



NEWSLETTER

November 2017

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Board members and staff

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Shalini Saldanha	Vice President
John Ferreirinho	Secretary
Thomas To	Treasurer
Anne Griffiths	Member
Peter Onley	Member
Sean Kelly	Member
Daniel Ogle	Member

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Dianne Fraser	Administrator
Eloise May	Asst Coordinator
Kirby Millard	Admin Assistant
Caroline Kellow	Information Officer

Patron - Graham Mabury

OAM, BA (Hons), Dip Ed., FECU

2002 WA Citizen of the Year for Community Service; 2012 Western Australian Volunteer of the Year

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CITIZEN ADVOCACY - PERTH WEST (Inc)

is funded by the **Australian Government** through the
Department of Social Services

From the board



At this time of change within the disability sector, the Board is pleased to advise the Federal Government has committed to funding for a further three years rather than the usual twelve months. The certainty will help in future planning including staff succession and training.

CAPW recently commissioned a Feasibility Report to consider extension of services into additional areas as it is now the only Citizen Advocacy group in Western Australia. The report is due in the next financial year and will help guide the Board in consideration of all of the governance, practical and other factors associated with extending the program.

We look forward to an interesting time ahead as the significant changes within the sector continue to occur. No doubt these changes will raise challenges for citizen advocates and the role of volunteer advocates will be critical in supporting protégés in understanding and transitioning into a very different disability service arrangement.

Thank you to all those who contributed to our recent Quality Assurance Audit. We are happy to report once again that CAPW management system complies with the requirements of the National Standards for Disability Services.

My sincere appreciation to the Board members for their contribution in respect to governance and their willingness to assist so much at functions and with other general activities. They are a strong and skilled team. The Board remains stable and all were re-elected at the recent AGM (including Peter, who was unable to attend in person, having recently achieved another goal and is pictured above on the summit of Mount Kilimanjaro.)



In partnership with Special Olympics and with the generous support of Mondo Community Warriors, our second Have-A-Go picnic sports day on 5th November was a great success. It enabled people of ALL abilities to come together and try new activities in a warm, inclusive environment. It also afforded us the opportunity to reach out to others with disability.

Underpinning the invaluable work of CAPW is the incredible dedication of our advocates in providing so much support to their protégés. Each year more people step forward to take on the voluntary advocacy role and many provide continuity for their protégé for decades. Your commitment is inspirational and very much appreciated.

Anne Bellamy

President

Living, laughing and learning

The developmental potential of individual human beings is very difficult to assess. A person's developmental potential is only realised in circumstances where life conditions and experiences are optimised.

~ Ray Lemay

TO MAKE A DIFFERENCE
IN SOMEONE'S LIFE YOU
DON'T HAVE TO BE BRILLIANT.
RICH, BEAUTIFUL, OR PERFECT.
YOU JUST HAVE TO CARE.
—MANDY HALE



*Solitude is a choice.
Isolation isn't.*

Keep the ones
that heard you
when you never
said a word.

*A Beautiful
thing is never
Perfect.*

*you
will
never
regret
being
kind*

*if you are going to work with me, you have
to listen to me,*

and you can't just listen with your ears,

because it will go to your head too fast.

you have to listen with your whole body.

*if you listen slow, with your whole self,
some of what I say will enter your heart.*

Christine Mayer
Madison, Wisconsin

AS WE ARE 2017 art exhibition

It is always a buzz to witness the creativity, pleasure and pride on display at the **AS WE ARE** opening night. Now in its 15th year, the exhibition featuring the artwork of more than 190 artists with intellectual disability continues to grow from strength to strength. **AS WE ARE** provides a platform for participating artists to showcase their talent, express their creativity, compete for prestigious awards, and to exhibit and sell their work. For some within this artistic group, art is one of the few opportunities they have to communicate - this is their voice, their chance to be heard.



