



Editorial

Since our last edition our very talented and creative Promotions and Administration Officer Alison Morse resigned. I would like to thank her for the excellent work she has done on behalf of WISH particularly with the re-vamp of the newsletter and improving the look of all our publications with new graphics and format. I also appreciate the work she has done on the WISH database and other administrative and promotional functions. We all WISH her well in her new job.

A very big thank you goes to Christine who has done a great job putting together this issue using her creative talents.

As mentioned in past editions we are gearing up for an even bigger 'makeover' at WISH as we change both our name and our image. Our aim is to increase our accessibility within the wider community and as a result increase the profile of self help and support groups and their value in building a more resilient community.

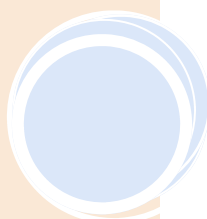
We look forward to working with you through these changes and in developing the next edition of the WISH Directory celebrating our 25th anniversary. We are currently awaiting the result of a Lotterywest Grant Application to help fund the re-brand.

The next edition will focus on 'Self Help and Funding.' Please submit any articles by the end of August.

Until next issue . . .

Keep Smiling,

Vicki Davies



The **News Exchange** is the triannual newsletter of the Western Institute of Self Help (WISH) Inc, and is distributed free to all WISH members.

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Proof Reading	Christine Keating Lorraine Gill
Printer	WISH In-house publication

Advertising Rates

<i>1/2 Page article:</i>	
Non Commercial Members	Free
Community Orgs	\$44.00
Commercial Groups & Orgs	\$55.00
<i>Flyer Inserts in Newsletter:</i>	
Self Help Group Members	Free
Not for Profit Members	\$27.50

Contents

From the Executive Officers desk	3
Justice or A Legal System?	4
Legal Aid Western Australia	6
Charter of Rights for Children and Young People in Care	6
Work of the Mental Health Law Centre	7
Victim Notification Register	8
Victim Support Service, Child Witness Service and Family Violence Service	9
Family Law Reform	10
Helping All Little Ones	11
Law Access	12
Slipped or Tripped? (IPASA)	13
Community Legal Centres	14
Bunbury Community Legal Centre	14
Self Help Group Profile	15
Community Group Link	16
New Self Help and Support Groups	17
Services and Information	18
Coming Events	19
Check out these websites	20
WISH Office News	20
Regional Round Up	21
Calendar of Events	22
WISH's Services	23

Self help and support groups can take on many differing roles as well as providing emotional support to members. In fact Sue Nash from the Collective of Self Help Groups (COSHG) in Victoria described this well when she said:

“Self Help is about people coming together with others who are affected by a particular issue (experience disadvantage discrimination etc) to support each other and to work together to change the disadvantage affecting them. They do a variety of things including mutual support community education information research services and advocacy.”

There are many groups that take on a role of advocacy or lobby for social change. Some have been successful in having laws changed as a result of their input. Issues have included – grandparent’s access to grandchildren where parents have divorced, mental health reform etc.

I have mentioned in other editions that self help group members affected by a particular issue not only come from a position of strength because they are experiencing the issue personally but more often than not they research ways of managing and changing the situation to the benefit of themselves and others within the group who are similarly affected.

Generally, self help groups undertake all these functions, and they may start out as one sort of group and then move on to other activities and other goals.

Groups are also working on showing the community about future problems they see coming but which are not yet recognised generally. In another sense, self help groups work on making structural changes to society to stop problems continuing, or stop them happening in the first place, or to stop the reasons for the problem existing. Self help groups, then, are about dealing with causes rather than symptoms. They want more than a temporary disappearance of the problem, or a cover up.’ (source: www.coshg.org.au)

One group WISH has been assisting recently has arisen as a result of the sale of Homeswest homes on the open real estate market. These homes are ex-rentals that have been upgraded and then mostly sold by auction through private real estate companies. This has resulted in less affordable housing being available for those on low incomes.

Another group has been advocating for many years on behalf of people injured at work who find it difficult to negotiate the quagmire of legal jargon and processes associated with compensation.

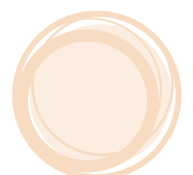
There is no doubt that self help groups can make a difference and effect social change. This issue will focus on many of these groups as well as other community-based organisations that undertake advocacy work.

This is one of the reasons why mental health consumers now sit on committees alongside health professionals to improve services to patients in the mental health system.

