



Kin

| Disability Advocacy
for Diverse Communities

Annual Report
2022



Kin acknowledges the Aboriginal and Torres Strait Islander Peoples as Traditional Custodians of Country across Western Australia.

We pay respect to their cultures, Elders past, present and emerging and we commit to working together for our shared future.



Certification Partner Global



Contents

2 **President and CEO's report**

4 **Who we are**

4 Our agency

5 Our footprint

6 **Our people**

6 Our board of management

6 Our staff

7 Our members

8 **Advocacy by numbers**

11 **How we work**

11 Individual advocacy

16 Addressing systemic issues

16 - Independent Support Person
Pilot Program

18 - Individual and organisation
capacity building

18 - English language classes

19 - Harmony Day

19 - Interpreter training

20 Supporting self advocacy and
peer support

23 Stakeholder and community engagement

25 Advisory and training services

26 **Financial stability**

28 **The year ahead**

29 **Acknowledgements**

29 Get involved





President and CEO's report

This past year was one of consolidation

In August 2021, our new premises in Osborne Park was officially opened by the Minister for Disability Services, Hon Don Punch MLA. At the opening, we also unveiled our new Kin brand and launched our new website. Given the COVID-19 restrictions in place over the previous eighteen months, we are very pleased with these significant achievements.

Staff have settled well into our new premises. The building re-design allows for small meetings and workshops to be held onsite. It also provides opportunity for peer support groups to meet on a regular basis in a culturally safe environment. Our rebranding has been welcomed by members, service users and other key stakeholders as it represents the inclusivity of who we support.

We have also been receiving fantastic feedback on our new website. At the 2021 Australian Access Awards, we were proud to win two major awards – the not for profit/community website of the year and the overall website of the year.

“We made a commitment twenty seven years ago to create a safe space from which ethno-culturally and linguistically diverse people living with disability can have a voice. We are still resolute in honouring that commitment.”

The awards recognise organisations and individuals demonstrating extraordinary commitment and delivering exceptional outcomes for Australians living with disability.

Given the increasing pressures placed on staff, in particular on the administration and management team, a restructure was undertaken. Two new positions were created, a part-time administration officer and a business services manager. This will strengthen our office support team and enable the Chief Executive Officer and Advocacy Services Manager to spend more time working with key stakeholders and on systemic advocacy.

As a result of the increasing issues our clients are encountering with the NDIS, unfortunately our client waitlist has continued to grow. Waitlist management strategies have been put in place, and a dedicated part-time intake officer position will be advertised in the new year to free up advocacy staff to take on new client referrals.

Due to COVID-19 restrictions, regional advocacy staff were not able to undertake regular trips to remote communities. There were also fewer opportunities to engage with agencies at regional network forums or with potential service participants at community events and expos.

We thank the team of multicultural ambassadors who volunteer their time to promote in language the benefit of accessing the right supports and services available to people from diverse communities who live with disability.

Our whole-hearted thanks go to our incredible staff who fearlessly fight for justice and the rights of our clients. We thank our regional advocacy staff who often provide the only advocacy service in their region and also have to meet cultural obligations – we are always mindful of the fine line they walk.



Angelo Ciansiosi

Acting President



Wendy Rose

Chief Executive Officer



Who we are

Our agency

Kin Disability Advocacy is a lead organisation in promoting, protecting and defending the rights of people with disability, in particular those who identify as ethno-culturally and linguistically diverse (ELD) or Aboriginal. We lead by example.

In seeking to promote an inclusive society we need to ensure it starts with us. Our membership, Board of Management and workforce are representative of the diverse communities in which we work. At all times we endeavor to create a safe space from which clients and their families can have a voice. Advocacy is at the core of our work and all programs, projects and partnerships are directly aligned with this focus.

In our individual advocacy service, staff work side-by-side with clients and their families, recognising their loyalty and accountability is to the client and no one else. Service users are also shown strategies to use in self-advocacy. Our systemic advocacy stems from the systems barriers encountered in this work. It provides opportunities to partner with agencies to address these systemic issues, undertake consultancy and bespoke training for mainstream agencies and provide submissions to government inquiries and consultations.

Our footprint

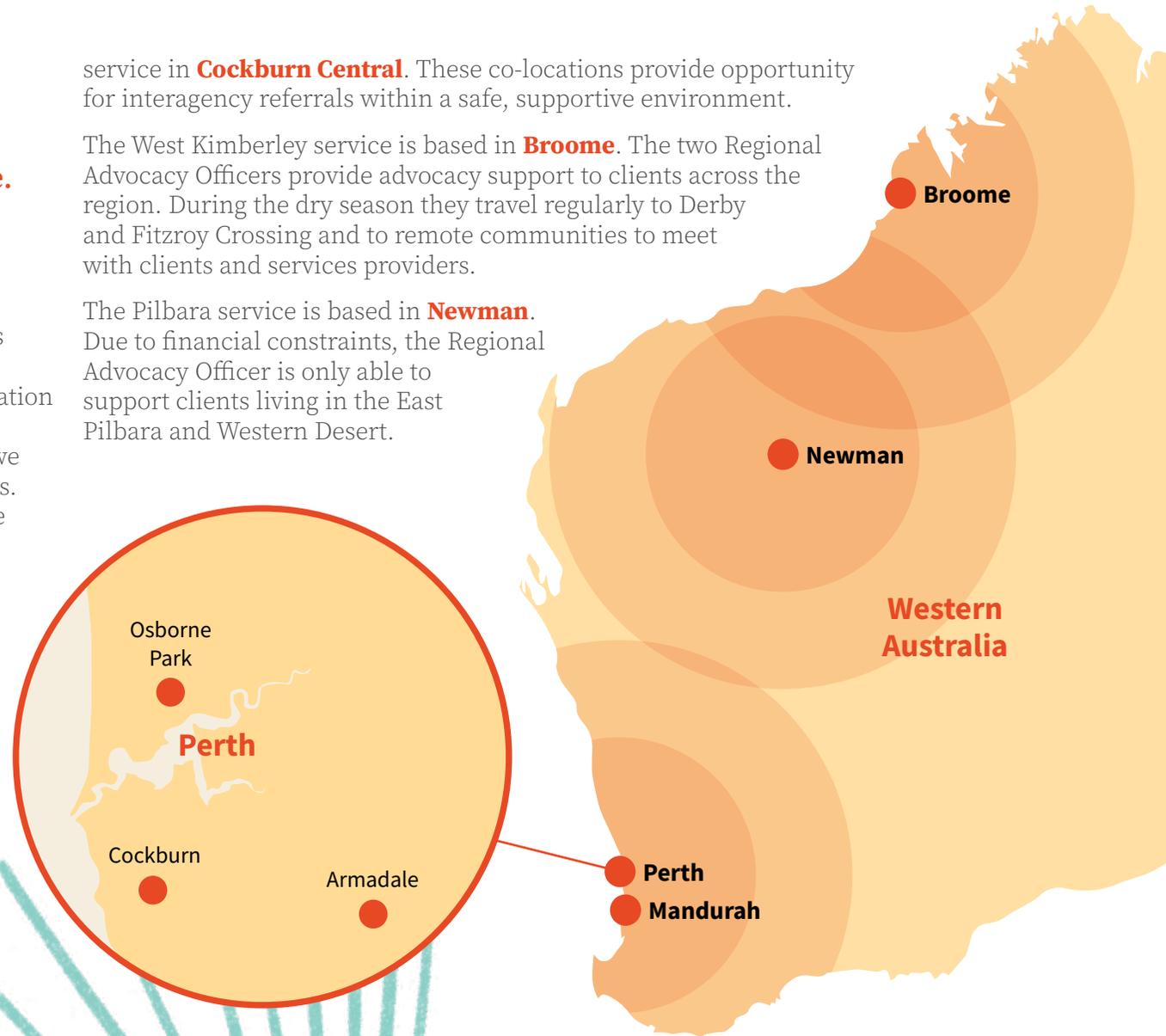
Kin will support clients regardless of where they live in Western Australia. Staff engage with clients face-to-face (when possible), via the telephone, email or video conference. At all times staff ensure that the method of communication is the one preferred by the client.