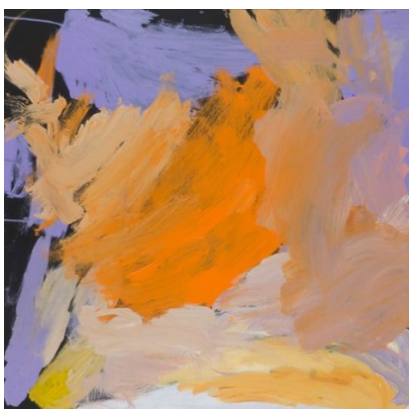
A triptych purchased from Dave Guhl at the inaugural **AS WE ARE** established by Citizen Advocacy in 2002 continues to bring a joyful splash of colour to our office. It was a delight to catch up with Dave again at the 2017 exhibition opening, as well as see his latest vibrant exhibit capturing the twisting pathways of Araluen (pictured left.)

It was also very rewarding to hear the words of sincere appreciation to CA for having established **AS WE ARE** expressed by the parents of artist, Josh Flintoff. With the support of his parents, who were keen to encourage their son to attain a valued role in the community, Josh established a recycling business. Josh and Courtenay, his friend and business partner, established The Really Useful Recyclers (TRUR) creating briquettes and uniquely crafted artworks out of newspaper collected on their weekly community runs. Josh and Courtenay both exhibited their recycled paper art mounted on Belgian linen in this year's **AS WE ARE** (page 5), and Josh's mother was proudly wearing a bracelet incorporating her son's creative workmanship.



What's not to love about the passion and creativity expressed in art?

As you will see in the photos, there is a wide range of art in different mediums on display. We would highly recommend encouraging protégés to explore their creativity and perhaps aim at exhibiting their work at next year's **AS WE ARE**.



AS WE ARE 2017 art exhibition

Artist Martin Cahill's post on social media standing proudly in front of his striking exhibit "Birds" holding his award.

I won the Rosalind Lewis Award at tonight's opening of the 2017 As We Are Art Exhibition! Here I am with my painting "Birds" and my award. Very happy!

📷: @c_c_w_go



Doug Taylor "Evening"



Bromwyn Freeborn "Sorrow and Joy"

From the office



Dear Friends

The 2017 **AS WE ARE** art exhibition was another huge success creating socially valued roles for exhibiting artists with intellectual disabilities, including our friends Brom and Doug (see page 4.)

Another impressive event was Lisa's health and weight loss presentation (see page 8). As Alain and Hamish commented: "Lisa's presentation was really inspiring, well presented and so kind of her offering us some of her recipes." Congratulations on all counts, Lisa!

We would also like to thank Jill Mason for conducting two very valuable, informative sessions on the NDIS. Jill urged citizen advocates to be well prepared in order to achieve best outcomes for their protégés. (See page 7 for some tips and links from Jill, as well as some NDIS experiences of two other CA programs.)

Citizen advocates have been assisting their protégés with a wide range of issues, some of which have been incredibly intense, time consuming and complex, highlighting the acute vulnerability of some protégés. We always advise new advocates in orientation that lives can and do change in an instant and events over the last few months have provided several examples!

- ⇒ Sammy, a lady in her 40s with Down syndrome, used to live alone. She developed early onset Alzheimer's, making her extremely vulnerable and at risk. Her advocate, Bec, provided strong spokespersonship (and photographic evidence) to challenge the line "there is no funding available" to ensure her protégé could live safely in supported accommodation. Sammy and Bec had a lovely time furnishing her new bedroom, and painted canvasses to decorate the walls. Regrettably Sammy suffered a stroke soon afterwards and subsequent tests detected tumours affecting many organs. Bec provided a strong, consistent and caring presence throughout, including a harrowing few days before Sam's passing.
- ⇒ Another protégé is facing vulnerability of a very different kind having recently won Lotto! Her advocate is encouraging her to seek professional advice to ensure she is not taken advantage of and is indeed "set for life."
- ⇒ Margaret was a big part of Barbara's life. For 14 years Barbara assisted with a range of health issues and transitions, including her final one (see page 9). Margaret, who was only 71 when she died, will be fondly remembered for her feistiness and zest for life. Barbara feels blessed to have known her.



