



Explorability Inc

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# Annual Report 2021-2022

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# Acknowledgement of Country

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Explorability Inc acknowledges the Traditional Custodians of this land and waters. We pay our respects to Aboriginal and Torres Strait Islander Elders, past, present and future, and acknowledge the diversity and strength of Aboriginal and Torres Strait Islander people and communities.

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# Our Vision, Purpose and Values

Explorability's vision, purpose and values are as follows:

## OUR VISION

An inclusive community where all people have the opportunity to flourish

## OUR PURPOSE

Empowering people with disability to uphold their rights and live the life they choose

## OUR VALUES

### Excellence

We strive to be leaders in best practice

We deliver a high-quality service

We are committed to continuous improvement and staff development

### Innovation

We seek creative solutions

We are adaptable

We challenge perceptions and encourage change

### Accountability

We own our actions

We value and respond to feedback

We are open and transparent

### Collaboration

We partner with individuals and their supports

We build strong networks

We communicate effectively and work as a team

### Empowerment

We uphold human rights

We value diversity, uniqueness and lived experience

We encourage independence

# Explorability's Objectives

## The objectives of Explorability are:

→ To ensure that people with disability:

- are encouraged to maximise an independent lifestyle so as to contribute to and be included in the mainstream community; and
- have choice and control in the pursuit of their goals and the planning and delivery of their supports,

by having access to:

- the provision of sustainable, appropriate and flexible services and supports that meet the individual needs of people with a disability and their family and carers; and
- the individualised services, supports and resources they need to optimise their health and well-being and participation in a welcoming community through, but not limited to, community engagement and participation, daily living, family support, systemic and individual advocacy and service planning and coordination;

→ To influence the strategic direction of governments and decision makers through an evidence base including formal research, information, policy development and advocacy

→ To strengthen the capacity of all people living with disability and their families and/or carers in metropolitan, regional and remote communities to have a voice and to exercise choice

→ To build partnerships in the community, business and government sectors.

# Chairperson's Report

**Firstly**, I would like to congratulate all employees, volunteers, and the Board, including those who have departed during the year, for all the fantastic effort and positive contribution to supporting people with disability.

As a key disability advocacy organisation in WA, we are proud of the work that has been undertaken to improve the disability sector, and other sectors, delivering positive outcomes to people with disability.

**The Team** have done a tremendous job under the leadership of our CEO, Joanne Ende, and none of this could be achieved without the dedicated team of employees that contribute to the success of the organisation.

During the year, Explorability supported 900 individuals with 1513 advocacy goals. Our revenue has grown by 8% since last financial year to \$1,640k, and we successfully re-tendered for a further three-years of recurrent individual advocacy funding, via a highly competitive open process, under the new WA State Disability Advocacy Program.

In 2021-2022, a reduction in Explorability's non-recurrent individual advocacy grant funding was also confirmed, aligning with the consolidation of state disability advocacy funding and the inclusion of systemic advocacy into the State Disability Advocacy Program.

This year, **the Board** continued to focus on the strategic priorities that were established in 2021, including:

- o strengthening partnerships
- o enriching lives through quality services
- o being a provider of choice
- o creating financial sustainability

Explorability has established and maintained many **partnerships** and relationships, and we continue to value our relationship with the Department of Communities, other disability sector organisations, community services, and agencies in other sectors.

Our **service quality** continues to shine with positive outcomes achieved in 91.5% of all advocacy goals finalised, further strengthening our position as a **provider of choice** for people with disability, and their families and carers.

Recent diversification of income streams, with the commencement of Support Coordination, aims to enhance our **financial sustainability** and support our core business of disability advocacy.

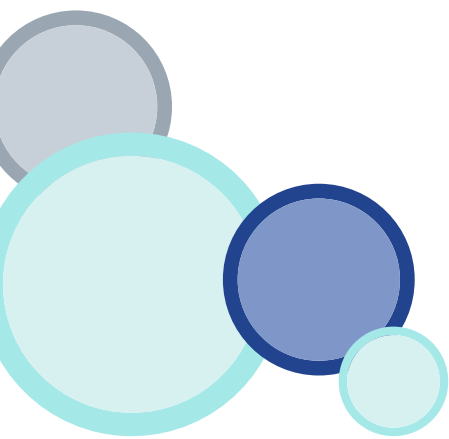
Retained earnings of \$154k, as at the end of the 2021-2022 financial year, will be utilised to further strengthen the organisation and invest in areas that benefit people with disability, and their families and carers, such as systemic advocacy.

**Lastly**, as Explorability continues to adapt and work towards a community where all people have the opportunity to flourish, we move forward knowing that we are making a positive difference to people with disability, and their families and carers, the sector, and the broader community.



**Deane Criddle**

Chairperson, Board of Directors





# Chief Executive Officer's Report

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During 2021 – 2022, the landscape in which Explorability operates continued to evolve. A change in federal government occurred, longer-term impacts of COVID-19 became more apparent, and truly heartbreaking experiences of violence, abuse and neglect experienced by people with disability - many of whom did not have access to an Advocate - were heard via the Disability Royal Commission. Difficulties with the National Disability Insurance Scheme continued, gaining additional media attention, and improvement to the Partners In the Community or PITC program (commonly referred to as LAC) was announced.

Meanwhile, state funding for disability advocacy was reviewed. Systemic advocacy, alongside individual advocacy, has now been included in the new WA State Disability Advocacy Program, which commenced on the 1 July 2022. Several non-recurrent, grant funded, advocacy projects also concluded. Overall, the number of Individual Advocates supporting people with disability in WA has reduced, whilst demand for advocacy continues to rise.