Our Kin main office is in **Osborne Park**, with easy access to public transport and the freeway. This is where our metropolitan advocacy team, project staff and administration are based. Advocacy staff travel across the metropolitan area daily to meet with clients at suitable locations and we provide outreach services in outer metropolitan locations. Our co-located **Armadale** service has been operating one day a week for several years. A new outreach service will commence in the coming financial year at a co-located

service in **Cockburn Central**. These co-locations provide opportunity for interagency referrals within a safe, supportive environment.

The West Kimberley service is based in **Broome**. The two Regional Advocacy Officers provide advocacy support to clients across the region. During the dry season they travel regularly to Derby and Fitzroy Crossing and to remote communities to meet with clients and services providers.

The Pilbara service is based in **Newman**. Due to financial constraints, the Regional Advocacy Officer is only able to support clients living in the East Pilbara and Western Desert.





Our people

Our Board of Management

Members of Kin's Board of Management are reflective of the diversity of lived experience of disability, ethnicity, culture, language, age and professional skills.

They provide strong governance and leadership alongside the Chief Executive Officer (CEO). They ensure that delivery of the strategic plan is aligned to Kin's ethos and core values.

Our staff

All staff and consultants engaged by Kin demonstrate lived experience of disability, ethnicity, culture, and relevant professional skills and experience.

Staff in the agency work in teams. The Advocacy Services Manager supports a team of eleven advocacy officers, a specialist Disability Royal Commission (DRC) advocacy officer and a DRC community liaison officer.

Systemic advocacy work is undertaken by the CEO, the Advocacy Services Manager and a part-time systemic advocacy officer.

Office support staff include a part-time receptionist/administration officer, administration officer and bookkeeper.

This year Kin engaged four project officers and a range of consultants.



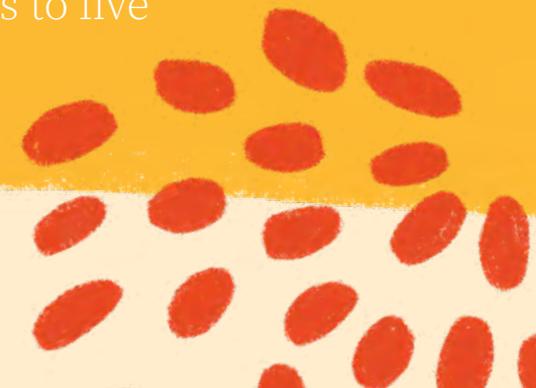
Our members

Kin members and supporters ensure our work is authentic.

They provide input into the design of new projects and resources and are invited to participate in all consultation activities in which Kin is involved.

“

Kin continues to knock down barriers for people in our ELD communities and create new pathways for us to live good lives.”