‘Groups campaign for changes in their situation by pushing government, or institutions/agencies to improve their game. This may be by writing letters, making deputations, holding demonstrations or more exotic activities depending on the imaginations of those involved.

Vicki Davies

Executive Officer



Justice or a Legal System?

By Ann O'Neill and John Burrell

This article provides a brief and general overview of some of angelhands activities, and then highlights how our members needs intercede with justice and legal concepts. Please note that full and thorough discussion of justice and legal concepts and models are beyond the scope of this document therefore the references to these are broad and generalised.

angelhands, via face-to-face, phone, or internet interactions assists people affected by homicide or serious interpersonal crimes (assaults etc) by providing them with: Information, Comfort, Education, Peer Support, and Referral.

Part of the struggle for people following a homicide or serious interpersonal crime, is that as people who predominately have had no previous experience of the law, suddenly find themselves dependent upon a legal system and the people within it to deliver justice to right extremely unjust acts. Sadly, often victims of crime feel that there is no such thing as a justice system, rather there is a legal system. Some of these feelings arise out of discrepancies between what justice is ideally expected to be, and the processes involved in enacting and delivering justice. Let us examine a few of these concepts and processes.

The Law Reform Commission of WA in 1999 said there are at least five interrelated and interconnected aspects to justice:

- Legal Justice
- Economic Justice
- Social Justice
- Moral Justice
- Political Justice

In Western Societies such as ours, predominantly the first two of the above aspects are addressed by the adversarial legal processes. However, from the perspective of a victim of crime, these adversarial punitive processes are nothing more than a strategic series of arguments, between representatives of the state and the accused. The task is to determine which argument can be believed beyond a reasonable doubt. The outcome of this process is then to determine if and what punishment is to be imposed. Within this process, the victim and the offender are objectified characters in a state action, the victims may be a witness for the state or simply an interested party (note not a privileged party to proceedings), pleas of guilt primarily demonstrate remorse rather than show responsibility or provide explanation and understanding about the crime. Within these processes, victims often feel that they (or their loved ones) are vilified and discredited while the offender is personified and their good character attested, with blame for the crime being shifted to the victim.

It also is important to realise that post trauma recovery is largely reliant on traumatised people finding a way to understand and make meanings of the traumatic events, and that the adversarial processes severely limit many victims ability to do this, thus recovery for victims of crime is often elongated and complicated.

Combined, understanding these above-mentioned factors helps to identify and explain why involvement in justice processes often equates to victims of crime feeling that the adversarial processes obscure the latter three aspects of justice (social, moral and political), leaving victims of crime and members of the community disappointed and disillusioned by the outcomes of the justice processes.

Thus, part of what angelhands does is to educate people about the above factors in order to help them understand their reactions and feelings. Further to this, angelhands tries to raise awareness of alternative models of justice employed across the world and across Australia. Examples of which are the inquisitional (or investigative) system of law, used in

Australian coroners' courts, and in French criminal courts (Cour d'Assises). There are various other alternative dispute resolution models (i.e. in place of adversarial models) increasingly being employed in formal legal processes such as family court mediation and industrial commissions.

Of particular interest for victims of crime are the various restorative justice models that have existed in many traditional indigenous cultures, but which have been re-emerging across the globe for more than a decade now.

Broadly speaking Restorative Justice is aimed at promoting concepts of empowerment, inclusion, and restoration (for both the individuals concerned, and for the community), as opposed to paternalistic, retributive, and punitive concepts.

Some justice models have emerged that reflect aspects of both adversarial and restorative models these are usually known as therapeutic jurisprudence models. These therapeutic jurisprudence models actively incorporate some degree of therapeutic rehabilitation into the legal processes, be that via individual counseling, and/or may include a meeting between victims and offenders (sometimes of the same crime, but traditionally more often not). Some local examples of such programs are the Family Violence and Drug Courts.

Further and separate to court ordered therapeutic jurisprudent programs there are voluntary restorative justice programs that victims and offenders are increasingly engaging in.

Research indicates that these programs assist participants (victims and offenders) to feel that justice has been served, and have a healing and rehabilitative effect for both parties. It is important to note that safety and suitability are carefully considered before any involvement in these programs occurs.

Examples of such programs are the 'Sycamore Tree Project' run by the Prison Fellowship of WA, and the 'Alternatives to Violence' run by the Quakers. These programs are operating in addition to traditional justice programs.

