



# CITIZEN ADVOCACY IMPACT REPORT

TAKING ACTION  
JULY 2022 – JUNE 2023



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# WELCOME



## **Welcome to Citizen Advocacy's latest Impact Report**

'Taking Action' is the theme this year. It is an opportunity for us to share stories, statistics, and information to show the impact our organisation had on people involved with our program and the wider community in the 2022-2023 financial year.

We committed to applying our previous goals and making new strategic decisions based on the changing needs of our people with disability, volunteers, and the volunteering industry.

As our community responds to the changes in the current social and economic climate, and with the higher cost of living and family pressures, people have less time and availability to commit to volunteering. We have worked hard to discover and create new strategies to encourage people to add value to their own life and the life of those in need, through volunteering.

We have done this by increasing our online presence as well as getting out into the community - all of which is detailed in this report.

Once again, without our big-hearted volunteers, hardworking staff and board members, nothing we do here would be possible. Thank you for another successful year supporting your community.

## **The Team at Citizen Advocacy**

# WHO WE ARE

Citizen Advocacy is a not-for-profit organisation, funded by the Department of Social Services.

We operate under the National Disability Advocacy Program (NDAP), providing advocacy support for people with intellectual disability.

We train volunteers from all walks of life to be a voice, companion, and champion for an individual who is socially isolated and not well connected to their local community.

Volunteers are matched with someone who has similar interests and time availability, allowing them to form a unique and meaningful relationship centred around friendship.

## 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

# FROM THE BOARD

## TAKING ACTION



This year has been very exciting for Citizen Advocacy, as we have continued working towards our strategic goals and vision.

We have been putting our strategic plan into action, by rolling out four action plans for each of our subcommittees. We are particularly excited about putting into action our marketing strategy as we are very proud to promote the great work of our organisation, and encouraging new volunteers to get involved.

I am sure many of you have participated in one of our events this year, including our afternoon tea for National Volunteer Week and our very successful bowling event. It is always great to see our staff, volunteers and people we support in one place socialising and having fun!

I am grateful to be serving on the Board with members who are not only highly skilled but passionate about ensuring a strong and sustainable organisation. I would also like to extend a warm welcome to our new Board members, Karen and Helene, who joined our Board last year. They are already proving to be a great addition to Citizen Advocacy.

Next year, we will continue to focus on building a sustainable organisation that impacts positively on our community.

To all who have supported Citizen Advocacy in any way throughout the year, the Board and staff extend their sincere gratitude, and we look forward to continuing involvement next year.

**Jo Barron - President**  
and the Board of Management

# NEW BOARD MEMBERS

**HELENE FUNG**



Helene is a Grants Manager for the Commonwealth Government's Business Grants Hub. She has also done grants and communications work for a WA Government agency.

Helene started volunteering during high school, as a guide for SciTech and a community radio producer/presenter. She also worked as a casual for ABC radio, providing bush fire coverage updates. Helene is still a radio presenter and actively volunteers as MC and events organiser for her local Chinese community.

Helene was invited to join the board by a fellow member who foresaw her grant funding skills and experience as being useful for Citizen Advocacy (CA). Since joining the board, Helene has contributed to the marketing plan and provided input into marketing strategies including guidance to the Marketing Coordinator.

Helene's input to the Finance committee has been invaluable, sharing her grant funding skills and knowledge with successful outcomes. Helene will continue to work with the board and CA staff, helping us grow into the future.

**KAREN LA**



Karen is a legal adviser for a regulatory agency and a legal practitioner for over ten years. She was involved in community-based volunteering for the Adult Migrant English Program, Perth Festival and completed pro-bono work for a community legal centre.

Karen is a consumer representative assessing grant applications for the Cancer Council and is the former Chair and current member of the College of Law Alumni Committee.

CA gives Karen an opportunity to contribute to the advocacy of vulnerable people in our community. She enjoys being part of a program that encourages everyone to be involved and to have their voice heard.

Karen contributes to the review and development of CA human resources policies and committee action plans. A recent presentation to work colleagues helped raise awareness of the work we do.

Over the coming year, Karen plans to meet with other networks to create awareness and funding opportunities for CA, and continue development of policies and strategies.

# YEAR AT A GLANCE

**6,801**  
Contacts with people involved  
in our advocacy program  
offering support and resources  
+  
**22**  
Training sessions  
to potential  
volunteer advocates

**10**  
Clients matched  
with a new  
advocate

**2,963**  
People reached on Facebook  
**a \*346% increase**  
+  
**603**  
Page visits  
**a \*282% increase**  
+  
People liking our page increased by \*200%

**4**  
Social and workshop  
events held  
+  
**15**  
Reports and publications  
produced

**67**  
Enquiries received  
from people interested  
in becoming  
a volunteer  
+  
**39**  
Enquiries about  
advocacy  
support

Data based on period 1 July 2022 - 30 June 2023

\*Percentage change compares data from last financial year with year prior

# SUPPORTING OUR MATCHES

## **ADVOCATE EVENING**

All advocates were invited to join us at the office in Osborne Park to hear from our NDIS Local Area Coordinator from Mission Australia. They provided valuable insight into how NDIS functions for people with disability and how our volunteers can help their matches get the most out of the service.

