

# Advancing Citizen Advocacy Conference



## Program

11-12 February 2023

Melbourne

Savoy Hotel on Little Collins  
and online



# Advancing Citizen Advocacy Conference

Strong Boards | Strong Practice | Strong Coordinators

## Day One, Saturday

### Plaza Ballroom

- 8.00 Registration
- 9.00 Welcome and Acknowledgement of Country Mark Feigan
- 9.20 Keynote Zana Lutfiyya  
A firm foundation for Citizen Advocacy:  
principles, practice and board leadership
- 10.30 MORNING TEA
- 11.00 History of Citizen Advocacy In Australia Heather Hindle
- 11.45 Is this all worth it? Tom Doody
- 12.30 LUNCH
- 1.30 How to start a new program Jennifer Smith  
Andrew Oliver  
Bob Lee
- 3.00 AFTERNOON TEA
- 3.15 Serious boards for strong programs Heather Buck  
Jennifer Smith
- 4.30 Day one review Zana Lutfiyya
- 4.50 Day one proceedings conclude  
Dinner seating is at 7.00

# 11 February 2023

## **Dr Zana Lutfiyya Ph.D (Syracuse University); B.A. (University of Manitoba) Professor Emerita University of Manitoba**

Zana grew up in Winnipeg, Manitoba and attended university there. During this time, Zana worked in different services for people with intellectual disabilities. She worked as the coordinator at Winnipeg Citizen Advocacy from 1978-1981. She served on the board of Person-to-Person Citizen Advocacy in Syracuse 1988-1992 and on the board of Winnipeg Citizen Advocacy from 1997-2015.

Between 1983 and 1992, Zana completed her graduate training and then worked in a postdoctoral position at the Center on Human Policy at Syracuse University. In 1992, she accepted a position at the Faculty of Education at the University of Manitoba. There, she continued teaching SRV and PASSING in workshops. Zana has served on 39 CAPE teams in Canada, USA and Australia, as a team member, leader, report writer, editor and mentor. As a coordinator and board member, she took part in three CAPE assessments from the other side.

## Collins Room

- |      |   |                           |
|------|---|---------------------------|
| 1.30 | The work of a Citizen Advocacy coordinator                | Ewan Filmer               |
| 2.00 | Not the most glamorous of roles                           | Glenys Videon             |
| 2.30 | Supported decision making and Citizen Advocacy            | Michelle Browning         |
| 3.00 | <b>AFTERNOON TEA</b>                                      |                           |
| 3.15 | Creative approaches to advocate recruitment               | Eloise May<br>Denise Gray |
| 4.00 | The distinction between Citizen Advocacy and volunteering | Rosey Olbrycht            |
| 4.30 | Concludes   |                           |



# Advancing Citizen Advocacy Conference

Strong Boards | Strong Practice | Strong Coordinators

## Day Two, Sunday

### Plaza Ballroom

- |       |  |  |
|-------|--|--|
| 8.00  | Registration   |  |
| 9.00  | Welcome  | Heather Hindle   |
| 9.10  | How the principles of Citizen Advocacy inform the key activities of the office | Mitchel Peters   |
| 10.00 | Learning Citizen Advocacy through Citizen Advocacy Program Evaluation (CAPE)   | Jack Yates   |
| 10.45 | <b>MORNING TEA</b>   |  |
| 11.00 | Responding to external pressures   | David Abela<br>John Armstrong<br>Denise Gray<br>James Rostas |
| 12.30 | <b>LUNCH</b>   |  |
| 1.30  | Understanding conflict of interest   | Zana Lutfiyya  |
| 2.15  | Riding the waves of uncertainty  | Sharon Lowe<br>Jennifer Smith                                |
| 3.00  | The concepts of suitable matching and suitable match                           | Mitchel Peters   |
| 3.30  | <b>AFTERNOON TEA</b>   |  |
| 3.45  | Citizen Advocacy Trust of Australia future                                     | John Armstrong   |
| 4.15  | Conference summary   | Mark Feigan  |
| 4.30  | concludes  |  |

# 12 February 2023

A long-awaited opportunity to meet like-minded people and to share how to do Citizen Advocacy well

