



Contents



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.





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President and CEO's report

President and CEO's report



The past 12 months have been an exceptionally busy period for us all at Kin, with many of our clients with disabilities and their families facing challenging times.

The rising cost of living and housing affordability crisis is compounding the situation in some ethno-culturally and linguistically diverse (ELD) communities, which has led to a greater need for our services

Despite us employing additional staff this year, waitlists for our services remain high. We are also seeing an increasing number of self-referrals and referrals from other agencies. To increase our capacity, we are working closely with other disability service providers, particularly on complex disability cases.

We have been working with Commonwealth Government agencies and other key stakeholders on contemporary systemic advocacy issues and made strong representations to recent Senate public hearings. We have been involved in NDIS focus groups on ELD issues and appeared before the Royal Commission on Disability. We have also provided submissions to the Department of Social Services Early Years Strategy on challenges and barriers faced by ELD parents in gaining access to dedicated school funding programs for children with disabilities.

"While advocacy and inclusiveness are at the core of what we do, in this report you will read about our commitment to addressing systemic advocacy issues. "I take this opportunity to thank all staff, volunteers, corporates, supporters and fellow Board Members for their contributions and ongoing support over the past twelve months.

Our Multicultural Ambassador's program is growing from strength to strength. We currently have twelve

Ambassadors engaging with their own communities

Our President, Angelo Ciancosi has been an active Board Member since 2010 and reflected that:

"Whilst the challenges and

Early this year, extensive flooding in the Kimberley region caused significant damage to property and isolated many communities. This meant our Kimberley staff were unable to travel for several months and visits to Derby, Fitzroy Crossing and other locations were suspended. We commend our advocates and the local communities who showed great resilience during this very challenging time.

on disability issues. We will be expanding this

in the regions, where there is most need.

program in 2024 and recruiting more Ambassadors

Sadly, we had to close our Newman office in the Pilbara region when funding ceased on 30 June 2023. Despite extensive lobbying by Kin Board members, management and the local communities, we were unable to keep the service running. The closure has created a great deal of angst within the local Aboriginal communities, as they now only have access to a telephone disability support service.

"Whilst the challenges and caseloads are becoming more complex, I have full admiration for our Chief Executive Officer, advocates and staff at Kin.

They are determined and will continue to support our clients with disabilities by removing barriers and ensuring that their collective rights, interests and wellbeing are safeguarded and upheld."

President and CEO's report







Wendy Rose
Chief Executive Officer

Who we are



Kin Disability Advocacy is a lead agency in WA in promoting an inclusive community and protecting and defending the rights of people with disability from diverse communities, including those who identify as ethnoculturally and linguistically diverse (ELD) and Aboriginal.

Our agency

Advocacy remains at the core of our work and all programs, projects and partnerships directly align with Kin's vision, that "Australians who live with disability, cultural and language barriers know and exercise their rights which gives them the independence, control, and freedom to enjoy a fuller life, no matter who they are."

In our individual advocacy service, our staff work together with clients, families and their carers to address their concerns and achieve positive outcomes.

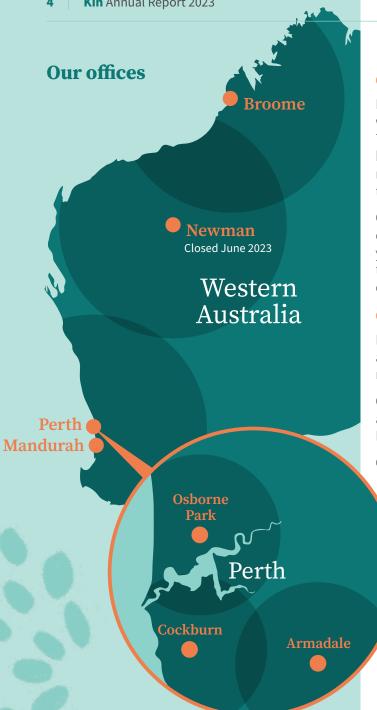
The challenges are many for people with disability. In addition to individual advocacy, we also address the ongoing systemic barriers faced by clients by working with government agencies, mainstream service providers/agencies, and others service providers.