The direct benefits of angelhands efforts in this area is that it promotes learning that facilitates victims of crime understanding their reactions and feelings and reduces their trauma symptoms.

Further such information may lead to participation in other justice programs such a restorative ones and/or lobbying for judicial change.

A bi-product of angelhands activities is that it educates members and the community about the legal processes that victims of crime have no choice in becoming involved in, and alerts the community to the fact that alternative justice models exist.

In questioning what justice is, how it is formally operationalised in various jurisdictions and countries, angelhands hopes to promote the development of alternative Australian justice models, and processes that do not hinder trauma recovery and that see justice enacted in a manner that incorporates all its five aspects equally.

Angelhands is a non-funded, not-for-profit charity organisation that helps approximately 500 people a year (directly and indirectly).

angelhands is very much in need of donations (in-kind or cash) to expand their services and assist more people affected by homicide or serious interpersonal crime.

Please visit their website to learn more about what they do, to become a member, and/or to make a donation.

www.angelhands.org.au



Legal Aid Western Australia

is an independent statutory body set up by the Legal Aid Commission Act 1976.

We aim to:

- help people to resolve their legal problems as soon as possible
- make it easier for people to get legal help especially if they belong to a disadvantaged group
- help people find alternatives to going to court
- give a high quality legal service

We provide information, advice and other legal help. The type and amount of help you will get depends on your finances, your legal problem and our resources.

Information services are provided through our telephone information line, community legal education, the website and a range of publications and kits.

Legal advice is provided by our duty lawyers at court or legal advice sessions, either face to face, over the telephone or by video conference to people in remote areas.

Minor assistance is given by solicitors or paralegal advisors who can help you negotiate, write letters, draft documents or prepare to represent yourself in court.

Legal representation is provided by lawyers working for Legal Aid as well as private lawyers. Only people with incomes and assets below a certain level get their own lawyer.

We also provide **specialist services** through our:

- Child Support Legal Unit
- Domestic Violence Legal Unit
- Immigration Service
- Youth Law Unit
- Alternative Dispute Resolution Unit

To contact us visit our website at www.legalaid.wa.gov.au or call our Information Line on 1300 650 579

Charter of Rights for Children and Young People in Care

Every child in care in Western Australia is to receive a copy of the Charter of Rights for Children and Young People in Care.

1. You have the right to receive proper health care including medical and dental when you need it.
2. You have the right to receive guidance and encouragement in your education and activities such as hobbies, sport, music, dance and art.
3. You have the right to be kept informed about your care plan and your views about the plan considered.
4. You have the right to be respected (and to treat others with respect too).
5. You have the right to raise an issue with your case worker, foster carer and/or Advocate for Children in Care.
6. You have the right to privacy and to have your personal belongings.
7. You have the right to be heard (and show the same to other people's views and opinions).
8. You have the right to get help and support to go to court regarding your care.
9. You have the right to have contact with family members and friends whenever possible.
10. You have the right to be encouraged and supported in your religion and culture.
11. You have the right to proper planning before leaving care.
12. You have the right to be safe.

If you have any queries about the charter, email Judith.garsed@dcd.wa.gov.au or call 9222 2518.

The Work of the Mental Health Law Centre and some of the proposed changes to the *Mental Health Act 1996*

The Mental Health Law Centre is an independent, non-government community legal centre which opened in November 1997. The Centre provides free and confidential legal services to mental health consumers across Western Australia. Our primary focus is on the Perth metropolitan area due to geographic and economic factors.

We represent consumers who are contesting their involuntary status under the *Mental Health Act 1996* before the Mental Health Review Board. Involuntary patients are individuals who are detained in an authorised hospital or who are subject to a community treatment order. We also represent consumers who need assistance in one or more of the following areas of law: guardianship and administration, minor criminal matters, employment and discrimination law, criminal injuries compensation matters and some minor civil matters. In the area of family law, we provide referrals for consumers. The *Mental Health Act 1996* has been subject to a review process since 2002. It is expected that the new Act will be presented to Parliament this year. Outlined below are some of the possible changes to the Act. They are not exhaustive and are indicative only. For further information visit the review's website at <http://www.health.wa.gov.au/mhareview/>

Meaning of Mental Illness

The definition will be expanded to include that diagnoses of mental illness should be made in accordance with internationally accepted standards.