## **VOLUNTEER WEEK AFTERNOON TEA**

We hosted our annual afternoon tea to thank our volunteers and bring together everyone involved with the program.

Lotterywest and Volunteering WA supported this event which allowed us to have a delicious spread of food, live music, and a festive photo booth, making for a memorable afternoon.

## **IT TRAINING**

The people that we support have been coming into our office for IT skills training. They learned about online safety, how to use their personal devices, and received assistance with apps or IT knowledge they needed. This was a great opportunity for empowerment through education.

## **TEN PIN BOWLING**

We held our first bowling event at Warwick Super Bowl in February. A mixture of people involved with the program came along for some fun. The mixed teams lead to new friends and healthy competition, and we also shared morning tea together, as no event would be complete without food.



# OUR ACTIONS

## DISABILITY AWARENESS TRAINING

This valuable training promotes an awareness of disability and the impact of societal attitudes, inherent stigma, and discrimination. This course is now part of our recruitment process for new volunteers, and all our staff have completed this training to expand their knowledge of disability inclusion.

## EASY READ TRAINING

A few members of our staff have undergone a training course in how to produce Easy Read documentation. This involves simplifying the language and grammar of the text, as well as the layout of the page, to ensure that those with intellectual disability have access to information in a way that is easy to understand.

## WEBSITE ACCESSIBILITY

Our website users can now select from a range of settings that adjust the site making it accessible for people with epilepsy, visual impairment, cognitive disability, ADHD, and partial or complete blindness. Look out for this accessibility button on the right-hand side throughout our website.

## ARTICLES

A blog section has been added to our website giving us the ability to regularly write and publish articles, keeping content fresh, relevant and informative. The articles will give us the opportunity to explore a range of topics impacting people with intellectual disability, including advocacy, accessibility and inclusion.

## SOCIAL MEDIA

We continue to build our following on Facebook, increasing the number of people that we have reached by more than 4 times over the past year. In our posts, we celebrate important dates, promote community events that may be of interest to our matches, and share the latest news and information from the disability sector.

# COMMUNITY ENGAGEMENT

## CITY OF SWAN VOLUNTEER EXPO

Citizen Advocacy joined a wide range of different volunteer organisations and community groups at the City of Swan Volunteer Expo at Mandoon Estate. The team were able to discuss what we do with many potential volunteers and other stall holders which provided valuable outreach and networking opportunities.

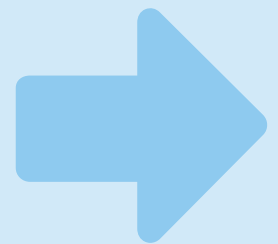


## RADIO

The team took part in interviews with Capital Community Radio and 89 7FM over National Volunteer Week to discuss what we do at Citizen Advocacy and how people can be part of it. Regular community service announcements also began to run on four local metro area stations.

## CITIZEN ADVOCACY CONFERENCE

The team attended and presented at the Advancing Citizen Advocacy conference in Melbourne. They discussed the impact of Covid-19 on volunteers, recruitment strategies, and our plans for 2023. It was encouraging to connect with and learn from our counterparts across the country.



## MISSION AUSTRALIA

The team attended several Mission Australia staff meetings presenting the vision of Citizen Advocacy. Our goal was to inform our existing NDIS Local Area Coordinators of what we do so they are able to partner with us to spread awareness of our organisation to those in their extended communities.

## STEP INTO VOLUNTEERING

The team presented at The City of Belmont's Step into Volunteering event. The presentation included a video showcasing a flourishing match which demonstrated the benefit of what we do, in hopes of encouraging those in attendance to partner with us in making a difference.



## AWARENESS CAMPAIGN

A campaign has been developed to bring awareness of our organisation to the communities in and around our funded areas. Posters have been positioned in busy locations like supermarkets, shopping centres, and community centres, and posts published on various Facebook community group pages.

# MATCH STORY

## EDWINA'S STORY

### THE POWER OF CRISIS ADVOCACY



Crisis advocate, Edwina, was called upon to assist someone whose match was on hold. The person was having difficulty contacting the trustee and guardian who both help with decision making and management of personal finances. The issue was obtaining information that would help this person achieve her goal of visiting relatives overseas.