Our footprint

Kin Advocacy is a statewide service that supports clients with disabilities, wherever they live in Western Australia.

Our staff engage and work with clients face-to-face (preferred), by telephone, email and video conference. Home visits are conducted where clients are without transport or experience difficulties with public transport and are unable to come into our offices. At all times, staff ensure that the method of communication is the one preferred by the client.

We are always looking for ways to improve access to our services and expanding to outreach locations throughout the metropolitan and regional areas. Of utmost priority is ensuring that new locations are suitable and provide a safe space for our clients.



Our metropolitan offices

Kin's main office is in a central business hub with other community services in Osborne Park. The office accommodates our metropolitan advocacy, business and management teams. It has several meeting rooms, easy access to public transport and the freeway, and disability parking bays.

Our weekly outreach service continues in Armadale, covering the south-eastern suburbs. Earlier this year, we commenced a new outreach in Cockburn to provide services to the growing southern coastal corridor.

Our regional offices

In recent years, Kin has firmly established itself as a statewide service, with a presence in regional and remote areas of WA.

Our Mandurah office employs one full-time regional advocate to service the needs of clients living in Peel and outer South West region.

Our **Broome** office has been operational since 2011 and covers the vast West Kimberley region. It is supported by full time and part time regional advocates who live locally and provide much-needed advocacy and culturally safe support to clients in this region.

Every year, the seasonal weather creates challenges and has a direct impact upon delivery of services. In January 2023, extensive flooding caused significant damage to properties. Local communities throughout the Kimberley region were isolated, which meant our staff were unable to travel and visits were suspended.

Our advocates and the local communities showed great resilience during this time, and visits resumed in September.

In the past twelve months, there has been an increase in the number of people seeking support from Kin and local community services, as families are being impacted by the rising cost of living and housing affordability crisis.

For more than seven years, our **Newman** office provided services to the East Pilbara and Western Desert communities. The office employed a local Aboriginal regional advocate, who had established good working relationships within these communities. Kin was well-regarded for its commitment to the regions and its work within Aboriginal communities and the disability sector.

Kin was notified in May 2022 by the Department of Communities that funding for the Newman service would cease in June 2023. Kin lobbied the Department of Communities, the Minster for Disabilities and representative members of Parliament, to no avail. Board members, the CEO and staff attended meetings in Newman to acknowledge the serious concerns expressed by the Elders that there would no longer be place-based advocacy support services in the region and to thank communities for their support.

The office was closed in June 2023, which was a very disappointing outcome. The decision has caused a great deal of angst within the local Aboriginal communities, as they continue to face uncertainty and now only have access to telephone disability support services.

Our people

Our Board

Kin is privileged to have board members from various ethno-culturally and linguistically diverse (ELD) backgrounds with professional qualifications, high levels of skills and expertise, and some with a lived experience of disability.

Our board members maintain their strong ongoing support of Kin and its governance, leadership and strategic direction. They are committed to working together with the CEO and staff to address the multiple disadvantages and challenges faced by people with disability from diverse communities.

Our staff

Kin staff numbers have increased in the past twelve months. We have nineteen staff, including the part-time staff in our advocacy and systemic advocacy teams and our newly established business team. We engage consultants from time to time for various short-term projects.

Most of our staff are from ELD backgrounds. They are highly skilled with tertiary qualifications and extensive knowledge in the disability, community and government sectors.

Many also have either a lived experience in disability, are carers of family members with disability or looking after ageing parents.

As Kin continues to grow, this year we created additional positions and a new business team to strengthen the agency's core responsibilities and provide greater support to the advocacy teams.

The business team deals in areas of monitoring compliance with our funding and service agreements, improving efficiencies in IT and communication systems, and Kin's broader compliance requirements under the National Standards for Disability Services.