Some of these situations, together with the many advocacy issues experienced by people with disability, and their families and carers, have driven Explorability to become more active in the systemic advocacy space. A key component of our systemic activities has been to emphasise the necessity of robust consultation with people with disability, and their families and carers. Explorability has also been encouraging increased collaboration across sectors and between governments, and an enhanced focus on vulnerable and isolated people, suitable housing options, improvements to the justice system, and legislative and policy change that supports equity of outcomes. The needs of 360,000 people with disability in WA who are not able to access NDIS supports, and much needed improvement to the NDIS, are also key areas of importance to the people we support.

To ensure the voices of all people with disability are heard, a strong disability advocacy sector is required. A sector where people who need an Advocate can access one, and organisations have capacity to undertake collaborative systemic advocacy activities, together with people and families, the community, and each other, to achieve long-term change across a wide range of key issues.

Whilst the news of a further three years of recurrent individual advocacy funding under the new State Advocacy Program was very welcome, confirmation that our Outreach Advocacy Programs and Waitlist Management Project couldn't be further extended was disheartening for staff, people with disability, and our partner organisations alike.



An outreach approach has since been incorporated into Explorability's Individual Advocacy Service to ensure we continue to reach and provide advocacy support to very vulnerable and isolated people with disability, minimising the risk of harm.

In June 2022, our fledgling Support Coordination Service commenced following quality audit approval. Support Coordination aligns well with Explorability's commitment to ensuring people with disability have choice and control, and access to appropriate services and supports. Effective strategies are in place to maintain the separation and independence of our Individual Advocacy Service, as well as our Support Coordination Service. We look forward to the experiences that Support Coordination will bring.

I would also like to make particular mention of our incredible employees. Whilst retention of experienced staff is often discussed as a sector-wide issue, Explorability has been very fortunate with a committed and experienced team who maintained motivation through-out the year, supporting 900 people with their advocacy issues and goals. I whole-heartedly thank all our employees.

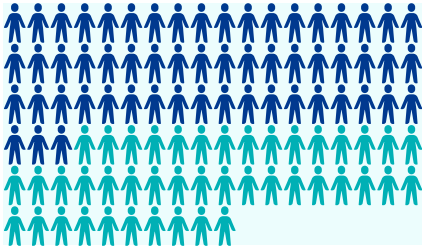
Finally, I sincerely thank all the people who make Explorability an amazing organisation, including individuals with disability and their families and carers, board members, our employees, our partner organisations, and our other partners. Collaboratively, an array of positive outcomes have been achieved and we look forward to building on and improving individual, community, and organisational outcomes in the coming year.



**Joanne Ende**

Chief Executive Officer

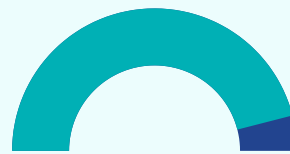
# Service Snapshot



Explorability supported a total of 900 individuals, their families and carers, including 386 anonymous requests for information.