We have welcomed quite a number of new matches in recent times. One new match has involved pleasurable activities, getting to know one another playing music and fixing bikes, before unexpectedly addressing financial issues. (See Mike's tips are on page 9.) Another new match has involved a whirlwind of health, legal and accommodation issues. In an established match, the advocate has been successful in finding a suitable voluntary role for his protégé to maintain his skills and build his CV whilst seeking paid employment.

Each match is unique but they all have one thing in common. Citizen advocates are remarkably caring, committed individuals who want their protégés to get the most out of life. Thank you all.

Roz, Di, Eloise, Kirby & Caroline

NDIS + new Advocate Associate, Jill Mason

Jill Mason has been involved with Citizen Advocacy in a range of ways for many years and recently gave two most informative sessions about the NDIS. She has generously agreed to be an Advocate Associate offering free information and advice to citizen advocates about the disability sector, and the National Disability Insurance Scheme in particular.

Jill is an independent consultant in human services and has worked in the disability field for over 17 years in government and non-government roles. With qualifications in psychology and human service management, Jill's interests, involvement and employment have focused on leadership, service quality, increased social participation and the creation of safeguards for those who are vulnerable.



We aim to keep abreast of NDIS developments including the experiences of interstate programs, where the NDIS was introduced earlier. We learned from Side by Side in Sydney that, in an astounding one in three instances, citizen advocates were not informed of the planning meetings of their protégés, so only service staff were present. As a result, Side by Side reported that the NDIS plans received by protégés were "quite varied. It is intended to have citizen advocates as plan nominees wherever possible on future NDIS plans to provide the best safeguard for protégés' interests."

So the message here is **be prepared and get involved.**

Ensure relevant parties (eg Local Coordinator, service provider management, support workers, etc):

- ⇒ **know who you are (and have your contact details on hand)**
- ⇒ **understand your role and independent commitment to your protégé**
- ⇒ **acknowledge your intention to assist your protégé with NDIS planning (and other issues for that matter.)**

To avoid a conflict of interest, many services providers will welcome the input of an independent citizen advocate.

Frank at North East Citizen Advocacy in Melbourne kindly sent us extensive notes on NECA's experiences with the NDIS, including:

- ⇒ The NDIS needs to give participants information in a form that they understand and be given enough time for them to understand - so don't feel rushed - and certainly do not accept the suggestion to draw up a plan over the phone, as has occurred.
- ⇒ Planners are under a lot of pressure with their workload so often attempt to complete a plan in one sitting. If it is too long a time for your protégé, they have the right to ask to stop the meeting and schedule another meeting to complete the plan.
- ⇒ Ask to see a draft to discuss the plan with your protégé before it is finalised.

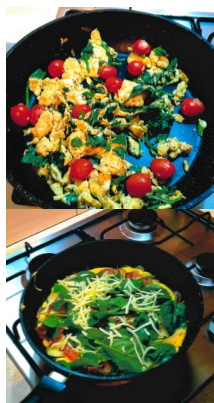
Frank's closing advice to citizen advocates: "Remember, that it may seem daunting and overwhelming at the start, but in no time you will be an expert."

Lisa's inspiring weight loss journey

On 9th September 2017 Lisa gave an inspirational presentation on how she lost 50kgs. Previously diabetic, Lisa now enjoys good health and has abundant energy, having reduced her weight from 110kg to 60kg over a couple of years. This is an awesome achievement of which she is justifiably proud. Her citizen advocate, Dom, has been assisting Lisa on her journey, and also helped with the PowerPoint presentation she gave in the office to an impressed and appreciative audience.