Our members

Kin members and supporters work with us to ensure our work is authentic. They participate by attending consultations, Kin carers groups and providing feedback to our advocates. At times they are called upon to provide input into the design of new programs.

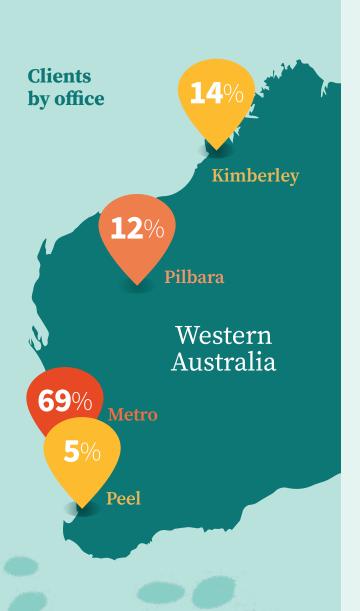


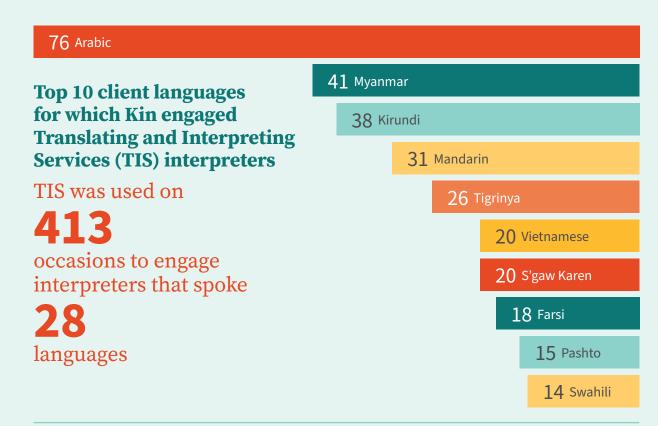
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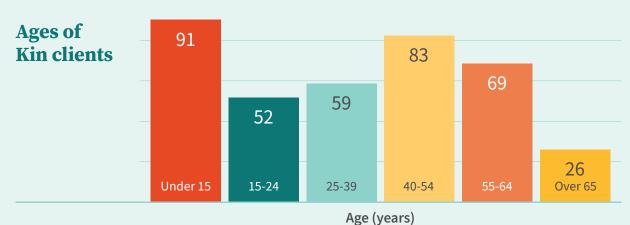
Advocacy by numbers



President and CEO's report Who we are Our people How we work Financials Kin Annual Report 2023







Kin Annual Report 2023 President and CEO's report Our people Who we are How we work **Financials**

Issues

75 Autism

Primary disability of Kin's clients

Total number of issues

625



53 Physical

45 Medical

42 Neurological







NDIS - Support implementing plan/

accessing services

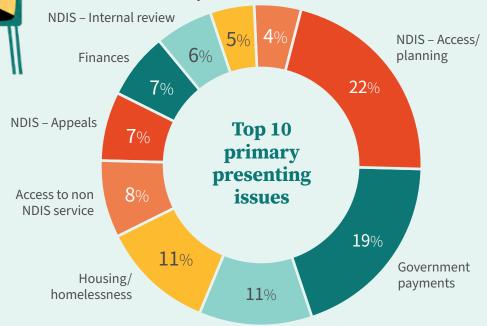


of total issues

NDIS issues

make up

of total issues



26 Intellectual

Not stated/inadequately described

14 Blind/visual impairment

16

12 Global developmental delay

Cognitive Impairment incl FASD

Acquired head injury

9

Deaf/hearing impairment

6

Developmental delay

Speech

Specific Learning/ADD/ADHD



Our people

How we work



Individual advocacy

Kin receives core funding from Department of Communities – Office of Disability and Department of Social Services (DSS). This allows us to work alongside clients, address their issues, provide support and work with other service providers in advocating on their behalf. We create a culturally safe space where barriers to services can be identified and challenged.