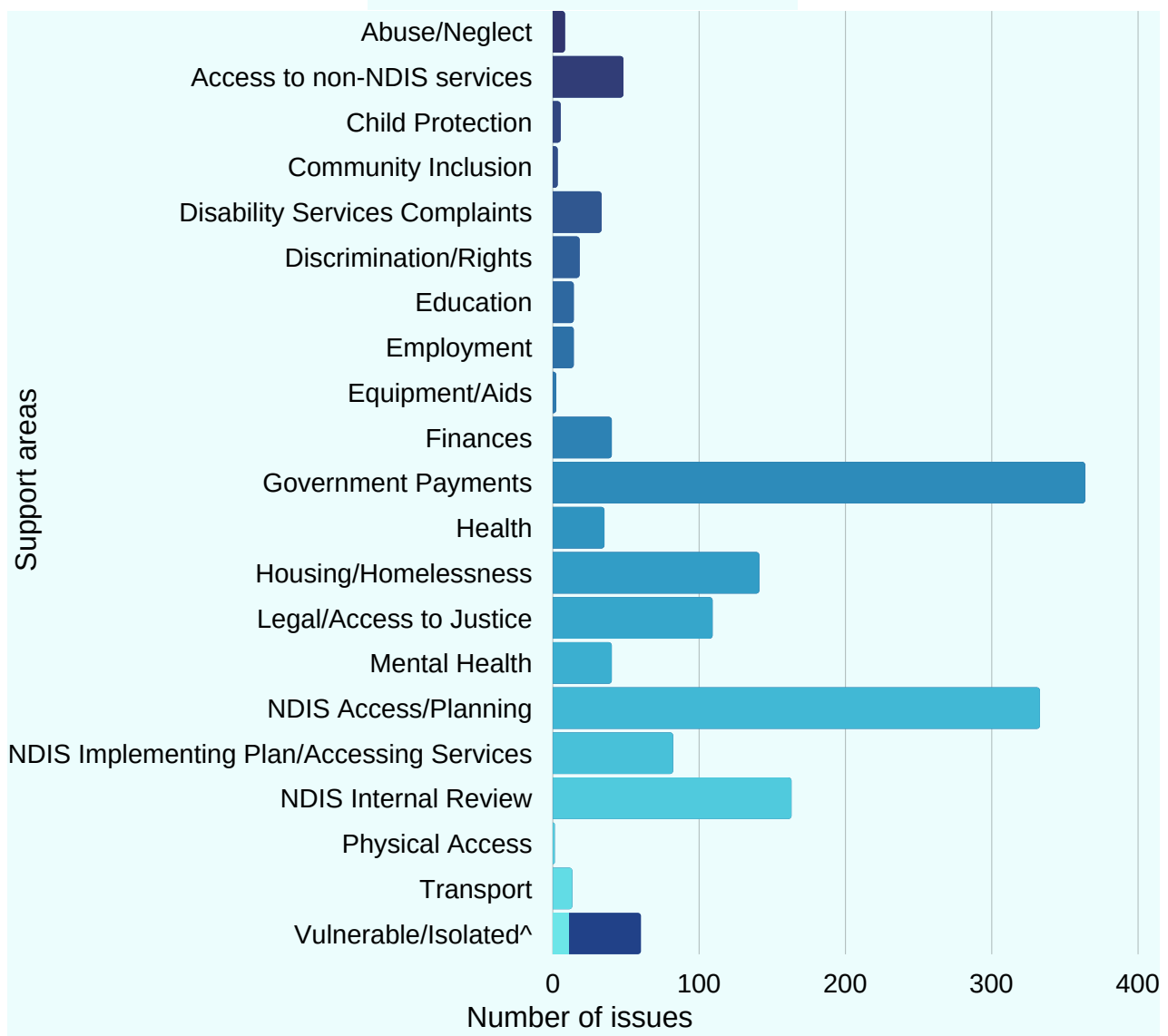
1513  
Goals

1513 goals were identified



91.5% of measurable goals achieved a positive outcome.

## Areas of support for 2021-2022



^ The colour change in the bar reflects a change in recording process. Total for the support area is 60..

## Our Board of Directors

<b>Deane Criddle</b>	Chairperson
<b>Selena Knowles</b>	Deputy Chair
<b>Lasantha Gamage</b>	Treasurer
<b>Neale Billington</b>	Secretary
<b>Nicola Bedwood</b>	General Board Member
<b>Tricia Dewar</b>	General Board Member
<b>Farrah Greatbatch</b>	General Board Member
<b>Sean Yoong</b>	General Board Member

## Our Employees

The heart of Explorability is our people.

There have been many successes and challenges throughout the year. The team always rallies, supporting each other and ensuring high quality services are provided to individuals, and their families and carers.

Due to the non-recurrent nature of our grant funding and subsequent conclusion of several programs, many team members moved on to new roles towards the end of the year.

We thank all team members for their contribution during the year.

# Our Year in Review

## International Day of People with Disability



Explorability's Outreach Team facilitated a collaborative art project in celebration of International Day of People with Disability. We encouraged individuals to share their ideas to improve inclusivity and participation in WA for people with disabilities.

The final artwork is a visual and dynamic representation of your community, working together to express the importance of welcoming, accessible and inclusive communities



A similar project was facilitated in the Wheatbelt where individuals shared their ideas and passions by decorating a feather or a hat. This inclusive event created a safe space in which individuals could express themselves.



### Staff Training

Examples of training completed:

- Mental Health First Aid
- Difficult Conversations
- Cultural Integrity
- Risk Assessment
- Preventing Abuse and Neglect
- Strong Spirit Strong Minds
- Supported Decision Making

### Quality and Safeguarding Audit

In January 2022, Explorability successfully completed our Stage 1 NDIS Quality and Safeguards audit, becoming an NDIS-registered provider of support coordination services in May 2022.

## Disability Royal Commission Roadshow

Together with People With disabilities WA, and Your Story Disability Legal Support, Explorability facilitated events throughout the Wheatbelt Region in May and June 2022.

Information and support regarding the Disability Royal Commission was provided in several Wheatbelt towns including Moora, Gingin, Northam, Merredin, and Toodyay.