The exclusions will be expanded to include:

- engages, or refuses or fails to engage in a particular religious or cultural activity
- has, or has not, a particular political, economic or social status
- is, or is not, a member of a particular cultural, racial or religious group
- is involved, or has been involved, in

family or professional conflict and has been treated for mental illness.

Explanation of Rights

The treating psychiatrist, or in the case of a referred person who has not yet seen a psychiatrist, the person-in-charge or their delegate, must ensure that the patient and his or her carer or representative are given information detailing:

- the patient's rights and entitlements under the Act
- the available advocacy, legal and interpreter services and
- in the case of a carer, the carer's rights under the Act.

Carer's Access to Information

Upon admission to an authorised hospital a patient who is capable of giving consent, must be asked if they have a carer and, if so, if they wish the carer to be consulted regarding decisions about their treatment or care.

This is a consent based model. There are indications that there may be a right for carers to receive information about the ongoing care, treatment and rehabilitation of the person with mental illness, where the disclosure is considered to be in the best interests of the person. However, there are also indications that considerations of confidentiality could override this process so we'll have to wait for the draft Act to clarify this issue.

Grounds for Refusal to Admit Voluntary Patient

On refusing to admit a person to an authorised hospital, the psychiatrist must inform the person of the grounds of the decision and that the person has a right to complain to the Office of Health Review.

Medical Assessments

All persons admitted to an authorised hospital must have a complete medical assessment within a reasonable period following reception to that service.

Second Opinions

The Office of the Chief Psychiatrist is to publish guidelines for what constitutes a second opinion from an independent psychiatrist. Such guidelines would cover

the absence of close professional, pecuniary or social relationships; but also allow for conditions under which the full independence of a second opinion may need to be compromised due to the practicability of obtaining any form of second opinion.

Minors

There will be a new part of the Act for minors which will provide that competent minors can seek voluntary admission of their own accord. A competent minor is any person aged 14-17 who in the opinion of a psychiatrist, medical practitioner or authorised mental health practitioner exhibits maturity in their behaviour sufficient to regard them as functioning at an adult level of decision making. Children will be defined as people under the age of 14 and adolescents are people aged 14 to 17 who have not been deemed to be competent minors. Parents or guardians may seek treatment in respect of these minors and receive information about and be involved in their treatment and care. The position of Youth Advocate will also be created within the Council of Official Visitors to assist minors and their parents or guardians with advocacy within mental health services.

Discharge Planning

A new section on discharge planning to be modelled on the Northern Territory legislation which requires the person-in-charge of a hospital to ensure that a discharge plan is prepared before a person is discharged. The plan is to contain arrangements for the accommodation, psychosocial well-being and ongoing psychiatric treatment of the person and must be capable of being implemented. The patient must be consulted during the preparation of the plan and with the consent of the person, their representative and carer can also be consulted. That is unless in the opinion of the psychiatrist, the consultation is in the best interest of the person and the person is unable to give consent or as a result of his or her mental illness, unreasonably refuses to give his or her consent.

Further Information

If you have any questions or issues regarding the Mental Health Act, the proposed changes or any other issue relating to Mental Health Law, please contact our staff at 9328 8266 or 1 800 620 285. Community Legal Education Team, Mental Health Law Centre



Victim Notification Register

The Victim Notification Register is an information service established for victims of crime.

Officially launched on 19 October 2001, the register allows victims to receive information about the perpetrator of the crime against them - for as long as that person is under the supervision of the Department of Corrective Services.

Information available from the register may include details about the offender's sentence, any escapes from custody and recapture, impending release dates and the results of any appeals against the sentence etc. Victims are notified in writing of any changes to the circumstances of the offender - usually within about five days of that change occurring.

Eligibility

Criteria for registration include that:

You are the victim; and

- The defendant/offender has been charged or convicted of the offence; and
- They are still under the supervision of the Western Australian Department of Corrective Services.

There is no time limit on offences - you can apply for registration even if the crime against you was committed some time ago - just as long as the offender is still serving their sentence.

How to apply for registration

You can apply to register with the Victim Notification Register, using the standard application form, which can be obtained in a number of ways:

- Call the Registrar on **9425 2870** or freecall 1800 818 988 (country WA only) and ask for an application form to be posted to you.
- Go to the website at www.correctiveservices.wa.gov.au Download the brochure and registration form from the website.
- Visit your local Victim Support Service office and ask for an application form.

Victim Support Service, Child Witness Service and Family Violence Service

For someone who has suffered the trauma of being a victim of a crime the aftermath has the potential to be as daunting and psychologically damaging as the offence itself.