Our advocacy team

The advocacy team engage with clients and families in a manner that best meets their needs. This may be through face-to-face meetings, telephone, email and online meetings. All offices have an 1800 free-call telephone number and accredited language interpreters are booked on a regular basis.

In 2022–23, the advocacy team comprised of an advocacy services manager, four regional advocates and up to ten individual advocates. We also had a NDIS appeals lead who worked with advocacy staff to assist clients lodge internal reviews and external appeals on issues related to the NDIS. A new intake officer/information advocacy officer position was created in early 2023 to help the team prioritise and assist clients.

The Disability Royal Commission announced in April 2019 recently concluded with 222 recommendations, following extensive consultations throughout Australia. Disability Royal Commission advocacy support ended in June 2023. One of Kin's clients provided a compelling story to the Royal Commission at a public hearing in Melbourne. Our advocacy services manager was also asked to participate on a panel at the same hearing. We worked together with the Disability Royal Commission ELD engagement team to facilitate focus groups in our Perth and Mandurah offices. These groups broadly examined issues affecting people living with disability, their family and carers and made recommendations for improvements. Kin's role will now be to monitor the recommendations of the Royal Commission report.

The Decision Support Pilot project came to an end in June 2023. This program assisted clients who have limited decision-making capacity and little or no other appropriate decision-making supports from family members or carers. The focus of this program was to assist clients initiate access requests and if successful, proceed through the NDIS planning processes.



Our clients

Consistent with the last financial year, many of Kin's clients entered Australia under the Humanitarian Program with limited or no English language skills and had little or no 'evidence' of disability upon entering Australia. These target groups do not have strong informal supports and have limited or no knowledge of the human service systems in Australia.

We are seeing an increasing number of families with multiple members of the same family with a disability. Without the appropriate advocacy support, it is much more difficult for the family to navigate complex systems.

We are also receiving more referrals for families with between two to six members of the family with a disability. This means we have an increasing number of cases where two advocates are allocated to work with the same family.

There has been an increase in referrals from parents with disability who are raising children with disability, family members caring for multiple members of a household with disability, and some who are also supporting ageing family members.

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

More about our clients

The top five presenting primary disabilities in this reporting period were: autism (20%), psychosocial (16%), physical (14%), medical (12%) and neurological (11%).

Other primary disabilities include intellectual, blind/visual impairment, global developmental delay, cognitive impairment (including FASD), acquired head injury, speech and language, and specific learning (including ADD and ADHD).

The largest percentage of clients in this reporting period were under 15 years of age (24%), then clients between 40–54 years of age closely followed (22%). In descending order other age groupings were 55–64 years (18%), 25–39 years (15%), 15–24 years (13%) and over 65 years (6%).

Aboriginal clients represented almost twenty-five percent (25%) of all Kin's clients this past year. In the Kimberley and Pilbara regions, over ninety percent (90%) of our clients were Aboriginal.

In the metropolitan area, our clients were from a broad range of cultural backgrounds with main source countries being Syria, Afghanistan, Iraq, Myanmar, Eritrea, South Sudan, Burundi, Somalia, South Africa, Rwanda, Vietnam, China, and India. Other clients include clients from Ukraine, Turkey, Venezuela, Colombia, Chile, Trinidad, Malaysia, Cambodia, Jordan and Palestine.

The top five presenting issues were NDIS-related issues, including access and planning, internal reviews, support, and implementing plans and NDIS appeals together. This represented thirty-nine percent (39%) of all issues.

Other issues included government payments (17%), housing (10%), access to non-NDIS services (7%) and issues related to finances (6%).

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Case Study

Marika's story

Marika is originally from a Nordic country and living in WA with severe disabilities. She was referred to Kin for support to apply for a Disability Support Pension and a part pension from the Danish Government.

Marika was in her early sixties when she was diagnosed with several medical conditions, including left side foraminal stenosis, congenital stenosis and lumbar spine degeneration. She had also undergone hip replacement surgery a few years earlier.