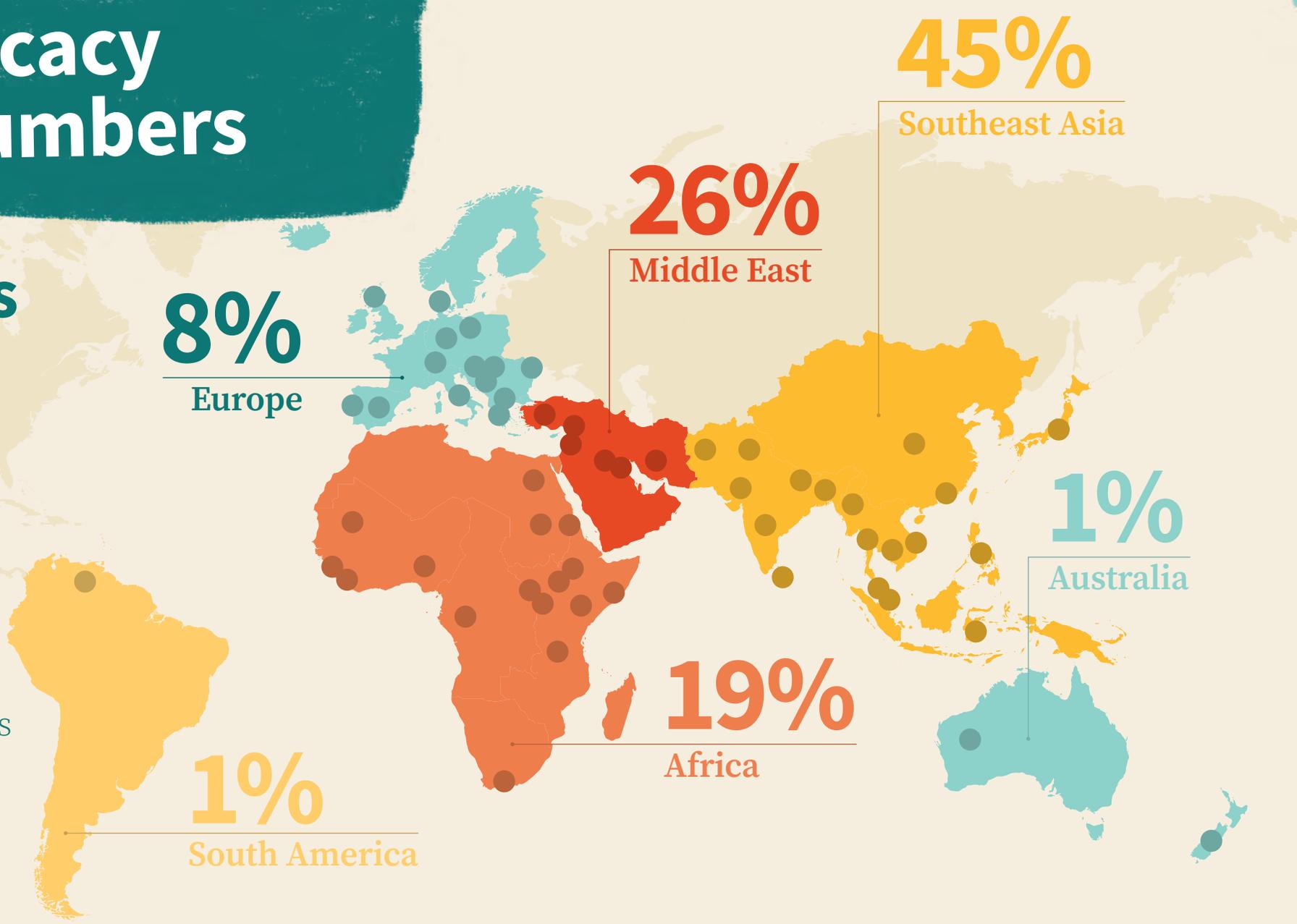
Advocacy by numbers

Clients

Figure 1
Region of origin
of Kin's clients

464
clients from

66
ethnic
backgrounds



8%
Europe

26%
Middle East

45%
Southeast Asia

1%
Australia

1%
South America

19%
Africa

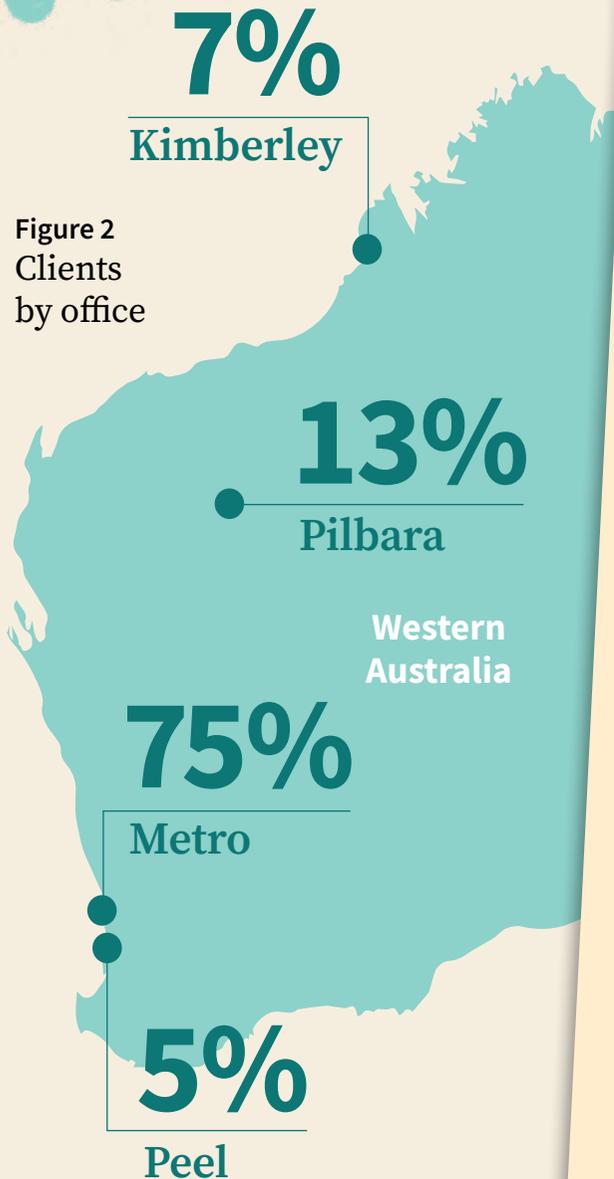


Figure 2
Clients
by office



Figure 3
The top 10 client languages for
which Kin engaged TIS interpreters

Translating and Interpreting
Services (TIS) was used on

425

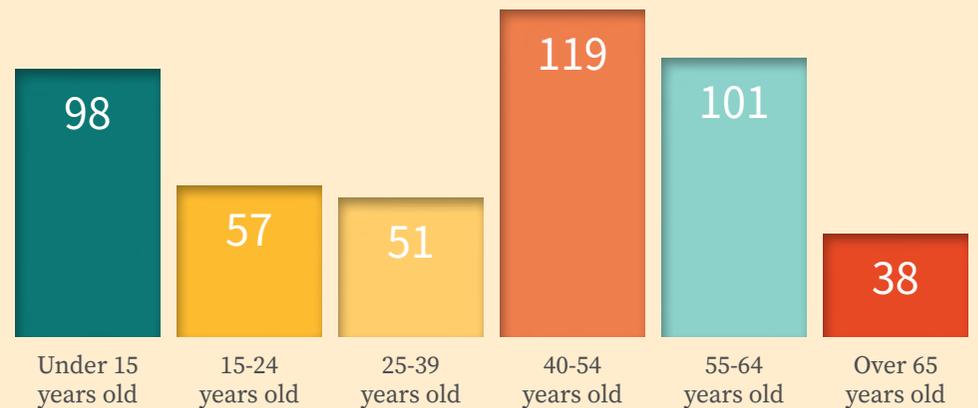
occasions to engage
interpreters that spoke

30

languages

Figure 4
Ages of
Kin clients
Average
age

38

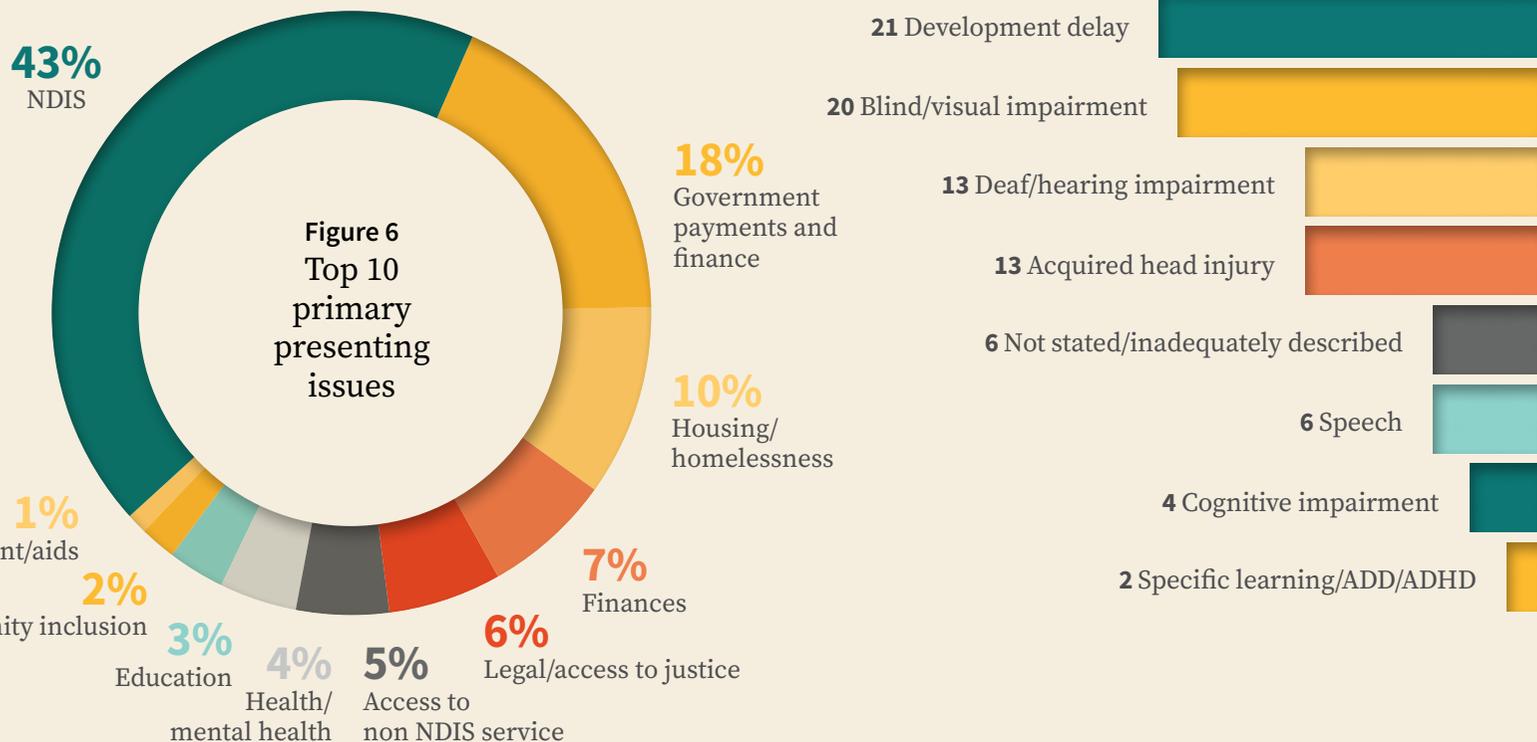
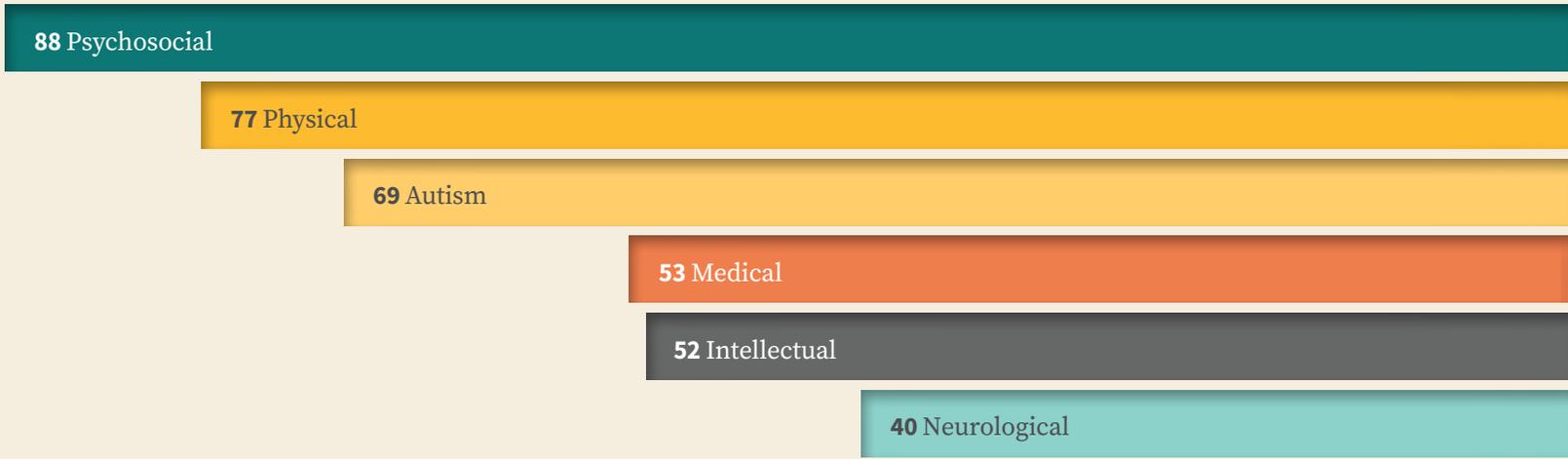


Issues

Figure 5
Primary disability of Kin clients

Total number of issues

761





How we work

Individual advocacy

Core funding from Office of Disability (WA) and Department of Social Services (DSS) provides capacity to work alongside service users to support them to advocate their issues. We create a culturally safe space from which they can challenge service barriers.