## Collins Room

11.00 Advocacy discussion  
Peter Hill / Andrew Lambert  
Peter Edman  
Heather Buck

11.45

12.30

1.30 Qualities of Advocates  
Lorna Hallahan

2.15 concludes

## Spencer Room

Safeguarding through knowledge:  
Citizen Advocacy Study Group  
Jennifer Smith

How and why social role valorisation is related to Citizen Advocacy  
Rosey Olbrycht

LUNCH

## Helping Citizen Advocacy to be:

- continued
- high quality
- independent
- promoted
- safeguarded
- supported



# Advancing Citizen Advocacy Conference

Strong Boards | Strong Practice | Strong Coordinators

## Presenters

**David Abela** has been the coordinator at Citizen Advocacy Sunbury for 30 years. He has had experience in recruiting advocates for people living in a large institution (Caloola) and various other living arrangements. David has participated in numerous CAPEs and completed PASSING and other SRV events. He has come to understand the limitations and dangers of the service system.

**John Armstrong** is a human service consultant with over forty-years of experience as a Social Role Valorisation trainer. He is a past president, board member and citizen advocate with the Citizen Advocacy Sunbury and Districts program. John has been a CAPE team leader for some 10 program assessments.

**Dr Michelle Browning** is passionate about assisting individuals and organisations to develop their skills in the practice of supported decision making. She now does this through her business, Decision Agency. Michelle completed doctoral studies in supported decision making in 2018. Over the last 12 years, she has been involved in developing, facilitating, implementing and evaluating trials and programs across Australia.

**Heather Buck** began her involvement with Citizen Advocacy South Australia in 1987. This was her advocacy orientation for a blessed role, which is still current and involves both formal and informal components. Since 1989, she has been on the board for most of that time. Heather has participated in three CAPE teams and is a core member of the Citizen Advocacy Study Group.

**Tom Doody** has been involved with Citizen Advocacy for 40 years, and is a former coordinator of North Quabbin Citizen Advocacy. Tom has led about 30 CAPE teams, attended a variety of advocacy training events, and designed and provided training and consultation to Citizen Advocacy board and staff. Tom has also been actively involved with SRV teaching with a focus on freely-given relationships.

**Peter Edman** is a sixth-generation descendant of two First Fleet convicts. He was born and raised in Papua New Guinea and has experienced life and schooling from PNG to Sydney. Peter is now a support teacher in inclusive education. He also runs his own education consultation and tutoring business, Square Peg Learning and Training.

**Ewan Filmer** has been coordinator at Capricorn Citizen Advocacy since July 2013. Ewan gets job satisfaction from working alongside the management committee. Ewan finds that freely-given relationships are of crucial importance for vulnerable people. Ewan travelled to the USA in 2016 to research Citizen Advocacy and participate in a CAPE. He is a regular participant in the Citizen Advocacy Study Group.

**Denise Gray** is a coordinator with Citizen Advocacy Perth and has worked there for just over a year. Her previous roles involved engaging with people from disadvantaged backgrounds and communities. Citizen Advocacy allows Denise to continue her passion in helping others and she is keen to see how the Citizen Advocacy model develops and adapts as we move into the future.

**Dr Lorna Hallahan** is Associate Professor in the College of Education, Psychology and Social Work at Flinders University, with a PhD and Bachelor of Social Work. Lorna has practiced in a range of settings, including disability advocacy. Lorna is a major long-term contributor to the development and analysis of disability policy. She talks and writes regularly on ethical issues in complex human services.

**Peter Hill** is self-employed. He has four adult children with his wife Lyn, two of whom have an Asperger's Syndrome diagnosis. Peter has been an advocate for nearly 22 years with Andrew, who has had struggles with family, health and service issues. Their relationship has moved on from instrumental advocacy to a life-long relationship. They are good mates!

**Heather Hindle** started in Citizen Advocacy in 1984, at the first Victorian program. She then became the coordinator of the new resource unit. Heather moved to Sydney in 1998, to work at the NSW Association. She participated in many CAPE evaluations and SRV training. Heather was secretary of Citizen Advocacy Australia for 10 years. She demonstrates her belief in Citizen Advocacy by being an advocate since 1987.

For more information visit:  
<https://advancingcitizenadvocacy.info>

**Andrew Lambert** became involved in Citizen Advocacy in 2001 when he was matched with his advocate, Peter Hill. Over the years, with many struggles and joys they have developed a strong life-long bond, which benefits both of them.