Marika's physical condition was affected by limited mobility, weakness and numbness in her hands and feet. She faced difficulties daily, and some days she could not even get out of bed.

Because of her deteriorating health, Marika made an application for a Disability Support Pension, which was initially declined. Subsequently, she sought assistance from Kin following a referral from her job provider.

The rejection letter noted that her application had been denied due to Marika not accumulating the 20 points on the Disability Impairment Tables that is required for eligibility.

Kin's help and support

With our support, Marika gathered additional medical evidence from her specialist. Marika also obtained copies of her Employment Services Assessment Tool and Job Capacity Assessment. These documents resulted in her application for the Disability Support Pension being approved.

Marika held dual citizenship, and Kin was in the process of assisting her to apply for a part pension from her country of origin when she unexpectedly passed away due to an unrelated illness.



"Kin seeks to influence and realise positive long-term changes in systemic advocacy to improve the lives of people with disabilities from diverse communities.



Addressing systemic issues

Kin seeks to improve legislation, government policies and practices at both the Commonwealth and State Government levels. Our aim is to remove barriers and lobby to address any discriminatory practices, and to ensure the collective rights, interests and wellbeing of our clients with disabilities are safeguarded and upheld.

In 2022–23, our focus on addressing systemic advocacy included the preparation of nine briefings, position papers and submissions. Kin staff also participated in sixteen key strategic and consultative forums.

Kin appeared before the Disability Royal Commission, and in the last six months of 2022 we supported clients with disability, their families and carers to make submissions prior to the December 2022 deadline.

Our advocacy manager was invited as an expert witness to Public Hearing 30 on Guardianship, Substituted and Supported Decision Making.

Information, Linkages and Capacity Project

Additional funding from the Department of Social Services enabled Kin to upgrade its organisation systems. This included migrating all documents to an improved cybersecure platform.

Recent changes to Work Health Safety legislation in WA has required us to review our work health and safety policies and update existing policies and procedures.

This year we rolled out a new health and safety system, Safety Champion. This enables us to better manage our legal health and safety obligations, including updating staff on their rights and responsibilities in the workplace and updating policies and procedures.

A new customer relationship management database (CRM) will be launched in the new year. Considerable work has been undertaken to date to ensure Kin meets all the requirements under the Privacy Act on how client data is solicited, stored and used.

Mental Health Project

This collaborative initiative addresses specific gaps in the public mental health system impacting on ELD youth experiencing mental health issues.

The project will ensure that a young person has a team of supports (formal and informal) to assist them through their mental health journey. It will develop a best practice model for service providers on how to engage more effectively with ELD families and carers in supporting the young people experiencing mental





Case Study

Semira's story

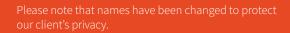
Semira is young woman from the Horn of Africa who was newly arrived in WA and had no family support. Semira is legally blind and needed to secure long-term stable accommodation. Kin and other agencies worked together liaising with the Department of Communities (Housing).

Semira is a 32 year-old single woman from the Horn of Africa. She arrived in Australia alone three years earlier as a refugee under the UN humanitarian program, with no family or friends

Semira is legally blind. While she has a NDIS plan in place, was struggling to learn about life in Australia, learn the English language, understand what support services are available to her, connect with communities and know where to go for help.

President and CEO's report

The Red Cross humanitarian program organised temporary shared accommodation for her with a family from the same cultural background.





We assisted Semira to lodge an application for public housing through the Department of Communities (Housing). She was placed on the priority waitlist, but there was a minimum two-year waiting period. We also helped Semira with access to the Taxi User Subsidy Scheme and a Companion Card.

After several months, there were tensions at her shared accommodation and Semira was asked to leave. Kin and other agencies supported mediation between the parties and it was agreed that Semira would continue to stay until she could find more suitable accommodation.

Several community and disability support services worked closely to find Semira longterm housing as she was considered at risk of homelessness.

