



CITIZEN ADVOCACY

IMPACT REPORT

MOVING FORWARD

2022



**1 IN 6
(18%) PEOPLE IN AUSTRALIA HAVE DISABILITY
(ABOUT 4.4 MILLION PEOPLE)
AIHS**

CONTENTS

Welcome - 3

Who We Are - 4

Year at a Glance - 5

From the Board - 6

Meet the Office Bearers - 7

Making a Difference - 8

Supporting our Matches - 9

Match Stories - 10

Match Stories - 11

Financials - 12

What's Next? - 13

Contact us - 14



Welcome to the Citizen Advocacy Impact Report 2022.

Using stories and statistics, we aim to give you a snapshot of the important work the team at Citizen Advocacy did in the year just gone - we hope you find it interesting.

The theme of this Impact Report is 'Moving Forward' and is about us planning and paving the way to carry on our important vision for the Perth community.

Despite several unexpected challenges, we have been managing the day-to-day program requirements in the office, as well as planning extensively for the future.

Our year at a glance (page 6) shows our key successes, the highlights being 14 new long-term matches with dedicated advocates made throughout the year for vulnerable people in our community and 2370 contacts with the amazing people involved with our program offering support and resources.

A big thank you to our caring advocates, hardworking staff and board of management for your valuable work and contribution to our great cause throughout the year.

Enjoy reading!

The Team at Citizen Advocacy

WHO WE ARE

Citizen Advocacy was established in 1980; the first agency of its kind in Western Australia. We have been connecting with people in the local community for over 40 years.

We are a not-for-profit organisation that promotes, facilitates, and supports advocacy for people with intellectual disability.

Citizen Advocacy is funded by the federal government, Department of Social Services (DSS) under the National Disability Advocacy Program (NDAP).



**16% OF PEOPLE WITH
DISABILITY HAVE AN
INTELLECTUAL
DISABILITY, MOST
COMMONLY PRESENT
FROM BIRTH.**

VISION

A meaningful life with dignity for every person

PURPOSE

Promote, facilitate and support advocacy for people with disabilities and thereby protect and enhance their lives

VALUES

SUPPORT | COMPASSION | RESPECT

YEAR AT A GLANCE

2370

Contacts with people involved in our advocacy program offering support and resources

+

104

Training sessions to potential volunteer advocates

14

Clients matched with a new advocate

724

People reached on Facebook
a **120% increase**

+

217

People visited our page -
a **35% increase**

+

People liking our page increased by **17%**

5

Social and workshop events held

+

30

Reports and publications produced

112

Enquiries received from people interested in becoming a volunteer

+

64

Enquiries about advocacy support

FROM THE BOARD



Moving forward – 2022 and beyond

Have you noticed the new report format? This is one of the many changes we have made as we continue to grow as an organisation.

Our new strategic plan aims to diversify our funding sources, to grow our team and extend our geographical reach, maintaining best practice with the Citizen Advocacy model. We want to tell the world about our social impact, and ensure we have a positive culture and strong governance.

It has been an eventful year, filled with challenges and accomplishments. Our social events have been successful and we enjoyed seeing so many people involved with the program coming along and having a good time.

We continue to enjoy support from various sources. Earlier this year the Department of Social Services confirmed our funding for three years. Finn Motion Media did a fine job making a new video for us to use for promotion and training.

None of this is possible without our coordination team. Under Eloise's leadership, the team worked hard to keep up 'business as usual' whilst planning for the longer term to align with the new strategy. I express my heartfelt gratitude to all staff for their unceasing dedication to Citizen Advocacy.

I express deep appreciation to my fellow board members for their hours of volunteer efforts working towards our mission. It is my honour to stand alongside people with such calibre and generosity. As I write this, we have a few prospective new board members. I look forward to working with you all.

The year ahead will present its challenges and opportunities. I ask that you join the journey and share the hope I have towards a bright future.

A handwritten signature in black ink, appearing to read 'Thomas To', written in a cursive style.

Thomas To - President
and the Board of Management

MEET THE OFFICE BEARERS



Thomas To is currently the President at Citizen Advocacy. He has a passion for serving the community, which he also does in his job as a public servant. For the year ahead, Thomas aims to collaborate with the others at Citizen Advocacy to continue serving people involved with the organisation as well as growing the organisation so they can help more people.



Dr Jeremy Nunn is the current Vice President of Citizen Advocacy Perth, Jeremy is the Founder and CEO of workforce software technology company Work Metrics. He is also a member on several other committees. Jeremy is committed to helping Citizen Advocacy further extend its reach in its support and advocacy program.