The advocacy team engage with clients and families in a format that best meets the needs of the service user. This may be through face-to-face meetings, telephone, email and/or video conference. All offices have an 1800 free call telephone number. Language interpreters are engaged daily as required.

The team comprise an advocacy services manager who provides guidance and supervision to the team as well as assisting clients to address complex issues. There are four regional advocacy officers and seven individual advocacy officers in the metropolitan area. This includes a NDIS appeals lead who works with the advocacy staff to assist clients to lodge internal reviews and external appeals.

The Decision Support Pilot Program forms part of Kin's individual advocacy service. Through this program, Kin assists adult clients who have limited decision-making capacity and have no other appropriate decision-making support from a family member, carer or another significant person. The focus of the program is to assist clients to initiate access requests and/or proceed through NDIS planning processes. This program is funded by DSS and has been extended until June 2023.



This year, we continued to provide support to clients with disability and their family/carers to make submissions to the Disability Royal Commission (DRC). Our clients have had the benefit of our ongoing collaboration with DRC funded services in WA, allowing participants to access both legal and counselling support where appropriate. As the deadline for submissions are approaching, we have had a renewed focus and commitment to information sharing and awareness raising activities.

We have developed a set of resources specifically outlining the role that Kin plays in the DRC process. They have been translated into the seven languages most prevalent amongst the Ethno-culturally and Linguistically Diverse (ELD) communities we serve and have been widely distributed

to relevant service provider offices, expos and to our client base directly. We have also been able to take on a DRC community liaison officer to promote the DRC to individuals and service providers in the Peel region.

Unfortunately, COVID-19 restrictions affected our ability to do outreach in the Kimberley region as frequently as we would have liked. However, we were able to collaborate with DRC stakeholders about issues directly affecting our regional clients. We anticipate that our efforts ensured a broad range of people had the opportunity to participate in the DRC process.

Since July 2019, there has been a significant increase in demand for individual disability advocacy services across the sector with most disability advocacy agencies, including Kin, experiencing high demand for services. Kin has maintained a waitlist since that time and has set clear and transparent guidelines on waitlist management and allocation of clients. Kin prioritises clients in the most vulnerable circumstances, for example newly arrived humanitarian entrants without any access to support, clients who are homeless or at risk of losing their accommodation, clients impacted by abuse or exploitation, and clients who are in hospital and have had a significant change to their circumstances.

Throughout the 2021–22 financial year and particularly the first six months of 2022, COVID-19 had a significant impact on service delivery. We experienced an increase in staff absences due to illness, mandatory isolation and or caring responsibilities and it resulted in some activities being rescheduled or cancelled.

During this time, we implemented measures to ensure service delivery could continue despite the complexities of the circumstances.

We developed a business continuity plan and formed a COVID-19 response team, which met regularly to ensure all staff with the agency were being supported during this very challenging time. We also ensured that our clients were supported and knew where to go to access resources when required and kept staff and clients updated of relevant information in at times rapidly changing circumstances.

Consistent with the last financial year, many of Kin's clients entered Australia under the Humanitarian Program. Many our clients did not have strong informal supports and had limited or no knowledge of the human service systems in Australia. We also saw an increasing number of families with multiple members of the same family with disability. This made it much more difficult for the family to navigate complex systems without advocacy support.

The highest referral sources continued to be public hospital social workers, State Child Development Services, allied health professionals (public and private) and community service agencies.

In the metropolitan and Peel regions our clients were from a broad range of cultural backgrounds with main source countries being Syria, Afghanistan, Iraq, Iran, Myanmar, Ethiopia, Eritrea, South Sudan, South Africa, Rwanda, Vietnam, China, and India. In the Kimberley and Pilbara regions, most of our clients were Aboriginal. On average, our advocacy staff accessed language interpreters eight times per week. In several instances advocacy officers requested deferment of meetings as service providers had failed to engage accredited language interpreters in the language understood by the clients.

In the metropolitan area, the top five presenting primary disabilities in this reporting period were autism, psychosocial, intellectual, physical and medical.

The largest increase of clients in this reporting period were under fifteen years of age (28%), followed closely by clients aged between 40–54 years of age (24%). Again, as in the 2020–21 financial year, most clients were recently arrived humanitarian entrants (arriving in family groups) with limited or no English language skills and had little or no 'evidence' of disability on entering Australia.

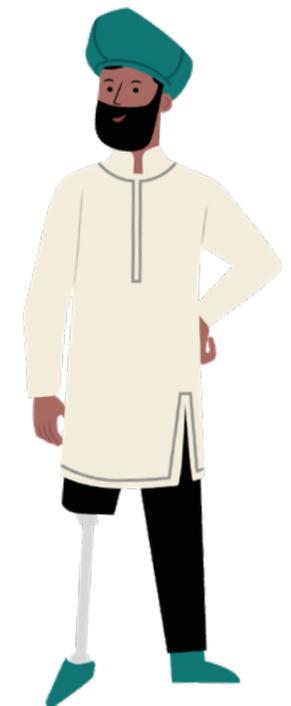
Forty-five percent (45%) of our clients came from Southeast Asia, twenty-six percent (26%) came from the Middle East, nineteen percent (19%) were from Africa, eight (8%) from Europe and one percent (1%) from South America. The top five presenting issues were NDIS (access/planning/internal reviews and NDIS appeals), government payments, housing, access to non-NDIS services, and education.

Our Peel region staff supported clients throughout the region over the last twelve months, including Waroona and Pinjarra. Staff were fortunate to be involved with various networks, such as the Inclusive Mandurah group (facilitated by the City of Mandurah), comprising agencies and community members living with a disability.

The Inclusive Mandurah group hosted several community events throughout the year. These events and activities provided great opportunities to engage with individuals, families and community service providers in the local area, which is of enormous benefit to clients who access Kin services.

This year fifty-six percent (56%) of clients in the Peel region were referred for support to resolve Centrelink issues (for example, denied access to Disability Support Pension), nineteen percent (19%) sought advocacy for NDIS related issues, followed by other issues such as support with mental health, community inclusion and finances.

“I really like the fact that I can help make a difference for clients and help them feel empowered. Giving support and helping them have a voice.”



Case study

Connie's story

Connie is an Aboriginal woman living in the Pilbara. She has three children with hearing impairment and a grandchild with medical issues. Connie has experienced domestic violence and the children are scared when they see men or other family members who are intoxicated.

There was a current Violence Restraining Order in place protecting Connie and all the children in her care, and at the time of referral, the family did not have adequate safe accommodation. Connie advised the Kin Advocacy Officer that school staff expressed concern about the possibility of the children "losing" their hearing aids and wanted her to leave the hearing aids at school, which resulted in limiting the children's capacity to participate in community events and complete homework tasks at home (as they could not hear effectively).

How we helped

Working collaboratively with the family and domestic violence service in the area, our Kin Advocacy Officer supported Connie to ensure the Department of Communities (Housing Authority) had the family on the priority housing list and were offered housing (appropriate to the children's needs) in a safe area.

Our Advocacy Officer attended multiple meetings with the school principal and other relevant staff to ensure that the children

had their hearing aids at home and in any other environment they needed them. Our Advocacy Officer pointed out to school staff that the hearing aids were vital to the children's development and engagement with friends and family and were required in all environments to maximise the children's participation. Our Advocacy Officer negotiated an agreement where the school will contact Connie to bring the hearing aids to the school on occasions when they have been forgotten.

Outcomes for Connie

Connie and her family are now housed in safe and stable housing. While on occasion Connie may forget to take the hearing aids for one of the children, the school is contacting her with a reminder. Kin also helped with referrals to community organisations for further support and to engage the family in free community activities and events.