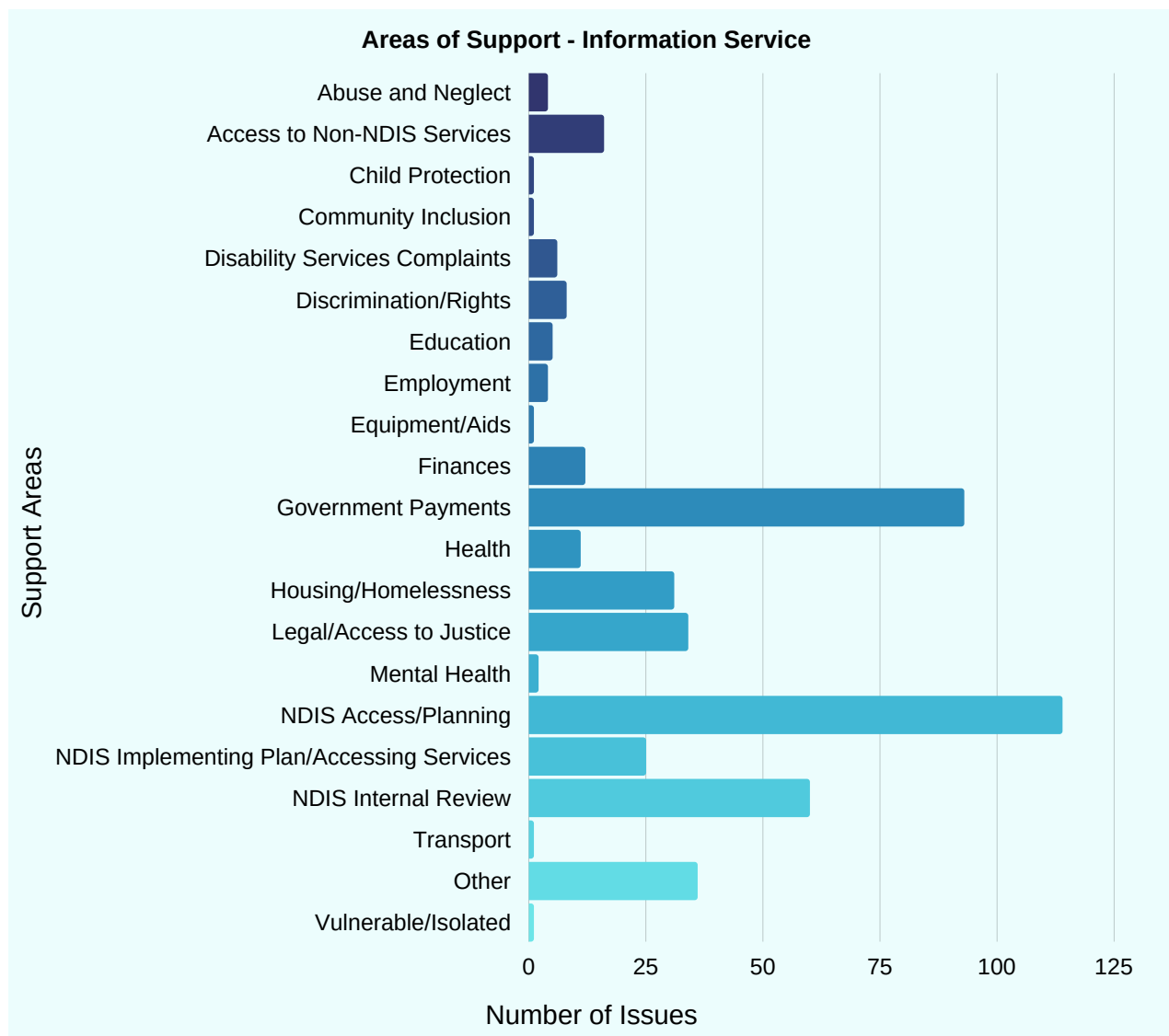
# Individual Advocacy Service

## Information Service

During 2021-2022, Explorability continued to provide an information service, primarily via our Waitlist Management Project. Further information on the Waitlist Management Project, is available in the Referrals and Waitlist section of this report.

466 requests for information were received from people with disability, their families and carers, as well as community services, disability sector organisations, mainstream services, and community members. The majority of requests related to NDIS matters (199 requests or 42.7%), whilst government payment matters formed 20% of total requests.

Information and resources are provided in relation to a person's individual advocacy issues, with the aim of building capacity for self-advocacy.

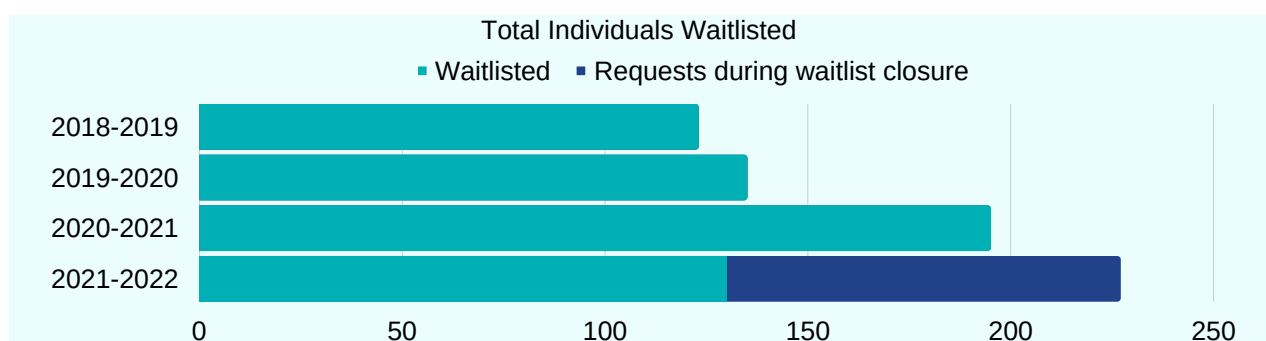


## Referrals and Waitlist

In 2021-2022, Explorability continued to receive a high number of referrals during periods when the waitlist was open. Closure of the waitlist to new referrals occurred from November to December 2021, and again from March 2022 onwards. This was necessary to effectively support the 75 people who were on the waitlist, as at 11th November 2021, in conjunction with service downsizing and internal re-allocation of individuals with in-progress advocacy issues, following the conclusion of the Outreach Advocacy Programs.

On 1 July 2021, 49 people had been waiting an average of 45 days to receive more intensive one-to-one advocacy support. At the end of June 2022, 3 individuals remained on the waitlist, following a 3.5 month period where new referrals could not be accepted due to waitlist closure. The remaining individuals had been waiting an average of 212 days.

Over the course of the year, a total of 130 individuals were placed on Explorability's waitlist, with an average waiting time of 89 days, compared to 195 individuals the previous year, who waited an average of 166 days for one-to-one advocacy support.



Although fewer people were added to the waitlist compared to the previous year, when considered in conjunction with the 97 people that requested advocacy while the waitlist was closed, it is evident that the demand for individual advocacy continues to rise.

As part of our Waitlist Management Project, Explorability Advocates also provided capacity building information sessions to people with disability, and their families and carers, while on the waitlist. Several group sessions were delivered in the community, and individual appointments were held at the office, where a group setting was not suited to a person's needs. Topics included access to the National Disability Insurance Scheme (NDIS) and the Disability Support Pension (DSP), with self-advocacy encouraged and supported.

In total, 332 advocacy goals were identified by individuals during the referral and waitlist stage. Of the goals that could be resolved, 89% achieved a positive outcome. Regular contact was maintained, and information-level support offered while on the waitlist.