Gavin Diener joined the Board after looking for an opportunity to improve the lives of others in the community. He finds the principles and ethos behind Citizen Advocacy well worth supporting. Gavin is a chemical engineer. His aim as the treasurer of the organisation is to improve the sustainability and capacity for service delivery of Citizen Advocacy.



Jo Barron holds the position of Secretary at Citizen Advocacy and joined the Board as she believes strongly in the power of social connection and support for vulnerable people in our community. She was inspired to join the Board by her family member who has a lived experience with intellectual disability. Jo works in the Western Australian public sector,

MAKING A DIFFERENCE

Our volunteers make a difference to the lives of someone with intellectual disability who may otherwise feel socially isolated and not part of their local community.

As an advocate, our volunteers also look out for the person they are matched with by building friendship and trust, and empowering that individual to think about what they want out of life and to speak up for themselves.

LISTEN TO JO AND SAM'S STORY

Click link below

https://www.youtube.com/watch?v=jZN8d_Gltes



"If I didn't have Sam, I think I'd go to pieces."

JO - CLIENT

We receive regular updates on how the matches are going and would like to share a selection of stories which demonstrate the impact these relationships can have.

17% OF PEOPLE WITH DISABILITY AGED 15-64 EXPERIENCE SOCIAL ISOLATION, COMPARED WITH 8.7% WITHOUT DISABILITY AIHS

The role of Citizen Advocacy is to facilitate the match between a volunteer advocate and client, and to support that match throughout its lifetime.

"I really like catching up with Anna and I'm really enjoying her company. We're going out for coffee soon. Thanks for matching me with her. I really appreciate it!"

CLIENT FEEDBACK FROM RECENT MATCH

SUPPORTING OUR MATCHES

We host a number of events throughout the year to allow our matches to socialise and hold workshops for advocates to support their role. This year these were:



Two afternoon tea events, one of which was to celebrate Citizen Advocacy's 40th anniversary!



A morning tea for our clients, giving them the opportunity to speak with an auditor about being part of our program.



Advocates were invited to a morning tea to give input which was passed on to the Disability Royal Commission.

“I was very happy with my orientation training and felt prepared for the role. The training was professionally delivered.

I felt reassured when staff attended the match meeting and that they were considered and experienced in matching me with my protégé. I feel well matched and happy.”

FEEDBACK ON TRAINING AND MATCHING PROCESS

“I feel you have always fully supported both Moira and I since I became her advocate. Staff are exceptional, very friendly and always available to discuss any issues and provide necessary support with relevant information and other resources.”

FEEDBACK FROM ADVOCATE



MATCH STORIES

**22% OF PEOPLE WITH
DISABILITY AGED 15-64
EXPERIENCE
DISCRIMINATION,
COMPARED WITH 15%
WITHOUT DISABILITY.
AIHS**

**"We met at a BBQ and
I said to Matt, I'm your
new advocate", and he
said, I asked for a
girl."**

BARRY - ADVOCATE

MATT AND BARRY'S STORY

Click link below

<https://www.youtube.com/watch?v=U78vPcpdLW8&t=70s>



**"Things are going well.
We catch up every 2-3
weeks. This week we're
going for lunch and
tenpin bowling."**

**ADVOCATE FEEDBACK
FROM 12-WEEK MATCH
EVALUATION**

**"My advocate is a good
mentor and really
understands me."**

**EVALUATION FEEDBACK
FROM CLIENT**

MATCH STORIES

LIAM AND ALEX'S STORY

'Without knowing it in such detail, I guess I've wanted to be a Citizen Advocate, in one form or another, since I was a kid. In more recent years I've found myself in a better position to make that a possibility.

It didn't take long to cross paths online with Citizen Advocacy and within the first meeting I had a great feeling about them.

The process was made easy by Eloise and the other staff. Their friendly and accommodative nature saw me matched up with Alex quicker than expected. And jeez did they match us well.

Alex and I hit it off right away. We're both easy going dudes. Once we land ourselves in Freo and hit a few spots, it's hard to shut us up.



Although it's not his fault he's a West Coast supporter, I couldn't have imagined I would have found such a charismatic, funny, intelligent friend to spend time with.