Forty percent (40%) of our clients from the Peel region were from an ELD background and twelve percent (12%) were Aboriginal, the other forty-eight percent (48%) of our clients were from an English-speaking background. The top five presenting primary disabilities were physical (44%); psychosocial (32%); neurological (8%); autism, acquired brain injury, deaf/hearing impairment and medical (4% each).

As well as providing individual advocacy, the Kimberley team were busy over the last twelve months with visits to Derby, Fitzroy Crossing and some of the outlying communities, where restrictions permitted. They maintained strong links to community despite the added challenges and complexities that COVID-19 brought to working in regional and remote areas.

Participating in community activities, meetings and events is a significant and important part of the role of our Regional Advocacy Officers as we can offer information, engage with families and service providers from the region and listen to people's stories. This past year, our staff participated in several networking events and meetings with stakeholders, including meeting with the NDIS Commission, NDIA community engagement team and Office of the Public Advocate. Topics of discussion included elder abuse; those associated with NDIS, including appeals and NDIS Quality and Safeguards Commission; exploitation of vulnerable people; and how to address areas of concern.

In the Kimberley region, ninety-four percent (94%) of clients who accessed our service this year were Aboriginal. The age ranges of clients included those aged over 65 (30%), 55–64 years (17%), 40–54 years (25%), and 25–39 years (23%). The five top presenting issues the Regional Advocacy team addressed include financial insecurity, health and mental health, housing and homelessness, discrimination, and NDIS related matters.

In the East Pilbara, the Regional Advocacy Officer continued to support yarning groups to discuss issues of mutual interest and identify culturally appropriate strategies to address the issues. Topics included COVID-19, women's issues, disability, services and supports.

Staff also participated in community forums including NDIS community updates, NDIS Appeals DRC workshop and the Women's Legal Service. Ninety-eight percent (98%) of our clients from the East Pilbara region were Aboriginal. Similar to the Kimberley region, most clients were aged over 65 (30%); others were aged between 55–64 years (17%), 40–54 years (25%), and 25–39 years (23%). The top five presenting issues addressed by the Regional Advocacy team in the East Pilbara were financial insecurity, health and mental health, housing and homelessness, NDIS related matters and community inclusion.



Addressing systemic issues

“Kin is actively involved in recognizing systemic issues in our communities and advocating for innovative solutions.”

Kin seeks to influence and secure positive long-term changes in society for people with disability, including changes to the law and government policies and practices. Our aim is to remove barriers and address discriminatory practices to ensure the collective rights, interests and wellbeing of people with disabilities from diverse communities are attained, upheld and safeguarded.

Kin receives limited funding from the Department of Social Services to address systemic issues on an ongoing basis. We source other avenues of funding to supplement this work. Whenever possible, Kin responds directly to government inquiries and makes submissions on proposed legislative changes that directly impact on the communities we serve. We also provide input into submissions made by partner organisations.

Independent Support Person Pilot Program (Business case)

The Independent Support Person (ISP) project was funded by the Department of Communities – Office of Disability. Kin agreed to develop a business case for a pilot program to support individuals, in particular Aboriginal people, who have an intellectual or cognitive impairment and find themselves in police custody. The program advocates for the provision of an Independent Support Person to assist the individual through the various processes experienced while in custody. Having the appropriate people at the table contributes to shaping the best program. Agencies, comprising service providers and WA Police, were invited to exchange and put forward ideas about the best approach. Representatives from eighteen key government departments and non-government organisations formed a working group to design a service model. The business case was finalised at the end of June 2022 and submitted to government to consider funding a trial of the model.



In 2021–22, our key focus areas for engagement were:

- Employment opportunities for people with disability
- Purpose, intent and adequacy of the Disability Support Pension
- Proposed NDIS legislative changes
- National Disability Advocacy Framework
- NDIS internal review and external appeals processes
- Housing
- Aboriginal people with disability in justice system
- Addressing systemic racism.



Who can we help?

- Kin helps men, women and children with a disability or their carers, who come from another country or speak a different language.
- People can be referred by other agencies, or can self refer if they need our assistance.



“

We serve diverse communities, working alongside our clients to highlight systems barriers to promote and safeguard their right.”



“I think your organisation has done an excellent workshop. Congratulations!”

Individual and organisation capacity building

The Multicultural Ambassadors project funded by the Department of Social Services provided a public face for people with disability from specific ELD communities. The Ambassadors played a key information sharing and networking role within their own communities and particularly to individuals with disabilities. The Ambassadors promoted the advantages of having the right support and services in place to fully participate in society. They provided ideas and strategies on how to reach out to others safely for support and services, and co-designed a training calendar for participants and new recruits.

With guidance from a co-design group, the Ambassadors were provided with upskilling and training during 2021–22.

This built the Ambassador’s confidence and capacity to share information about disability with members of their communities. They shared stories and experiences in a culturally appropriate and inclusive manner via podcast, broadcast and online platforms. They also provided high quality, accessible, relevant, and easy to understand information about where to find support from community services resulted in improved knowledge and awareness and the empowerment of people with disability from ELD communities to make informed decisions and plan for the future.

From the same pool of funding Kin was able to engage consultants to build capacity within the organisation to function effectively and efficiently. We undertook an audit of our information technology/information management systems to identify issues of concern and are in the process of addressing the recommendations. This included ensuring our systems, in particular our Client Relationship Management, are robust and secure from cyber-attacks.

Kin has also commenced developing the next three-year strategic plan, which will be presented at the 2022 Annual General Meeting.

English language classes

Kin partnered with North Metropolitan TAFE to deliver a customised English language pilot program for adults from an ELD background with an intellectual disability and/or cognitive impairment. The classes were held at our Kin office in Osborne Park as it provides a culturally safe environment.

A total of twenty-four students registered and joined the classes. The students were from a wide range of cultural backgrounds, life experiences and varying levels of

learning needs. Two teachers were supported by three bilingual assistants and TAFE volunteers. English language was the conduit that brought this group into the classrooms, but it was connection, self-empowerment, and an incredible drive to make the most of this unique opportunity that kept class attendance at almost 100 percent. Since completion of the course, two students have been employed, three have started volunteer work, two passed their Learners test and are now learning to drive. One of the student's goals was to improve her English to pass the citizenship test, which she successfully achieved.

The graduation ceremony was held on 1 December 2021 and the Minister for Multicultural Interests Hon. Tony Buti presented certificates of achievement to the students. This initiative demonstrated an effective approach to delivering English learning to people with disability that can be generalised across TAFE. North Metropolitan TAFE have continued to run the classes in the first semester of 2022.



Harmony Day

To celebrate Harmony Week 2022, Kin hosted the Multicultural Arts during Harmony Week event. The event provided a platform for people with disabilities from different cultures to come together to share and learn from other's cultures through art, dance and music. Bollywood and Flamenco performances were followed by an introductory dancing class conducted by ELD dance professional. There was also an opportunity to participate in a visual arts class and create paintings under the assistance of an art professional of Somalian background followed by a culturally diverse lunch. This event brought together ELD people with lived experience of disability and provided an opportunity to learn about each other's cultures.

Interpreter training

Our Kin Disability Advocacy service was engaged by National Ethnic Disability Alliance (NEDA) to conduct two workshops in Western Australia to build the capacity of interpreters working with NDIS matters. Kin worked in collaboration with the Office of Multicultural Interests, NDIS, Mission Australia, Wanslea and Western Australian Institute for Translators and Interpreters to deliver the workshops. Thirty-nine interpreters participated, representing sixteen language groups. The feedback from participants was very positive and indicated that they gained knowledge about NDIS terminology and processes.

Represented on
32
consultative committees and advisory groups

Collaborated with
18
other agencies to highlight systemic issues

Delivered
30
submissions, reviews, consultations

Supporting self advocacy and peer support

Community activities have proved an effective way for Kin to raise awareness about disability, systems change, and the latest programs and supports that provide the opportunity for ELD people with disability to engage effectively in society.

This is achieved through peer support groups, social media (e.g. Facebook and LinkedIn), participating in interagency network meetings, and having a presence at community expos and events.

Digital accessibility

Although COVID-19 presented very challenging times for Kin, our digital platforms were accessible to clients and community members who rely on assistive technology to navigate the digital world. A multimedia accessibility consultant was contracted to rebuild Kin's website to make important information accessible to all, especially those who rely on digital information. Upgrading our website's accessibility enabled it to be read in the user's language of choice, even with the use of assistive technology. Our new Kin website won two Australian Access Awards in 2021.