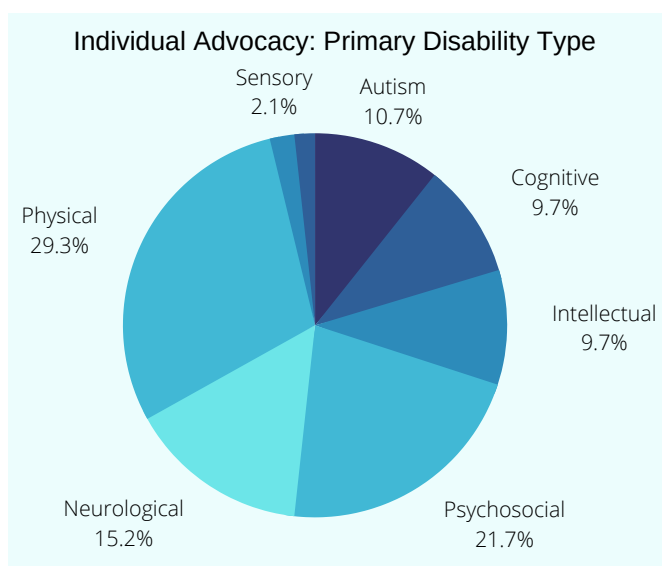
Thank you to the Department of Communities for extending our non-recurrent Waitlist Management Project funding for an additional 6 months, and to all the Advocates and other staff who contributed to the project during the 2.5 years of operation. The Waitlist Management Project concluded on 30 June 2022.



## Individual Advocacy Service

During 2021-2022, Explorability supported 290 people with disability, their families and carers, via our Individual Advocacy Service.

161 people identified as female, 128 as male and 1 individual identified as non-binary. 30 individuals indicated they were from an Aboriginal and/or Torres Strait Islander background and 10 individuals confirmed they were from a Culturally and Linguistically Diverse background. 53% of individuals were new to the service.



Similar to the previous year, a large percentage of people identified a physical disability as their primary disability. Psychosocial disability was again highly represented, followed by cognitive and intellectual disability.

126 individuals indicated they had a secondary disability, with 54 people or 43% confirming a psychosocial disability. A further 37 individuals or 29% indicated a physical disability as their secondary disability.

Over the course of the year, the Individual Advocacy Service supported people with 541 issues, requiring an average of 14.71 hours of advocacy per issue or goal. Of the goals finalised, where the outcome could be measured, 91.7% achieved a positive outcome. Goal closure without a measurable outcome occurred in instances where a change in goal was requested, the individual transferred to another service, the goal was no longer relevant, or Explorability was unable to contact the person.

Similar to last year, NDIS issues continued to be the most common area of support in the Individual Advocacy Service, with 35% of goals relating to NDIS matters. Advocacy support for government payments increased significantly from 12% in 2020-2021 to 22% in 2021-2022. Other prevalent areas of support included housing (9%) and justice/access to legal support (8%).

In March 2022, Explorability was awarded a further three years of recurrent individual advocacy funding, under the new WA State Disability Advocacy Program. As some advocacy issues were deemed a federal government responsibility under the new State Program, transition planning was undertaken to finalise in-progress advocacy for people with 'federal issues', prior to commencement of our new service in July 2022.

Due to the length of time often required to resolve a federal issue (such as an NDIS AAT appeal, for example), and the lack of capacity at federally funded advocacy agencies which prevented onward referral, on 30 June 2022, 99 individuals with federal advocacy issues remained. Approval has been granted to finalise advocacy support to these individuals in 2022-2023.

## Wayne's Advocacy Story

"Before I had help from Explorability, life was hectic. I felt like I had no plan, no support or stability, and I couldn't see a future or the road ahead, as I was just living day to day. Over the years I had received support from all different services and agencies, but a lot of the time I just felt like a number, like I didn't really matter. I went to a Community Mental Health Clinic, but when I moved houses to a different area, I was transferred to a different Clinic. I felt like I was starting all over again because I had to retell my whole story to someone new, so I stopped going. While I was in and out of treatment over the years, I got into some unhealthy habits to try and cope with how I was feeling. Now looking back, I know these habits weren't very good for my physical and mental health. Before treatment, I had a habit of collecting different things, and would not be able to walk past a mobile phone shop without purchasing one. I ended up filling my unit full of stuff, and felt like it wasn't a very nice space to be in.



I was being supported by another agency who referred me to Explorability, but I felt like they didn't really care about me, and it was difficult to contact them. Like with a lot of the services I had received, no one could really help me with what I really needed because they could only help for a short amount of time. It was really important to me to get a diagnosis to understand myself, but I had problems getting a GP to help me with this, and I felt like I got turned away a lot from medical clinics because I was misunderstood. I didn't like going to the Drs or medical clinics because they make me feel overwhelmed, and I struggled getting information from them that I could understand.

Explorability helped me to see a GP and request a referral so I can get a diagnosis and treatment. Now I have a diagnosis, which makes me feel confident in myself because I know why my brain works the way it does, and there's a reason I am the way I am. I have been able to give up some of my unhealthy habits and ways of dealing with stuff, which has also saved me some money. Explorability made me feel like more than just a number, but an actual person, and that has given me the strength to get out and about and do things I couldn't do before.

Since being supported by Explorability, life is completely different. Now I feel confident doing things I couldn't do before like catching public transport, going to the shops, and staying engaged with my treatment. Explorability also helped me find a good community organisation where I can be social and make friends, so I don't feel lonely like I did before.

Explorability has made me feel like I am actually a person, not just a number. I feel like I can see a future ahead. Explorability has been more accessible and reliable than other organisations. I know that if I need to talk to my Advocate, I just need to call. I believe that without organisations like Explorability, some people don't have anyone or any support, they aren't seen as a person and that impacts their self-worth."



# Outreach Advocacy Services

Explorability continued to provide our Metropolitan and Wheatbelt Outreach Advocacy Programs to people with disability, their families and carers, during the first seven months of 2021-2022.