**Bob Lee** has been involved in services for people with disability since 1978. Bob has had involvement in a wide range of projects, which have supported people with disability to move from restricted settings to regular lives in the community. In 1996, Bob was the founding coordinator of Sunshine Coast Citizen Advocacy, a role he held for 20 years. Bob is well known for supporting the development of Citizen Advocacy in Australia.

**Sharon Lowe** is a founding member of Capricorn Citizen Advocacy. She is the current secretary of the committee of management and is a citizen advocate for a child. Sharon is Capricorn Citizen Advocacy's representative to the National Citizen Advocacy Network. She has considerable experience as a PASSING team leader and as a junior presenter of Social Role Valorisation.

**Eloise May** has been an advocate for equality all her life. She has been a coordinator at Citizen Advocacy Perth since 2014, and is passionate about the rights of people with intellectual disability. Eloise would like to see the Citizen Advocacy model advance into the future in a relevant and innovative way.

**Rosey Olbrycht** became involved in Citizen Advocacy through the work of Dr Wolfensberger. She began this journey in the mid-1980s, while studying social work and working with people with disability. Rosey joined Citizen Advocacy South Australia in 2000. She has studied SRV with John Armstrong and led PASSING teams. Rosey has presented at SRV and other conferences and is a part of the international SRV community.

**Andrew Oliver** is the founder and director of Do For One, a Citizen Advocacy-based program in New York City, USA. He is a social services professional with 18 years of experience assisting adults with developmental disability. His ideas have been shaped by his training at the Training Institute for Human Services of Syracuse University, Citizen Advocacy network, Joni and Friends network and his former employer Job Path.

**Mitchel Peters** is a former coordinator of Citizen Advocacy Eastern Suburbs in Perth, Western Australia. He has also served on its board of management. Mitchel maintains an active interest and involvement in safeguarding Citizen Advocacy. He has been a core member of the Citizen Advocacy Study Group since its inception in 2016. The group meets annually to discuss and learn about the sound implementation of Citizen Advocacy.

**James Rostas** is the current secretary of Sunshine Coast Citizen Advocacy and is relatively new to Citizen Advocacy. He has been a life-long human rights and social justice campaigner. His particular interest is mind-based afflictions and pan-cultural philosophy of mind models and their past and present interpretations.

**Jennifer Smith** is a founding member of Capricorn Citizen Advocacy and is herself a citizen advocate. She has been actively involved with this program since its inception and is the current president. Jennifer is a core member of the Citizen Advocacy Study Group. Her strong commitment has seen Jennifer participate in conferences, CAPE teams and other reviews of both Citizen Advocacy programs and service providers.

**Glenys Videon** began working at Citizen Advocacy South Australia in 2005. This was on the eve of a Citizen Advocacy conference, which was then followed by a CAPE. Prior to joining Citizen Advocacy South Australia, Glenys worked at Minda Inc. This is a large service provider organisation with a history spanning over 100 years. She has also worked at various government departments and organisations.

**Jack Yates** has been a staff trainer in the disability field for forty years. For that whole period he has been a senior teacher in the workshops of Dr Wolfensberger's teachings on Normalisation, Social Role Valorisation, history of services and moral issues. Jack was also a pioneer and continuing practitioner of person-centred planning. He has been the leader of several CAPE assessments.

# Advancing Citizen Advocacy Conference

To register for the conference visit:

<https://events.humanitix.com/advancing-citizen-advocacy-conference2023>



The conference is an initiative of the Citizen Advocacy Trust of Australia, through its trustee, Citizen Advocacy Australia. The patron of the trust is Barbara Page-Hannify. For more information about the trust visit <https://citizenadvocacytrust.com.au/>.

The conference has been supported by many individuals and organisations, including sponsorship by Family Advocacy. For more information about Family Advocacy visit <https://family-advocacy.com/>.

Citizen Advocacy Australia thanks its advisory committee members who planned the conference over the last three years. They are: Craig Agnew, Sunshine Coast Citizen Advocacy; Heather Buck, Citizen Advocacy South Australia; John Ferreirinho, Citizen Advocacy Perth West; Heather Hindle; Sharon Lowe, Capricorn Citizen Advocacy; Rosey Olbrycht, Citizen Advocacy South Australia; Mitchel Peters; Kim Roots, Side By Side Advocacy; and Jenny Smith Capricorn Citizen Advocacy. Mark Feigan of Citizen Advocacy Australia chaired the committee.