My Time

Kin continued to facilitate a My Time peer support group at the Roseworth Child and Parent Centre in Girrawheen during school term. Ngala Community Services provided the necessary funding and training to sustain this group. Members of this group are mothers from a diverse

background who have school-aged children with disability and regular steps are taken to engage with ELD parents in the community. My Time is a confidential, non-judgemental space for participants to share their experiences of raising children with disability and support each other. It is also a time for self-care and a childminder is always present to care for any children they may bring along on the day.

Multicultural carers

The multicultural carers group continued to meet monthly at our Osborne Park office. The group is facilitated by Kin staff and an individual advocate is available if they have any questions they wish to discuss as a group, such as their caring role, or they need information tailored to their specific circumstances. Staff from WA Individualised Services (WaiS) presented to the group on numerous occasions during the year and covered various aspects of NDIS Plan management. Highlights of the year include Carers Week, Christmas lunch, participation in Kin's Harmony Week event and Mother's Day Picnic in King's Park.

COVID-19 information sessions

Kin posted regular information updates about COVID-19 and related matters on its social media platform. We invited the Department of Health to conduct an information session to staff and community members on COVID-19 and the importance of vaccination. We also coordinated a session for community members that was facilitated by the Department of Premier and Cabinet on how to download and use the Services WA App.



42
peer support sessions

8
ambassador training sessions

Case study

Linh's story

Linh is a Vietnamese quadruple amputee living with her sister. She was funded by the NDIS for a manual wheelchair but needed to upgrade to a powered version.

One of the Perth hospitals had provided the use of a power wheelchair on loan for over twelve months but had wanted it returned.

How we helped

Kin was approached to assist and support Linh in an appeal process at the Administrative Appeals Tribunal.

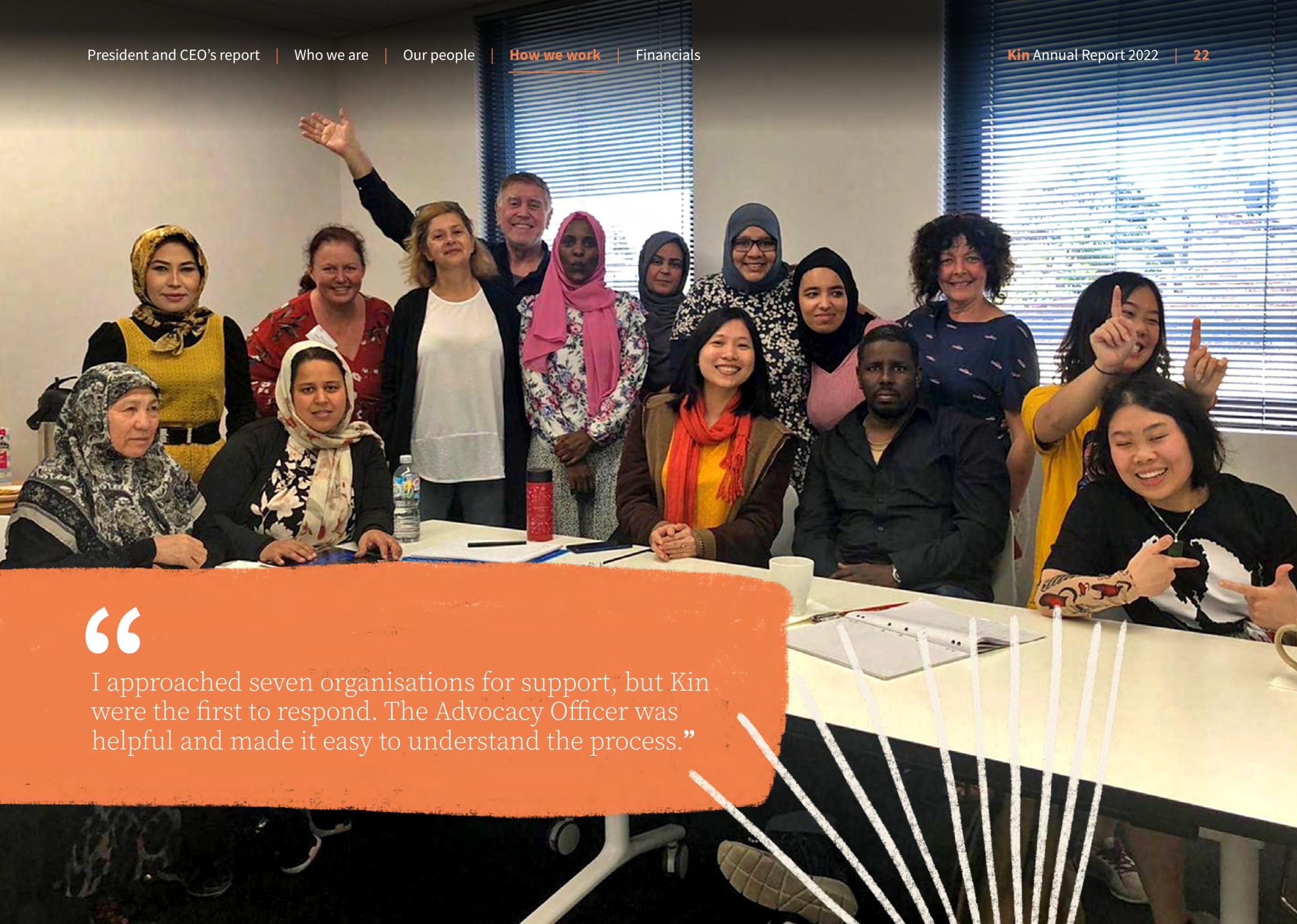
Originally the NDIA had said the request for a power wheelchair was a duplication of supports, given they had funded a manual chair. They wanted Linh to evidence the need for the wheelchair which meant she had to pay through her plan funds. She was asked to identify the benefits of the power wheelchair compared with a manual wheelchair, when

she would use it, and for what reason. That she spent around twelve to fourteen hours per day in a wheelchair seemed irrelevant to the NDIA.

Kin's Advocacy Officer assisted Linh in the long process to evidence the need for the wheelchair. However, once this was complete there were problems with the NDIA accepting a quote for the powered wheelchair. The Advocacy Officer continued to provide support to Linh throughout until she received a positive outcome.

Outcomes for Linh

After a three-month internal review process and seven months appealing her case in the Administrative Appeals Tribunal, Linh was granted funding for her much-needed power wheelchair.



“

I approached seven organisations for support, but Kin were the first to respond. The Advocacy Officer was helpful and made it easy to understand the process.”

Stakeholder and community engagement

Successful client outcomes rely on staff being up to date on systems and policy changes, innovative programs and services of benefit to our service users, sharing what we do and know with others, and forming strategic partnerships and alliances.

Kin continues to be a member of the WA Disability Coalition comprising disability advocacy agencies. We also have representation on the NEDA Board of Management and participate in a range of systemic and policy advisory groups at local, state and national government levels.

Due to COVID-19 restrictions placed on staff from various agencies attending external meetings, our Kin interagency meetings were placed on hold. These will recommence in the next financial year.

Kin continued to seek collaborative partnerships that benefit our members and service users. This year Kin partnered with WAI's to co-host an event at the Northbridge Piazza to celebrate International Day for People with Disability. It was an opportunity for WAI's to showcase the working lives of people with disability living across Western Australia, a project Kin was partner to. We also recently formed a partnership with HelpingMinds to work on a project commencing in July 2022 to support young people transitioning out of public mental health services.

Staff are encouraged to seek opportunities to engage with the broader community, including having stalls at community events, festivals and expos. Staff use this opportunity to promote the work Kin does, raise awareness of disability and invite people to participate in our peer support activities. Due to COVID-19 restrictions there were a limited number of community events held this year.

This year, staff contributed food items for Christmas hampers which were donated to Zonta House.



146
participants at
information and
support group
sessions

15
interagency
meetings
attended

6
expos/
community
events

Case study

Arun's story

Arun is a child from Afghanistan with speech and language delay.

He was initially assessed by the Child Development Service, who indicated he had a language and learning disability in both Arabic and English, which placed him at significant risk in the domains of communication, academic and mental health.