Strong partnerships, including co-location with other community service organisations, continued, enabling Explorability to reach very vulnerable and isolated people with disability, who experience additional barriers to accessing appropriate supports and services.

Comprehensive outreach advocacy has been provided to 499 individuals with disability, during the two years the programs have operated. People in the Outreach Advocacy Programs were supported to achieve goals relating to 1008 issues. Of the measurable goals finalised, 87% achieved a positive outcome.

Evaluation of the programs confirmed that Explorability's outreach approach effectively supported vulnerable people with disability, who were often at risk of harm, to minimise barriers that had prevented access to vital supports and services. The reduction in barriers, with the assistance of our Outreach Advocates, facilitated some amazing outcomes, including timely connection to emergency relief services that minimised the impact of crises; connection and ongoing engagement with health and mental health services; facilitation of suitable housing options and solutions that met the needs of individuals; as well as access to the NDIS and associated supports and services.

## Examples of Outreach Advocacy Feedback

*"Explorability provides the expertise many of our community members need access to in order to navigate appropriate funding or supports – expertise that our staff here do not possess as we are geared towards general housing support, emergency relief etc. Without Explorability Outreach, many community members would miss out of accessing appropriate support which then often exacerbates other struggles/barriers."*

*"This service has been of real value to members of our community. They are often in vulnerable situations and do not have access to these services. Outreach has allowed the opportunity for the community to speak to an Advocate and get information to access supports and services in a space they feel safe and comfortable in"*

*"I had received little to no support from other services to assist me with my goals – I had multiple goals (NDIS access, DSP, Housing, Mental Health, Access to Legal/Justice) – [the advocate] had the ability to cross over into different areas to bridge the gaps between goals – such as Housing (neighbour disputes / priority transfer). I believe their constant follow up and communication with Housing was the difference in me getting a priority housing transfer."*

*"...the needs of the individuals were met, and a gap in the service filled, particularly for the isolated community members experiencing complex health and social issues who were unable to commute to hubs such as Northam to access support services for a plethora of reasons. Access to a disability advocate who can visit people in their homes or at a meeting point in their home towns, means that they are not slipping through the gap."*

Throughout the life of the Outreach Programs, the feedback received has been overwhelmingly positive, confirming that an outreach advocacy approach is necessary to effectively reach and support vulnerable and isolated people with disability.

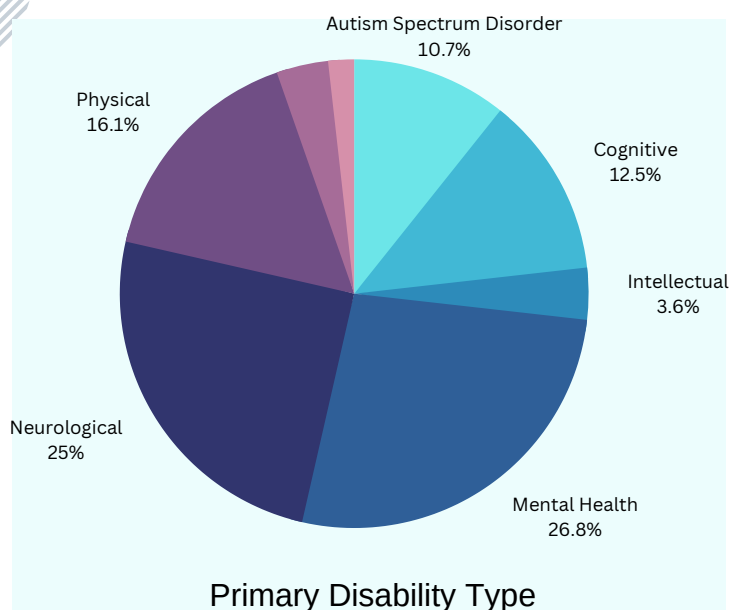
Flexible, highly-skilled, locally-based and/ or co-located Outreach Advocates, who are aware of local trends, issues and services, has been a key component of the success of these programs.

Whilst a one year extension of these programs was granted in 2020-2021, a further extension of our non-recurrent grant funding was not possible and both Outreach Advocacy Programs concluded in January 2022.

Explorability would like to thank the Department of Communities, Kin Disability Advocacy (formerly EDAC), and all the community organisations who partnered with us to deliver these programs.

Particular thanks go to our Outreach Advocates, whose commitment, dedication and flexible approach, ensured the success of these Programs and contributed to the achievement of some remarkable individual outcomes by people with disability.

## Metropolitan Outreach Advocacy



From 1 July 2021 until program conclusion in January 2022, an additional 56 individuals were supported with 105 advocacy goals.

Of the individuals supported, 23% identified as Aboriginal or Torres Strait Islander, and 5% were from Culturally and Linguistically Diverse (CaLD) backgrounds, with an array of primary disabilities identified.

Individuals were supported with 105 advocacy issues and positive outcomes achieved in 86% of the issues finalised.

At the conclusion of this program, 33 individuals with a total of 54 issues were transferred to Explorability's Individual Advocacy Service, ensuring continuity of support regarding in-progress advocacy and minimising risk to individuals.

Strong partnerships with community organisations have continued beyond the life of the program. In particular, Explorability would like thank St. Patrick's, South Lake Ottey Centre, Ruah Centre, CoNeCT, Centrecare, Aboriginal Legal Service, APM and Mission Australia for working closely with the Metropolitan Outreach Advocacy Program.