We provided regular updates to the Department of Communities and consistently followed up on the status of her priority listing. Semira's situation was rapidly deteriorating, and the matter was escalated. Semira was offered a ground floor unit in public housing and minor modification were made before she moved in.



How we work

Supporting self advocacy and peer support



Multicultural Ambassador program

The Multicultural Ambassador program was established in 2021–22. Our twelve Ambassadors (11 members from the metropolitan area and one regional representative) play a pivotal role in connecting and engaging with their migrant and refugee communities. They discuss disability issues, dispel myths and taboos about disabilities, and provide information on what supports and services are available to people with disabilities, including Kin services.

This year we launched the Disability Sunflower Stories podcast where our Ambassadors can share their stories with disability. To date, Kin has published fifteen episodes.

We remain indebted to our Ambassadors for continuing in these roles and look forward to expanding this program further in 2024.



MyTime

For several years Kin has facilitated a MyTime peer support group at the Roseworth Child and Parent Centre in the northern suburb of Girrawheen. This program is supported by Ngala Community Services, who provide the necessary funding and training to support this group.

The MyTime core group has seven long-term members, namely mothers from diverse backgrounds, who have children with disabilities. It allows members to speak in a culturally safe space to share their concerns and experiences of parenting and raising children with disabilities. The mothers are very supportive of each other and provide incredible non-judgmental support. The sessions allow time for self-care and a helper is always present to care for any children.

MyTime is a valuable program and we anticipate funding will continue until 2024. We thank Ngala Community Services for their ongoing support.



Kin Annual Report 2023

Multicultural Carers Group

Kin continues to support the Multicultural Carers Group, which meets monthly at our main office in Osborne Park.

This group is facilitated by the Kin Advocacy Services Manager. Individual advocates are available if anyone requires information, support services or advocacy support for themselves or family member with disability. Feedback is always very positive as carers enjoy having a break, sharing their experiences and supporting each other.

Highlights of the year include the river cruise and lunch for Carers Week, morning tea at King's Park for Mother's Day and a Christmas lunch. Earlier in the year, members were also invited to attend a free dress rehearsal of the WA Ballet.

We thank Carer's WA for their ongoing support during Carer's Week

Kin is a longstanding member of the WA Disability Coalition, which has a broad range of representation from disability advocacy agencies. Quarterly meetings provide valuable information sharing about what is happening in the disability sector and discuss systemic advocacy issues common to the sector. When necessary, a delegation meets with Minister of Disability to highlight issues of concern.

At a national level, Kin is an active member of the peak body, National Ethnic Disability Advocacy (NEDA).

Each year Kin staff contribute food items for Christmas hampers which are distributed to a charitable organisation.

"Staff are encouraged to participate in conferences, meetings, forums and consultations to network and promote Kin to other service providers and raise awareness of its work in the disability space.

This includes having stalls at community events, festivals and expos.





Jenson's story



Kin is regularly approached by families that require support and advocacy to navigate the complex systems of NDIS, State Administrative Tribunal and Office of the Public Advocate about the appointment of a Guardian and Administrator.

Jenson is a young man and who lives with his mother and his siblings in a remote area of the North West. Jenson receives a Disability Support Pension and his mother is his primary carer. Jenson's mother assists him with daily living tasks, including finances and expenses.

Without his mother's knowledge or consent, Jenson was taken to a medical appointment by his support worker and did not arrive home at the expected time.

A few weeks later Jenson's mother received a notice in the mail about a pending State Administrative Tribunal (SAT) hearing but had no awareness or understanding of the guardianship and administration processes. The SAT hearing resulted in the appointment of the Office of the Public Advocate (OPA) as Jenson's guardian, and Public Trustee appointed as his administrator.

Jenson's mother found it difficult to deal with Jenson's trust manager and guardian on her own, and was referred to Kin and another culturally responsive community service.

The guardian and trust manager were Perth-based and lacked understanding of how families live in remote areas of the North West, such as the environment and cultural differences, the challenges of living in remote areas, the cost of food, and living expenses being much higher.