Lisa attributes her weight loss to:



- ⇒ Eliminating soft drinks—instead Lisa carries a bottle of water with her everywhere she goes.
- ⇒ Cutting out junk food—Lisa now takes pleasure in preparing all her own meals. She showed photos of some of the delicious (and very colourful!) meals she has prepared at home, pictured to the left.
- ⇒ Lisa has stopped snacking between meals.
- ⇒ She keeps a food diary, noting everything she eats and drinks.
- ⇒ Lisa now exercises more—and has the energy to do so! She walks a great deal and now enjoys horse riding.



BEFORE ...

Here's a photo of Lisa with her advocate, Dom, taken three years ago before Lisa began her weight loss journey.



... AND AFTER

a picture of Lisa enjoying a deliciously healthy meal she prepared for herself at home.



Congratulations Lisa!

Farewell Margaret (17.03.46—09.10.17)

Another inspiring journey was Barbara and Margaret's citizen advocacy relationship, which spanned 14 years. Barbara was there for Margaret during her cancer treatment, following which she enjoyed many years in remission. Barbara also provided continuity during Margaret's transition from semi-independent accommodation to aged care. Barbara liaised with the Public Trustee and accommodation managers as well as ensured that Margaret had stimulating experiences outside her home.

Barbara gave a moving eulogy at Margaret's funeral describing her as likable, funny, gregarious, jovial, loud and boisterous. Margaret was one of a kind and so full of life; she loved a story, and telling one. She laughed heartily, carried no grudges and forgave easily. Barbara expressed gratitude to have been introduced through Margaret to a world she hardly knew - a marginalised group of abandoned, isolated, differently abled (certainly not disabled) individuals with admirable emotional intelligence.



To quote Barbara again:

"Margaret enriched my life in ways I could never have imagined."



Margaret will be remembered fondly by many at Citizen Advocacy, and by Barbara most of all.

SOME TIPS TO CONSIDER ...

A newly matched advocate has identified some issues he thought would be good to share with others:

- 1) Be careful about changing an employment situation without knowing all the consequences (for example, limits on income affecting eligibility for public housing, reporting requirements to Centrelink, impacts on pension payment, etc.)
- 2) If PAYG is being withheld from wages, and no tax is due at the end of the year, make sure a tax return is filed to get the refund, or better still look into stopping the PAYG from being withheld in the first place. If overlooked it could be to the detriment of the protégé's cash flow.
- 3) The Dept of Communities - Housing has been known to calculate rent incorrectly. It is worth spending a couple of minutes checking that rent is assessed properly (often 25% of income). If the rent is found to be too high, it should be lowered and overpayments reimbursed to the tenant.

Thanks for sharing the good tips, Mike!

*Celebrating new and
established matches*

*Farewell Sammy
1971 - 2017*

Welcome NEW MATCHES

Robert & Victor
Jane & Sandy
Daniel & Mike
Pauline & Mary
Matt & Peter
Lorna & Liz
Noel & Graeme

ANNIVERSARIES

July

Noel & Terry 3 yrs
Patrick & Colin 19 yrs
Celly & Phyllis 3 yrs

August

Simon & Colin 4 yrs
Hilary & Phyllis 3 yrs
Kim & Andrew 1 yr

September

Michael & Alex 11 yrs
Felicity & Lesley 5 yrs
Heather & Brom 5 yrs
Victoria & June 2 yrs
Chris & Danny 1 yr

October

Fiona & Lyn 5 yrs
John & Mark 7 yrs
Sue & Lesley 4 yrs
Dom & Lisa 3 yrs
Alana & Fiona 3 yrs
Bec & Sam 1 yr



Farewell Sammy

During the year of their match, Sammy enjoyed a range of experiences with Bec including a cruise. They are pictured below at last year's Have-A-Go day, before Sammy's health took a sudden downturn.

Fortunately Bec provided a consistent loving presence for Sammy throughout.



COMPLAINTS & DISPUTES

Citizen Advocacy Perth West promotes the right of any person to raise and seek resolution of any complaint or dispute they may have regarding the program without fear of retribution and in the fairest manner to all concerned.