## Metropolitan Outreach Advocacy Summary 2020-2022



310 individuals supported



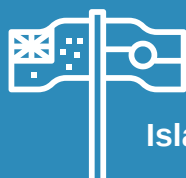
752 advocacy issues addressed



Positive outcomes achieved for 84% of measurable goals



28 Youth supported



41 individuals from Aboriginal and Torres Strait Islander Background supported



123 individuals from CaLD background supported through partnership with Kin Advocacy

## Ella's Advocacy Story

Ella has an intellectual disability and engaged with Explorability for support in several advocacy areas, including access to NDIS services, housing issues, access to appropriate legal services, vulnerability and isolation, as well as abuse.

When Ella initially referred to Explorability's Outreach Program, she was living in a high risk and volatile environment. Ella was in a Department of Communities property, and a family member had moved in. Coercive control and emotional abuse were occurring, including withholding of Ella's money and threatening her physically and emotionally. Physical assault also occurred. In addition, the family member would regularly invite people into Ella's home to use illicit drugs. At the time of referral to our Outreach Advocacy Program, Ella expressed suicidal ideation and feared for her safety.

Explorability partnered with Ella's existing supported employment provider and other services to arrange crisis accommodations that was suitable to Ella's disability specific needs. Advice was also provided to a partner agency to facilitate a 'change of circumstance' so Ella could obtain additional services and supports via her NDIS Plan. This was successful and opened other accommodation options for Ella with regards to a safe home with the supports she needed.

Explorability's Outreach Advocate also supported Ella in liaising with the police and the court system, and to access timely legal services. With the Advocate's assistance, Ella's voice was heard and mechanisms were put in place to protect her safety and wellbeing. Ella was also supported to remove the family member as an approved payment nominee, ensuring she receives her pension payments directly. Explorability also confirmed that services were in place to assist Ella with budgeting and financial management.

As a result of Explorability's advocacy support, Ella is now living in a suitable home, supported by the NDIS, where she feels safe and is no longer subjected to coercive control, financial or physical abuse. She is independent with her finances, and has legal orders in place that will support her ongoing safety and wellbeing.

## Wheatbelt Outreach Advocacy

From the 1 July 2021 to program conclusion in January 2022, an additional 51 individuals living in the Wheatbelt received Outreach Advocacy support. Of these individuals, 20% identified as Aboriginal or Torres Strait Islander. Physical disability was the most common primary disability (33%), followed by psychosocial disability (20%), intellectual disability (16%) and neurological disability (12%). 69 goals were addressed, with positive outcomes achieved in 89% of measurable goals finalised.



**89%**

of Wheatbelt Outreach Advocacy goals finalised achieved a positive outcome

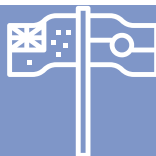
At the conclusion of the program, 20 individuals with 40 in-progress advocacy goals, were transferred to our Individual Advocacy Service to ensure continuity of support and resolution of advocacy issues.

Explorability extends a sincere thankyou to the many community groups and organisations that worked closely with Explorability during the Wheatbelt Outreach Advocacy Program, in particular Wheatbelt Mental Health Services, Holyoake, Avon Community Services, Essential Personnel, Department of Education, Amity Health, and Child Protection and Family Services.

## Wheatbelt Outreach Advocacy Summary 2020-2022



**189 individuals supported**



**43 Aboriginal or Torres Strait Islander people supported**



**11 individuals from CaLD background supported**



**256 advocacy issues addressed**



**Positive outcomes in 90% of finalised goals**



**49 Youth supported**

## Daru's Advocacy Story

Explorability's Wheatbelt Outreach Advocate supported Daru to reduce barriers that were impacting community participation, cultural connectedness, access to supports, and financial security.

Before I received support from Explorability, I didn't know where to go for help. I have a mental health condition which limits my abilities to be around people, to trust people. It confuses my thinking. Every day things are very difficult to accomplish. My wife, Dewi, is of great support for me, but English is her second language, and some things are just as difficult for her.

Having Explorability involved has allowed me and Dewi to have a better understanding of the Disability Support Pension process. Explorability has reminded me of my own strengths and how to use them. We have built up our relationship, so I now feel valued, I can now trust and feel comfortable working alongside Explorability. I like that Explorability takes the time to explain the steps in language that both myself and my wife understand. This has built up my confidence.

I am now making connection with my culture, "Building my networks". I enjoy making my didgeridoo and playing them occasionally for people. My cultural name is Eddie Warragal (Warragal meaning dingo). Playing the didgeridoo is calming for me.



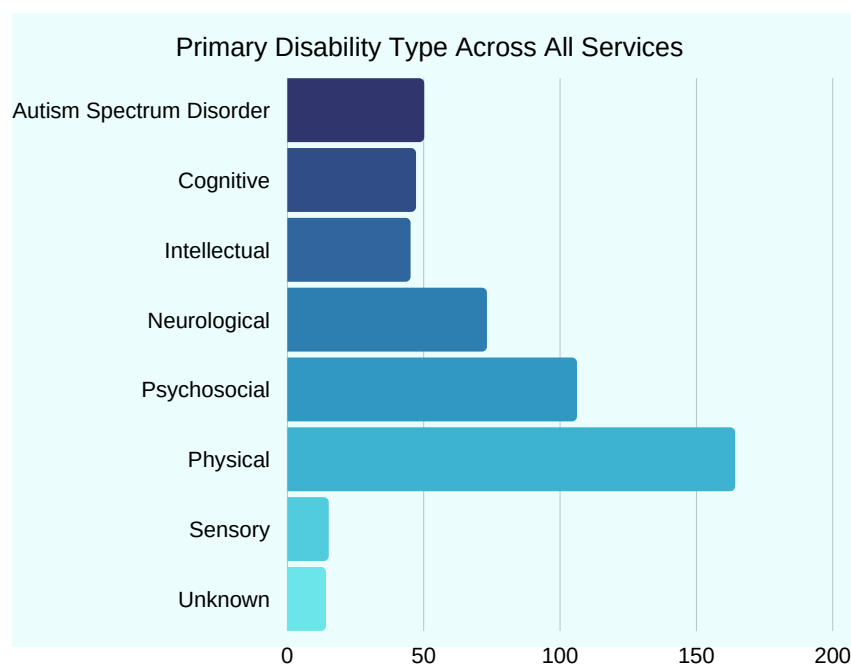


# Demographic Information of Service Users

In 2021-2022, a total of 900 people with disability, and their families and carers, received advocacy support, across all service areas. 514 people were formal services users who provided their demographic information, while 386 people were informal service users who received 'information level support' and chose not to provide demographic details.