The Public Trustee had mistakenly "overlooked" arranging a regular contribution to be paid to Jenson's mother for his living expenses and portion of the rent. This caused financial hardship for the family and placed them at risk of homelessness, due to the rental arrears.

Kin's help and support

Kin arranged a referral to the Aboriginal Legal Service for the SAT orders to be reviewed and liaised with the Department of Communities (Housing) to advise them of what happened so the family's housing situation was secure.

Kin wrote to the Trust Manager to request a contribution for shared living costs and supported Jenson's mother to develop a weekly budget plan for Jenson's expenses.

Even though there were delays in getting a response from the Public Trustee, the matter was escalated. Jenson's mother now receives a regular fortnightly contribution for Jenson's expenses from the Public Trustee and received a payment backdated to the date of the SAT order.

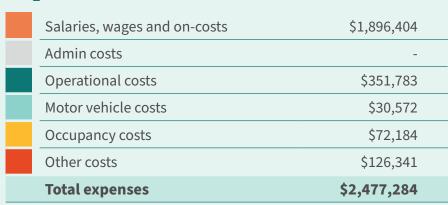
Jenson and his mother were happy with the support of Kin and other services and the positive outcomes.

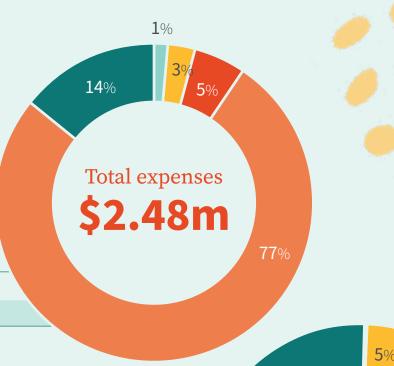
Please note that names have been changed to protect our client's privacy.

