continue to do their job without too many complaints in the hope that one day things will improve and that day is not far away.

The service is currently negotiating with suppliers to get the best deal for the purchase of items.

Watch this space for an update on the progress of the purchase of items and their installation.

CONFERENCES

Conferences provide a valuable opportunity for staff training and networking. Sussex Street has been fortunate in being able to provide this opportunity for the following staff members since the last newsletter;

Financial Counsellors Conference

Iris Watt attended the Financial Counsellors conference in October. Iris said "The opportunity to network with colleagues from throughout the state is great, it provides a chance to meet and discuss issues and ways in which to improve and achieve better outcomes for the benefit of all clients."

Keynote speaker at the conference was Dr Betty Weule who spoke on the 'Development of the Finance Industry in Australia. Other topics covered included Working with problem gamblers, Bankruptcy and de-facto Property, Partnerships with industry and conflict of interest and Starting tenancies: Saving renters from eviction.

Emergency Relief Conference

Denise Beer attended the very informative ER conference, the

Staff Changes

New Arrivals

Jennifer Cogan

Welcome to the newest staff member. Jenny comes to us with a wealth of experience in tenancy matters. Most recently she spent fourteen years with the Citizens Advice Bureau in England. Five of those as a legal aid housing caseworker where she was advising, advocating and negotiating with landlords and tenants.

To the benefit of Sussex Street clients Jenny has returned to Western Australia to be able to spend more time with her family.

We welcome Jenny on board.

Staff Departures

Lee McLeay

Lee commenced with Sussex Street in March 2007 as the Tenancy Advocate. Prior to joining us Lee had a lot of experience with tenancy issues and was quickly able to develop respect with stakeholders such as the Department of Housing and Works and local Property Managers. Lee's knowledge and compassion assisted her in being able to achieve outcomes on behalf of the clients whilst at the same time maintaining good relationships with landlords.

Lee leaves us to take up an articles clerkship position in private practice. All at Sussex Street wish her all the best in her future career.

CONFERENCES (continued)

Keynote Address was given by Michael Raper President of the National Welfare Rights Network on How WEL do we FARE - The Impact of Welfare Reform.

Other topics discussed included Delivering ER - Realities, Expectations and Resources. A very useful scenario on Responses and the Impact on Vulnerable Consumers was conducted with the Energy Ombudsman, Synergy, Alinta Gas and Water Corp providing expert feedback.

Disability and Justice Conference

Louellyn Gane, Cheryl Collier and Rose Ngoga all attended the Disability and Justice Conference. The conference was opened by the Hon. J McGinty. The Keynote speaker was Professor James Ogloff Making a difference: Decision-Making disabilities and the Criminal Justice System. Other speakers included Commissioner Ian Johnson, Departments of Corrective Services Offenders with a Disability—Challenges for Cor-

Belmont Office Welcomes a Familiar Face

Rachael Lewis



Sussex Street is pleased to welcome Rachael back from her world trip.

Rachael spent time in Thailand, Vietnam, Europe and Mexico.

During her absence Katrina looked after the office until she moved to the UK and since that time Karen Bond and Louellyn Gane have been sharing the duty.

Welcome home Rachael!

Editor's Bits

Staff recognised the end of another busy year with a Christmas Party where everyone had time to enjoy each others company.

Successes stories from 2007 as well as noting the difficulties the boom times are creating for clients were some of the memories recalled during the evening.

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