Explorability supported people ranging in age from 1 to 72 years old. 51% of individuals identified as female, 48% as male, and 1% as non-binary. 55 individuals were of Aboriginal and/or Torres Strait Islander background, and 25 individuals were from a Culturally and Linguistically Diverse (CALD) background.

Physical, psychosocial and neurological disabilities were most often identified by people as their primary disability type, at 32%, 21% and 14% respectively.



A secondary disability was also reported by 192 people, with psychosocial and physical disabilities most commonly reported, at 42% and 29% respectively.

# Feedback from Service Users

## Advocacy Service Feedback Summary



Great communication, listened to me well and helped me make decisions. Dedicated to helping me get the best outcome.

Great understanding and being present in meetings took all the fear off.

Treatment was fantastic and really needed someone who understands the disabilities and they communicate well with me by texting as one of my disabilities is unable to speak. Rarely do I get the respect from other people who just don't have a concept of how difficult & stressful it is just to communicate and understand what I require from them or business! Thank you so much and Explorability is a much needed [advocacy] provider!

Advocated, attended meetings, court, visited and kept in constant touch, advised, listened, assisted, supported.

Ticked all our boxes, very approachable Advocate made it all clear to us. Advocate was great. Has changed my [child's] life for the better.



## Disability Royal Commission

In 2021-2022 Explorability received further Disability Royal Commission (DRC) Small Grants funding to share information on the DRC. Information sharing activities included dissemination of at various forums and events, and via Explorability networks and social media pages.

In addition, Explorability partnered with People With disability WA and Your Story Legal Disability Legal Support to facilitate DRC information sharing, via in-person Roadshow events that visited multiple Wheatbelt and other towns, reaching people in regional areas.

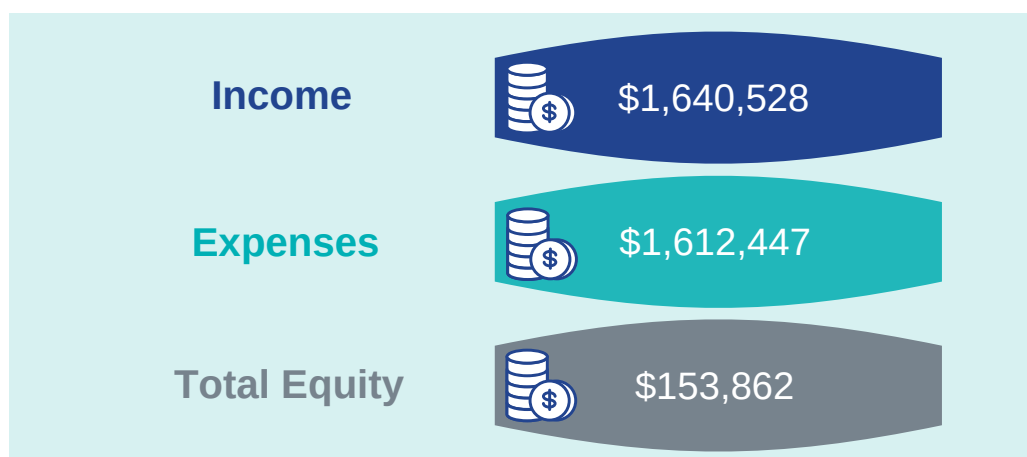
People who enquired regarding support services available to assist with a Disability Royal Commission submission, were also provided with the relevant information.

## Systemic Advocacy

Systemic advocacy activities in 2021-2022 included:

- Letters to State and Federal Ministers regarding access to advocacy in WA by people with disability and their families and carers, complexity of the system, and the need for greater collaboration between governments
- Submission to Estimates Committee regarding Homelessness Services
- Endorsement of Shelter WA's Open Letter regarding the National Construction Code
- Submission regarding the National Disability Advocacy Framework
- Contribution to and endorsement of Disability Advocacy Network Australia submissions
- Participation in the Disability Royal Commission consultation regarding access to culturally appropriate and safe disability services for First Nations people with a disability
- Joint WA Disability Advocacy Coalition letter regarding Systemic Advocacy

## Financial Summary



## Committees and Memberships

### Committees:

- WA Disability Advocacy Coalition
- City of Cockburn Disability Reference Group
- NDS Access & Inclusion, Housing and Employment sub-committees
- NDS Small to Medium Enterprise Network
- National AAT Appeals Advocacy Network

### Memberships:

- Disability Advocacy Network Australia
- Australian Federation of Disability Organisations
- National Disability Services
- Volunteering WA

## Acknowledgements

Explorability wishes to acknowledge the Office of Disability, Department of Communities, for funding our advocacy services as well as the Department of Social Services for our Disability Royal Commission small grant funding.

Explorability also acknowledges the support of Kim Proctor (Relationship and Contract Officer, Contracting), and Glen Porter (Senior Sector Development Officer, Office of Disability) at the Department of Communities.

In addition, Explorability would like to thank our partners, including all our partner organisations, in particular St Patrick's Community Support Centre, as well as Critical IT, and Brandon's Shredding Boxes.

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