All complaints or disputes will be dealt with courteously and will be given high priority for prompt resolution and remediation.

The staff will make every effort to establish an atmosphere of trust and open communication so that complaints or disputes are dealt with in an open, constructive way.

(Refer to Policy 15 for full details.)

Have-A-Go sports picnic day 2017

Our second Have-A-Go sports picnic day on 05.11.17 in Celebration Park, Balga was indeed a day to celebrate bringing together people of all abilities to try sports and activities in an inclusive environment.

We are especially grateful to Special Olympics for providing equipment and sports volunteers. And special thanks go to our board member Daniel, wearing two hats on the day — CAPW & Special Olympics Assistant Sport Development Manager for NT, QLD and WA. Thanks too to Mondo Community Warriors for their most generous donation to make the day so successful.

In partnership with Special Olympics
and with the generous support of



MONDO
community warriors



SPECIAL OLYMPICS



Pictured left are our friendly Patron, Graham Mabury, and his wife, Merle, with our President, Anne, Di, Roz and Adam, who continues to lend a hand where he can.



And below are a few of the happy participants. 😊



POLICIES

Did you know that all current and potential protégés and advocates can access Citizen Advocacy Perth West's policies?

We have policies relating to privacy, grievances, individual needs, participation in decision-making and entry and exit policies, amongst others.

These policies are reviewed by the board and staff on an ongoing basis and we would like to extend an invitation to any protégés and advocates who might be interested, to actively participate in this process.

CHANGING PLACES

The City of Joondalup now has a Changing Places facility. Located at the Sorrento Beach toilet block, this Changing Place is a secure, clean facility for people with disability who need space and assistance to use the bathroom when out and about in the community.



**ONE PERSON
CAN MAKE A
DIFFERENCE,
AND
EVERYONE
SHOULD TRY.**

JOHN FITZGERALD KENNEDY

If you know someone
who would make a
good citizen
advocate, please
send them our way!

Thank you!

Citizen Advocacy - Perth West (Inc) gratefully acknowledges that its existence is dependent on many organisations and people who so generously contribute time, energy, services or finances. Although they are by no means the only people deserving of sincere thanks, we would like to mention the following:



Australian Government
Department of Social Services

Citizen Advocacy - Perth West (Inc) gratefully acknowledges that we receive a significant proportion of our funding from the Australian Government through the **Department of Social Services**. Visit www.dss.gov.au for more information.



On many occasions, **Lotterywest** have assisted us with funding to cover the cost of equipment and special projects. Most recently they have provided funding for our Strategic Plan

Graham Mabury

our wonderful Patron supports us however he can in a variety of ways.



Mondo Community Warriors have, on a number of occasions over the last few years, assisted us with generous donations to help in meeting unexpected expenses.

Terry & Cher Harris

DJs extraordinaire who provide the excellent music for our annual functions and do such a great job in entertaining everyone and getting us up dancing.



Leo Kelemanis at **Skoops** has provided delicious gelato for our afternoon teas for many years.

North Perth Growers Mart

Daniel Ho continues to very generously provide us with beautiful fresh salads and fruit for our picnics.

Bakers Delight

in Kingsley have supported us with past events and very generously donated all the bread products for our picnics.

Carol Osborne

has supported our program with information and advice and has provided her services as an auditor free of charge each year for so many years we have almost lost count.



Special Olympics

Sincere thanks to Daniel Ogle and all at Special Olympics for sharing their time and skills at our annual Have-A-Go day.

Charthill Legal

provided pro bono assistance to draw up the extension of our lease.



Chevron Print
On target every time

Image Promotions/Chevron Print

Our next door neighbours at Image Promotions/Chevron Print very kindly donated signage for us. They have also been very helpful with printing pamphlets.



Our special thanks to all advocates, advocate associates, crisis advocates, link people, board members, friends and all the other wonderful people who give so willingly of their time, energy, finances and skills. You all play an integral role in

**making a difference to the quality of life and wellbeing
of our fellow community members.**