



BUILDING OUR FUTURE



ANNUAL REPORT

JULY 2024 - JUNE 2025



Mission = Enable tailored support and advocacy for people with disability, empowering them to live their best life.

EMPOWERMENT | COMMUNITY | CONNECTION | RESPECT

About Us

Citizen Advocacy matches people with intellectual disability with volunteer advocates, creating unique, often long-term relationships.

Recruited, trained, matched and supported on an ongoing basis by Citizen Advocacy, each volunteer advocate independently represents the interests of the person with disability.



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WELCOME



A Year of Heart, Growth, and Shared Responsibility

Welcome to our Annual Report for the 2024-2025 Financial Year! This has been a period of intense energy and strategic purpose for Citizen Advocacy. Moving beyond reflection, we've been laser-focused on securing ongoing funding and quickly adapting to the evolving landscape of the disability, advocacy, and volunteering sectors.

The most powerful highlight of the year lies in the profound relationships we foster; we celebrated 8 new relationships and successfully maintained 51 long-term partnerships. These enduring connections are priceless. Our advocates provide an irreplaceable kind of friendship, advocacy, and safeguarding that operates entirely outside of the paid system, reaffirming the heart of our mission.

The year was defined by significant government and sector reform. We actively monitored the Australian Government's response to the Disability Royal Commission and the NDIS review, ensuring our voice was heard in all critical discussions. We also strongly supported the DANA campaign, "Advocacy - Making Disability Rights Count," championing accountability through independent advocacy.

We were thrilled to receive two key grants this year. The grant for International Day of People with Disability allowed us to host one of our key community events, the much-loved annual Christmas BBQ. It was a great opportunity to bring the community together in a fun setting.

To all our volunteers, dedicated staff members, and friends of the program: your passion and deep commitment are the true foundation of Citizen Advocacy. Thank you for making the year a period of profound achievement. Together, we've built a stronger foundation for a more inclusive future.

The Team at Citizen Advocacy

THE POWER OF FRIENDSHIP

Bob's Story

Hi, I'm Bob and I have a Citizen Advocate. My advocate helped me to find a new home and service provider when things weren't going too well in my old home. I don't have family who can help me, and I'd be lost without advocacy support. I live closer to my advocate now and I'm much happier.

Bob's advocate worked tirelessly to find the support he deserved. The advocate also took on a guardianship role to ensure Bob's long-term safety and care.



Greg's Story

Hi, I'm Greg and I have a Citizen Advocate. My advocate helped me to find a legal service because I wanted to put my affairs in order.

I was able to write my will with help from someone who listened to what is important to me. I feel at ease now this task is done.

Greg's advocate was there for him ensuring his voice was heard and continues to be heard when important decisions are being made.



OUR YEAR!

COMMUNITY ENGAGEMENT

- Presentations
- Events
- Networking
- Social media



RECRUITMENT

- **24** Potential clients assessed
- **50** Potential advocate training sessions

+

SUPPORT FOR EXISTING RELATIONSHIPS

- Training
- Phone calls
- Events
- Surveys
- Sector updates

=

8

NEW RELATIONSHIPS

51

RELATIONSHIPS MAINTAINED

FROM THE BOARD

I hope that you are enjoying the warmer weather and sunny days. The Citizen Advocacy AGM is around the corner, and we have completed the first quarter of the 2025/26 year.

The past 2024/25 year was action packed with many events, activities and successes. Some highlights were:



- The BBQ in the park held in November last year.
- Our supported decision-making event in March.
- In April, Citizen Advocacy underwent a QA recertification audit against the NSDS standards, which we passed with flying colours.
- The fun morning tea in May.

Citizen Advocacy was happy to have our federal funding renewed for this year but are hopeful that we will return to a three-year plus funding cycle following the government review currently being undertaken.

However, the board and staff are determined to diversify our funding and early wins have been achieved with a Lotterywest grant to upgrade our website with Easy Read options. Further grants are being pursued.

Last year we made 8 new matches, bringing the total to 51 at the end of June. A very good result given the challenging volunteering environment and a testament to the perseverance shown by staff.

Thank you to all our volunteer board members who are working towards improving the future sustainability of Citizen Advocacy. The board is happy to welcome Katrina Ryan and is excited that Jeremy Nunn has rejoined. A big thank you to John Ferreirinho who stepped back from the board last October following nearly 16 years on the board. Thank you John for your valuable contribution to the program.

A big heartfelt "Thank you" to our volunteer advocates who selflessly support our proteges. Thank you to the staff who do a wonderful job given our limited resources.

I look forward to seeing you at the BBQ in the Park on 2 November.

Gavin Diener

President

And the Board of Management

VOLUNTEER SPOTLIGHT!



We're thrilled to shine a spotlight on Liz, who embodies the profound difference that voluntary advocacy makes.

Matched with Lucy since September 2017 (initially as a co-advocate), Liz's commitment as an advocate represents the core power of our program: she is not a paid service provider, but a dedicated friend who stands independently outside the system.

This unique position has allowed Liz to build a relationship based purely on trust, commitment, and a shared bond, providing Lucy with an irreplaceable, enduring form of friendship and a stable ally that only true citizen advocacy can deliver.

This dedication has proven crucial, especially since Lucy has no involved family and faces complex needs. Recognising the necessity for high-level support, Liz took on the vital responsibility of guardianship, demonstrating a depth of commitment far beyond standard expectations.

Currently, Liz is fully immersed in the long and complex process of an NDIS Administrative Appeals Tribunal (ART) appeal on Lucy's behalf.

Liz's determination to navigate this demanding legal system to secure the best possible support and outcome for Lucy is truly tireless and inspiring.