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Financial stability

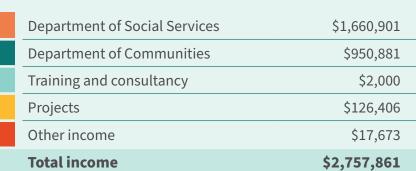
Expenses

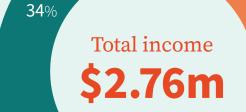








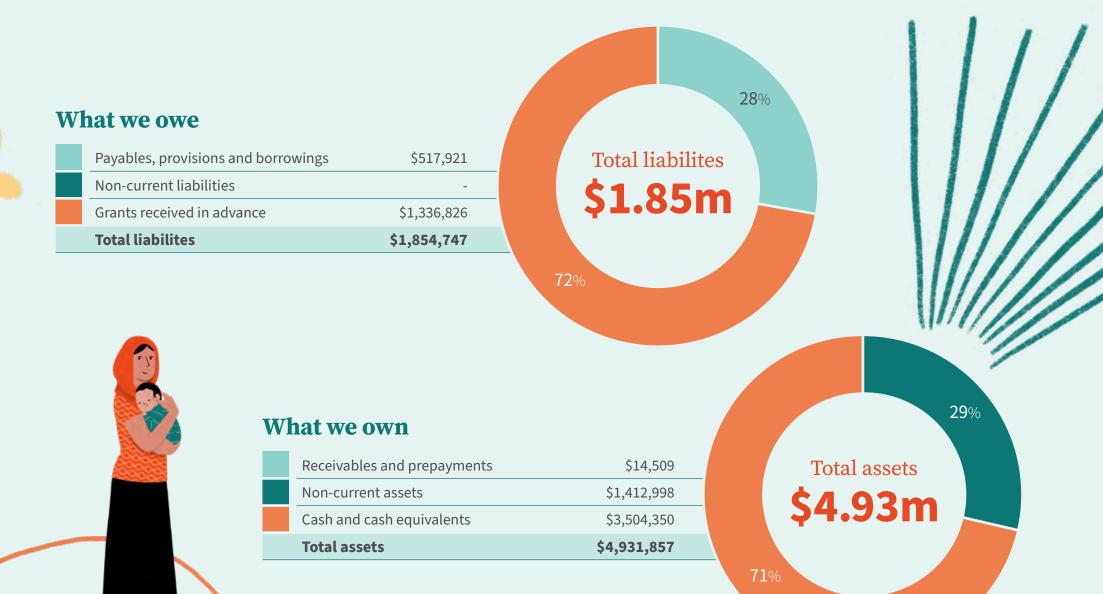




1%

60%

19



The year ahead



The year ahead will continue to be a challenge for our many clients and people with disabilities from diverse communities.

The rising cost of living and housing affordability issues will likely impact even more on our clients, particularly those in regional and remote WA. We remain committed to working with NDIS and NDIA to ensure that the needs of our clients are addressed.

President and CEO's report

With the recent announcement of the 222 recommendations from the Royal Commission into Violence Abuse Neglect and Exploitation of People with Disability, Kin will work with our peak funding bodies and the disability sector to thoroughly review the recommendations and work with NDIS, NDIA and the sector to ensure that some of these recommendations are implemented.

WA Individualised Services (WAiS) has novated two significant projects to Kin. The first is to develop Communities of Practice Hubs in the Kimberley and the Goldfields. This will provide professional development, mentoring and coaching for disability

support workers in the regions. The second is to continue to provide information on obligations to the Quality and Safeguards Commission and mentoring and coaching to self-managing participants in the NDIS. Kin acknowledges the generosity of WAiS in sharing the valuable resources they have developed for these projects.

We have seen great benefits of being settled in our permanent home in Osborne Park and are seeking to expand our services statewide when opportunities present. Our Ambassadors program has been very successful and we look forward to expanding this into the regions.

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

Acknowledgements

Our sincere thanks to the following people and organisations who have helped us to achieve positive outcomes in 2022–23.

Major funders

• Department of Social Services (Commonwealth)

• Department of Communities (Office of Disability)

• Office of Multicultural Interests

National peak bodies and supporters

National Ethnic Disability Alliance

Consultants

Joanne Kirker, Jon Moore, Bremmar Consulting, IT Support – IQPC, Cultural Consultant – Sandra Dann, Altius Group, Salesforce and Pracedo

Special project funders

- Ngala My Time Project
- Office of Multicultural Interests Strategic Project Funding

Multicultural Ambassadors

Dani Innes, Saima Khan, Aliaa Zayadi, Antoine Yassini, Arman Vakili, Sew Choo Loh, Etienne Ndambara, Titus J Raphael, Brian Zaw Lin, Hossein Nazhad Amrei, Sara Rahimi, Han Le

Special Mention

- Leanne Pearman and Su Hsien Lee WA Individualised Services (WAiS)
- WA Ballet & His Majesty's Theatre, Perth

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, please contact Kin on: (08) 9388 7455, free call 1800 659 921 or email: admin@ kinadvocacy.org.au





Disability Advocacy for Diverse Communities

132 Main Street Osborne Park WA 6017

Phone: 08 9388 7455 Freecall: 1800 659 921

Email: admin@kinadvocacy.org.au

Main Office

Perth Office

132 Main Street Osborne Park WA 6017

Outreach Offices

Armadale Office

Headspace Armadale 40 Fourth Road Armadale WA 6112

Wednesday 9:00am-5:00pm

Cockburn Office

Green Space Collective 94/10 Sleeper Lane Cockburn Central WA 6164

Wednesday 8:00am-3:00pm

Regional Offices

Kimberley Disability Advocacy

Broome Lotteries House Office 8, Lot 642 Cable Beach Road Broome WA 6725

Freecall: 1800 316 929

Email: kda@kinadvocacy.org.au

Peel Office

Mandurah Lotteries House Suite 4, 7 Anzac Place Mandurah WA 6210

Freecall: 1800 659 921 Tuesday to Friday

kinadvocacy.org.au