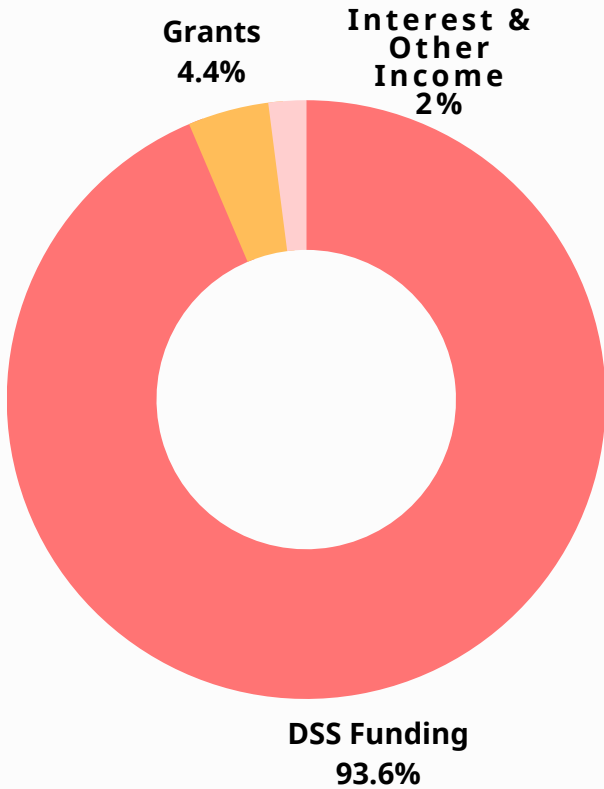
Support staff tried very hard to make progress but were unable to proceed further. Edwina came on board and with determined effort, succeeded in finding out information and connecting the person with the guardian and trustee.

There is still work to be done on this issue and Edwina is committed to continuing her support and efforts to achieve a good outcome.

**The negative effects of an advocate being unavailable can include:**

- costs of engaging a paid advocate or legal advisor to investigate the matter
- costs to the person's health and happiness
- frustration, distress, and sadness because the person misses their family.

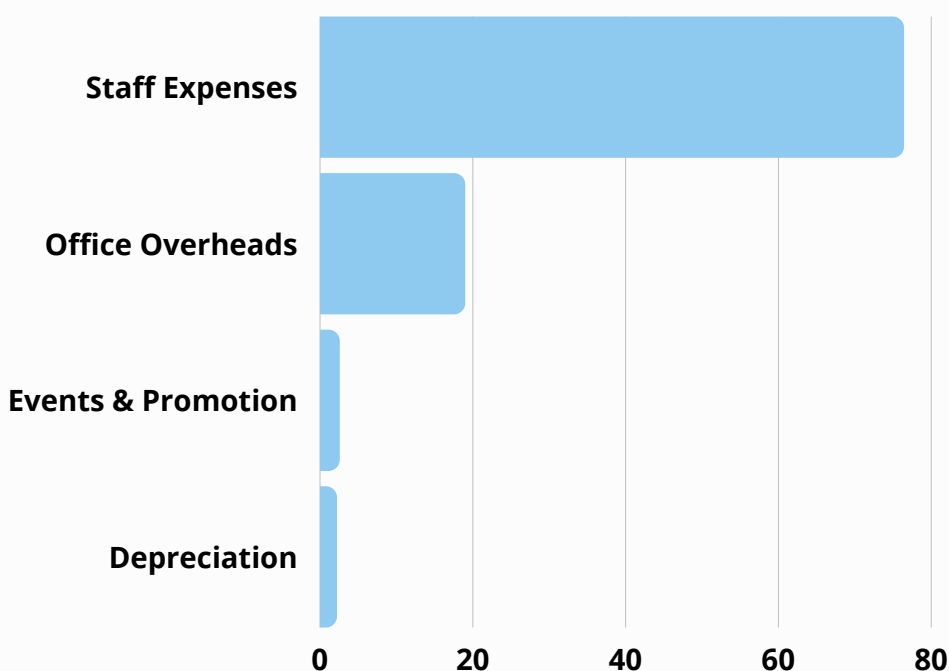
# FINANCIALS



In FY 2022-2023 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, Volunteering WA and DANA (Disability Advocacy Network Australia).

Our main expense is staff costs. We have the equivalent of 3.08 full time employees running the program at Citizen Advocacy.





## WHAT'S NEXT

Next year's focus will be on continuing to act as we implement our annual action plans for recruitment, marketing, and community engagement. In addition, we will be taking time to reflect on what is working and not working using feedback and consultation methods.

We plan to learn from the outcomes and use this knowledge to adapt and help pave the way for the program going forward.

We are excited to share an update on our progress in next year's impact report.

Thank you for reading.

## ACKNOWLEDGEMENTS





## **Get in touch with us**

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### **Visit**

<https://citizenadvocacy.org.au/>  
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(08) 9445 9991

### **Or email us at**

[admin@capw.org.au](mailto:admin@capw.org.au)  
and we'll be in touch

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