Thank you, Liz, for championing Lucy's best life with such unwavering resolve. ♥

WHAT OUR CLIENTS SAY

Client Feedback on their Advocate

"Really good. She is open with me and I'm open with her. We are always upfront with each other. I discuss what I'm doing"

100%

of clients feel their advocates support them to get their **rights** met

Client Feedback on our Program

Client 1 "I have no problems, but would speak with CAPW if I did"

Client 2 "They went through it all and I have no problems"

100%

of clients feel they get a **good service** from Citizen Advocacy

NEW CONNECTIONS

Meet **Dom** and his advocate **Damian**! They enjoy playing video games together, going out for walks and hanging out in the local community. Damian is there for Dom as a friend, which supports and empowers him to live his best life.



James and **Gary** connected instantly over their energetic personalities and shared interests, including gardening and coffee. Gary has become a great friend and advocate, consistently supporting James with whatever he needs.

From Our Advocates

Laura & Cherill



"During visits, we often talk about our families and music - Cherill is a big fan of Elvis Presley and loves to share her knowledge, which shows she has great musical taste.

I decided to volunteer because I enjoy helping others, and in this opportunity, I wanted to share meaningful time as a way to contribute to society. Having no family nearby, Cherill reminds me of my grandma, she is a wonderful person and our conversations bring me a lot of learning and joy."

Tony & David

"Citizen Advocacy really appealed to me as it is an organisation that has such an altruistic foundation, with absolute intent to directly improve people's lives.

David is contagiously happy and such a pleasure to spend time with. He is a friend who I hope to cherish for a very long time, and I am so grateful for Citizen Advocacy in making that possible!"



OUTREACH HIGHLIGHTS

Huge thanks to the wonderful Rochelle from Mission Australia for partnering with us on our Supported Decision-Making event!

The event was a powerful reminder that upholding the fundamental right to choose is key to empowerment.

We appreciate everyone who joined us for this valuable evening of shared learning!



We kicked off event fun with our popular Xmas BBQ in honour of International Day of People with Disability, bringing lots of shared smiles.

A warm and delicious morning tea during National Volunteer Week honoured our dedicated advocates and everyone involved with the program.



These gatherings highlight the strong relationships at the heart of Citizen Advocacy, reinforcing our commitment to community and genuine friendship.

We were pleased to meet with John Carey during National Volunteer Week. This was a key step in our strategic plan to proactively engage government.

By clearly articulating our valuable, community-driven work, we ensure government understand the significant benefit we provide: a vital, cost-effective safeguard and social asset to the entire community. Thank you, John



FINANCIALS

FY 2024-2025

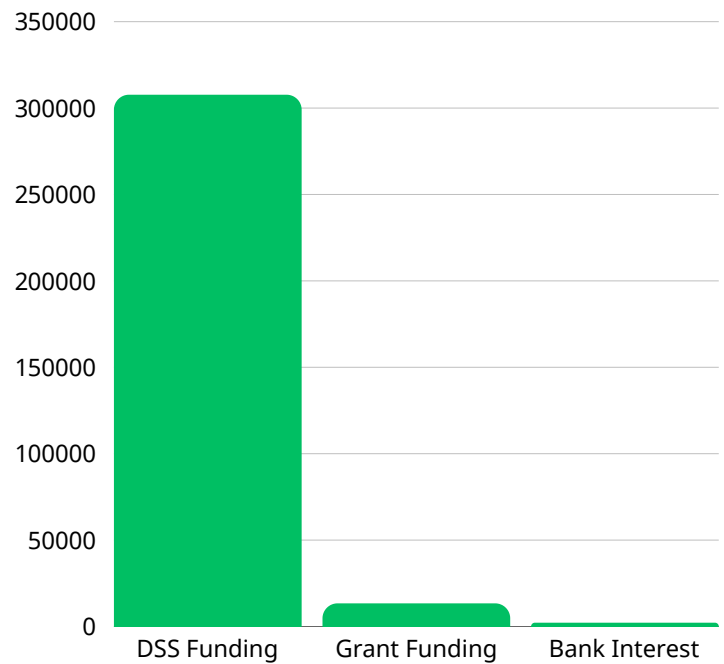
Main Income

\$307,719 Long-term federal funding through the Department of Social Services National Disability Advocacy Program.

Grants = \$13,394

Bank Interest = \$2203

Total Income = \$323,316



● Staff Expenses ● Overheads

● Events and promotion

Events and promotion

4.3%

Overheads
19.2%

Staff Expenses
76.5%

Main expense is staff costs. We have the equivalent of **2.7 full time employees** running the program.



FUTURE STARTS NOW

As we reflect on a year of profound connection and strategic achievement, we know our foundation is stronger than ever. The future begins right now, built on the momentum we've created.

Our core commitment remains clear: we will continue the great work of building genuine, independent advocacy relationships, ensuring the most vulnerable citizens are supported.

To meet the growing community need, our next critical step is to expand the program to more people awaiting support. We are determined to secure the ongoing funding necessary to fuel this growth, capitalising on our recent success with both operational and project grants.

Through the commitment of our whole community - our dedicated advocates, volunteers, and supporters - we will build on this success and ensure the transformative power of Citizen Advocacy reaches every person who needs it.



THANKS AND CONNECT

Citizen Advocacy Perth West (Inc) gratefully acknowledges that its existence is dependent on many organisations and people who so generously volunteer with/for us.

We extend our sincere thanks to our ongoing funders for their vital financial support and to the generous individuals and organisations who provide free tickets, enriching the lives of people with disability through access to community events.

We extend our thanks to peak bodies DANA and VWA, crucial to the advocacy and voluntary sectors, for providing us essential training and support.



Our special thanks to all advocates, board members and friends who so willingly volunteer their time and/or resources to us.

Get in touch with us

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Take a look at our website



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