Further assessment of Arun was undertaken at Perth Children's Hospital where he was diagnosed with post-traumatic stress disorder. Both assessments indicated substantially reduced functional capacity across the areas of communication, learning, social interaction, community participation and activities of daily living.

Arun was referred to Kin for advocacy support after the family's NDIS application was declined as the reports provided did not indicate that all available and appropriate treatment options likely to improve the impacts of Arun's disability had been explored.

How we helped

Our Kin Advocacy Officer provided support to Arun and his family throughout the process.

Initially through the NDIS internal review, Kin helped gather new support letter from the treating medical team with updated information, as well as a letter from the school psychologist, which were submitted with the internal review request. However, the internal review was declined stating the NDIA were not satisfied that the permanency criteria were met regarding Arun's sensory impairments.

Kin applied to the Administrative Appeals Tribunal on behalf of Arun and his family. Our Advocacy Officer liaised with the Department of Health, the School Psychology Service and State Child Development Service to provide the requested information to the NDIA lawyers and Administrative Appeals Tribunal. Our Advocacy Officer arranged with the family's GP to request a healthcare plan for Arun and helped find a speech pathologist who was prepared to accept client under high priority.

Outcomes for Arun

After submitting further evidence and requested reports to the Administrative Appeals Tribunal, our Kin Advocacy Officer was informed the NDIA was now satisfied that Arun met the access criteria in s 21 of the *National Disability Insurance Scheme Act 2013*.

Arun's parents were supported by Kin throughout the process and Arun now has a NDIS plan that meets his needs.

Advisory and training services

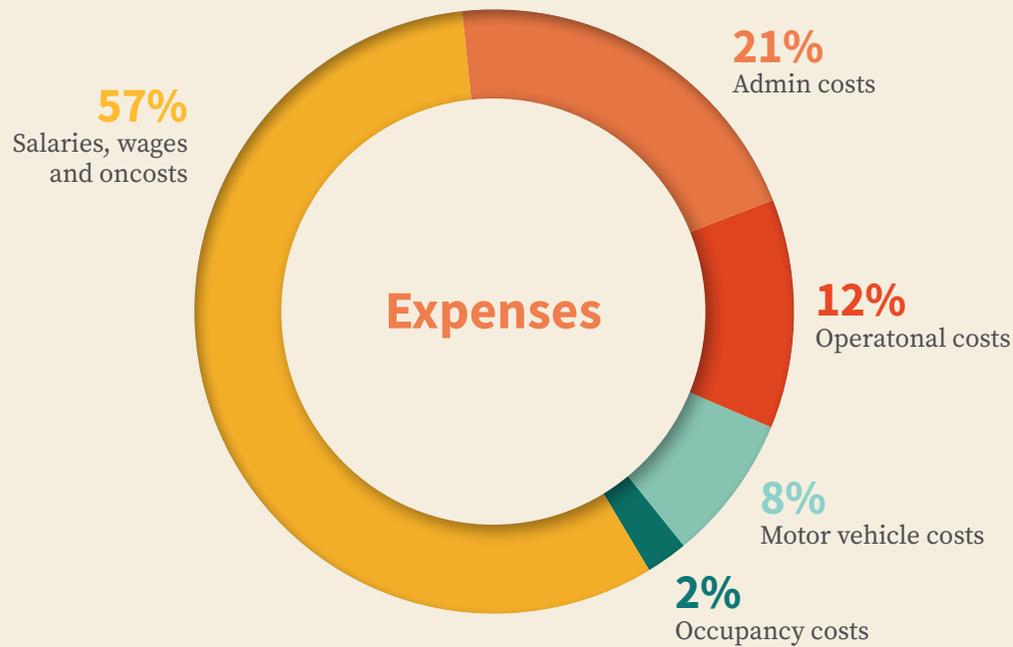
Kin continued to provide a fee for service intercultural consultancy service to the disability sector. Staff also conducted presentations at conferences, agency meetings and conferences.

Due to the work Kin has done for more than twenty-five years, we have an in-depth understanding of the culturally appropriate support and service needs of our clients and families. We also know the services and supports provided by the disability sector. We work with agencies to not only address service access barriers for clients and their families but also review policies and procedures that impact on staff capacity to deliver culturally responsive services. Kin deliver bespoke intercultural competency training for disability support agency staff, based on identified training needs. We use up to date deidentified demographic information and case studies from the work we do to highlight opportunities for service improvement.

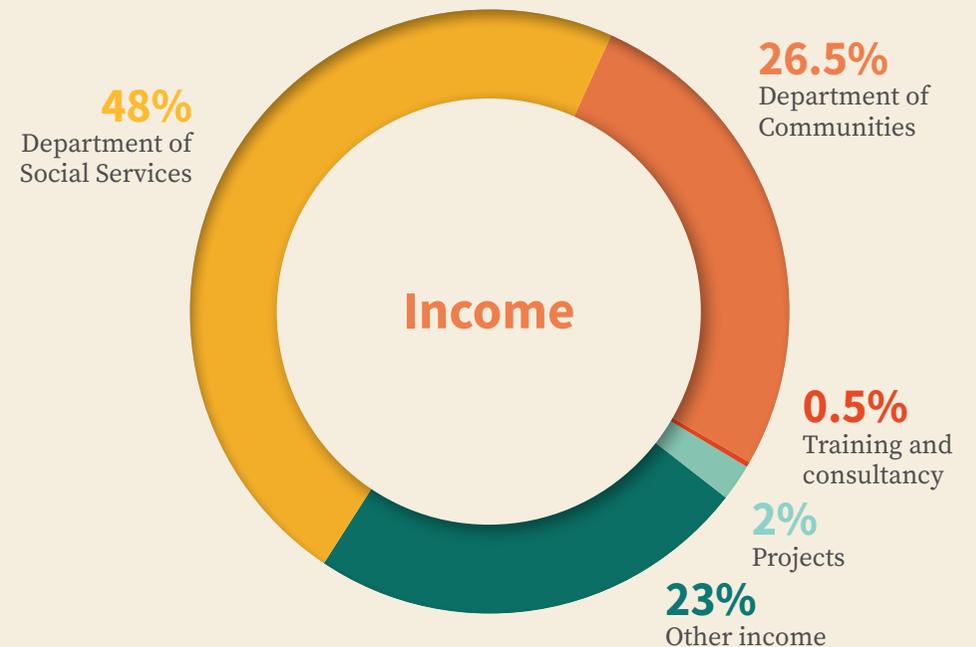


75
participants

5
intercultural
competency
workshops



Salaries, wages and oncosts	\$1,658,470
Admin costs	\$623,470
Operational costs	\$353,001
Motor vehicle costs	\$221,279
Occupancy costs	\$52,636
Total expenses	\$2,908,856