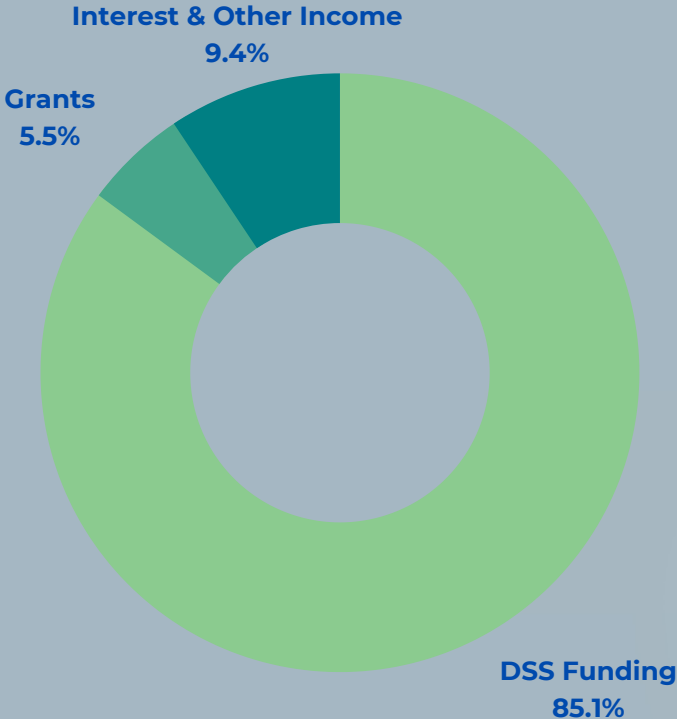
That all comes back to Eloise and her crew who have made this whole process so easy and rewarding. I'm in their debt."

Liam
Advocate

"Everything is working out well with Liam."

Alex
Client

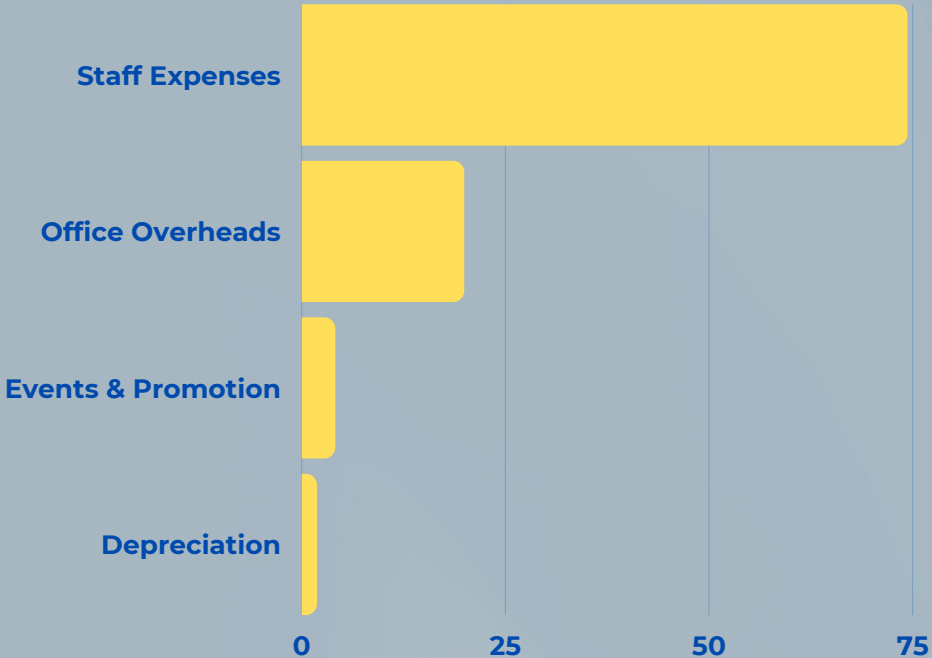
FINANCIALS



In FY 2021-2022 our main source of income was federal funding through the Department of Social Services National Disability Advocacy Program.

We also received grants from the Lotteries Commission and DANA (Disability Advocacy Network Australia).

Our main expense is staff costs, we have the equivalent of 2.5 FTE running the program at Citizen Advocacy.





WHAT'S NEXT?

2023 looks to be a big year of change as we implement our well thought out plans.

The main focus will be our 12-month community engagement plan where our main aim is to increase brand awareness throughout the community as well as improving upon the way we support our existing matches. This will go hand in hand with us improving our marketing and presence on social media.

We look forward to telling you more in next year's impact report!

Thanks for reading.

ACKNOWLEDGEMENTS





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