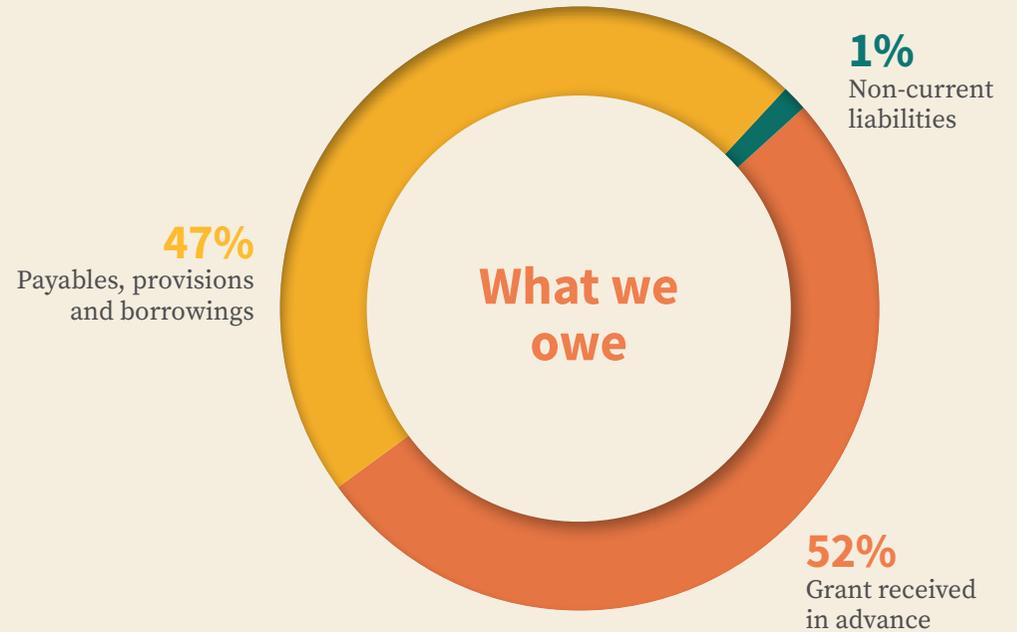
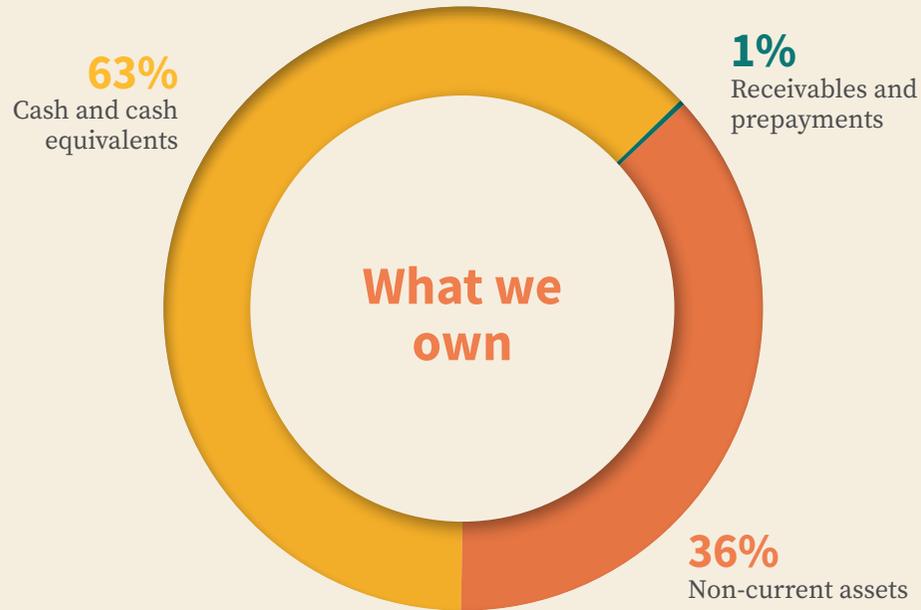


Department of Social Services	\$1,359,609
Department of Communities	\$748,182
Training and consultancy	\$9,013
Projects	\$54,418
Other income	\$663,040
Total income	\$2,834,262



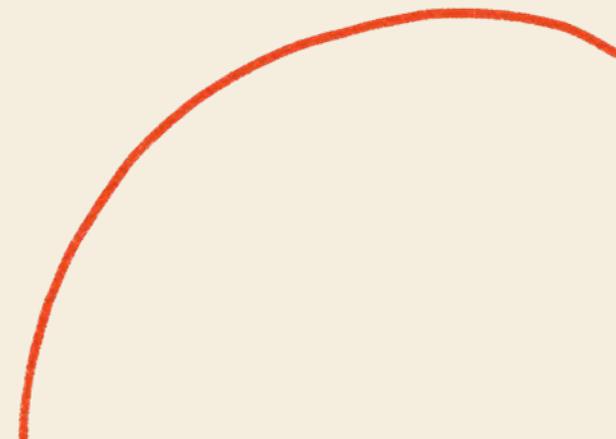
Financial stability





Receivables and prepayments	\$17,585
Non-current assets	\$1,496,008
Cash and cash equivalents	\$2,516,099
Total assets	\$4,029,692

Payables, provisions and borrowings	\$476,269
Non-current liabilities	\$14,270
Grant received in advance	\$522,371
Total debts	\$1,012,910





The year ahead

The year ahead

Kin has developed its new three-year strategic plan, which will be implemented in the coming year. The document is robust and provides a clear framework of how and what the agency will be working towards.

Kin has also secured funding for the next three years from both the Department of Communities and Department of Social Services. The service agreement outcomes align with the strategic plan and provides Kin with service stability to continue to deliver individual advocacy support to clients and their families from diverse communities. With additional funding from the WA Government to undertake systemic advocacy, Kin now has increased capacity to focus on systems barriers and gaps in service provision for the diverse communities in which we work.

“We will continue to seek out alliances and partnerships that align with our vision and ethos as a for-purpose organisation.”

This year, Kin signed a memorandum of understanding with HelpingMinds to undertake a project on pathways to transition ELD young people out of the public mental health system. We will also seek to grow our membership base across regional WA.

Acknowledgements

Sincerest thanks are extended to the following people and organisations that have helped us to achieve positive outcomes for 2021–22:

Volunteers

Aileen Whittaker (office support), Parwin Omar (child minding)

Multicultural ambassadors

Alia Abdi, Siyat Abdi, Etienne Ndambara, Miley Nguyen, Titus J Raphael, Shatha Asaf, Sara Rahimi

Cultural consultant

Sandra Dann

Consultants

Shobhana Chakrabarti, Joanne Kirker, illuminance solutions, Bremmar Consulting

IT support

IQPC

Major funders

Department of Communities – Office of Disability;
Department of Social Services

Special project funders

Ngala Family Services, National Ethnic Disability Alliance, Office of Multicultural Interests

Office accommodation

Lotterywest for providing funding towards the purchase and fit out of our new premises



Get involved

With your support, Kin can make an even greater difference to the lives of ELD people with disability, their families and carers. You can:

- Become a member of Kin
- Make a tax-deductible donation
- Leave a gift in your will
- Sponsor an event
- Become a corporate partner.

To find out more, contact Kin on (08) 9388 7455, freecall 1800 659 921 or email admin@kinadvocacy.org.au

Kin

Disability Advocacy
for Diverse Communities

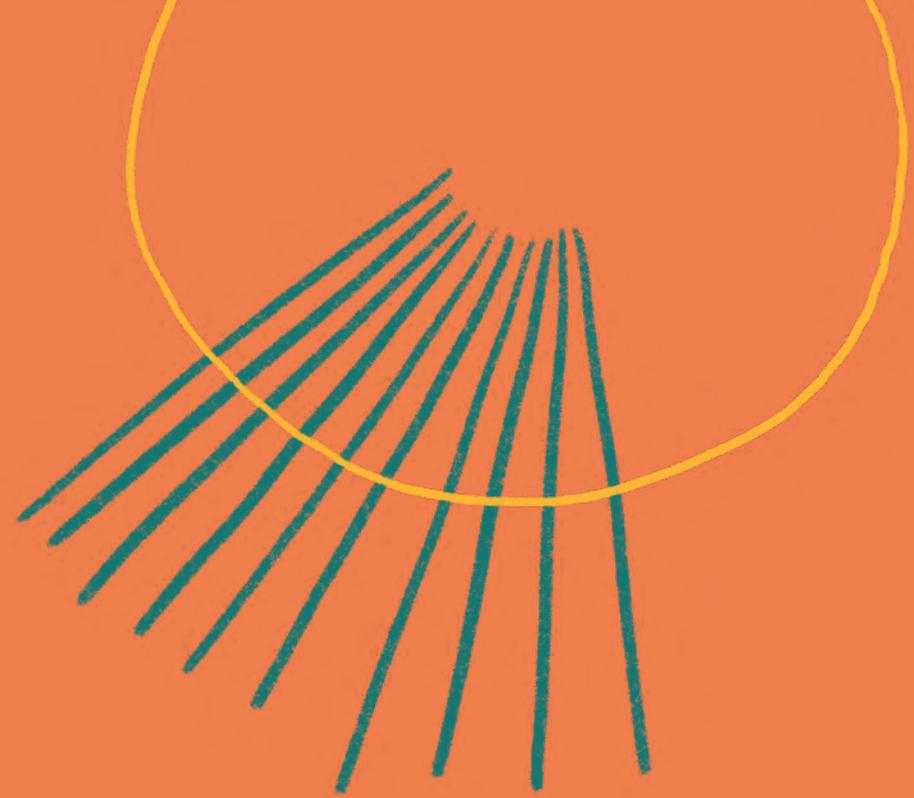
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Cockburn Central
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Wednesday
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Kimberley Disability Advocacy

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