The Department of the Attorney General has developed a number of services within the Court system aimed directly at responding to the needs of victims of crime.

The first service, established in 1991 is **The Victim Support Service**. Victims of serious crime against the person are contacted by a Victim Support Worker by mail, following referral of the incident by the Police. Assistance with information on the Court process, counselling, court support, witness preparation, case tracking and writing a Victim Impact Statement (presented to the judicial officer when sentencing the accused person) are some of the supports available.

Children who have been offended against or are witness to crimes are a particularly vulnerable group having contact with the justice system and a specialised service is available to assist them.

The Child Witness Service provides emotional support and practical preparation to children required to give evidence in any of the Courts from Magistrates to Supreme Court. The law also provides a level of protection for children giving evidence by close circuit TV. This allows them not to have contact with the accused and significantly reduces stress.

Violence within families has resulted in significant physical and emotional abuse of women and children and in some instances men throughout our community.

Fear and a lack of understanding of the help available, including legal options, render many of these victims of crime powerless.

The Family Violence Service is addressing these issues with information, support and referral as well as assistance in going through legal processes to gain Violence Restraining Orders and referral for legal advice for any subsequent hearings.

All these services make up the Victim Support and Child Witness Service. These services are also available in a number of regional centres throughout the State.

Information and support are powerful aids to helping those affected by crime begin on the road to recovery.

Victims services are committed to giving victims a voice in the justice system and as part of the Department of the Attorney General VS&CWS are well placed to advocate and assist them.

Contact details

Victim Support

Telephone: (08) 9425 2850
Facsimile: (08) 9221 2533
Freecall: 1800 818 988

Child Witness Service

Telephone: (08) 9425 2850
Facsimile: (08) 9425 2167
Freecall: 1800 818 988

Joondalup Family Violence Service

Telephone: (08) 9400 0707
Perth Family Violence Service
Telephone: (08) 9425 2459

Family Law Reform

The Family Law Reforms which were made law in July of 2006 have been described as the most significant reforms to the Family Law system in Australia since 1975 (AGD, News Release 31 March 2006). Key features of the Shared Parental Responsibility Bill include the presumption of equal shared parental responsibility for children, and the introduction of the new Family Relationship Centres. Whilst both of these initiatives have the potential to make dealing with family breakdown a more smooth and supported process for some, SMCWA and many other groups have major concerns that these changes will:

- Remove the focus from the best interests of the child, to an emphasis on parents' rights.
- Further undermine the safety of children and parents (most notably mothers) who are victims of domestic violence and abuse.

Shared Parental Responsibility

According to the changes to the law, both parents are required to have joint responsibility for major long term decisions about their children such as education, religion, health and changes to living arrangements. Whilst this does not necessarily equate to a child spending equal time with both parents, the law now states that the option of shared parenting time must be considered by the Court.

SMCWA supports shared parenting where it is practical, where it meets the developmental and other needs of the child, where parents can communicate well, and where their focus is on the best interests of their child(ren).

We believe that the best interests of the child must be paramount and that children's lives should not be divided up to 'be fair' to their parents. Unfortunately, with the new reforms, children's wishes will now have less weight in court than previously.

Family Relationship Centres (FRCs)

The new FRCs aim to support families through difficult times including separation and divorce and to manage this process in a less adversarial way (i.e through mediation, counselling and support rather than through

lawyers and court processes). FRCs provide compulsory mediation to separating couples.

It is now law that separating couples must attend an FRC before they can make an application to Court for parenting orders.

Historically, around 95% of families have come to parenting arrangements without a Family Court hearing. It is these families, who generally sort it out themselves anyway, who will benefit most from the introduction of FRCs. For them, FRCs will provide a more supportive process than going through the Court system.

While this sounds positive, SMCWA is most concerned about the effect FRCs and compulsory mediation will have on families with serious, complex issues including domestic violence and abuse. For many trying to escape from an abusive or controlling partner, the new legislation creates further barriers to ensuring the safety of themselves and their children. The new Bill declares that mediation will not be appropriate in such cases, but not how 'such cases' will be clearly identified and protected. The reforms state that 'objective' assessments will be made of families where violence or abuse is alleged and a victim of family violence will have to prove that her fear is reasonable. Parents making allegations which cannot be proven (often notoriously difficult in our Family Law System) may be punished by having children removed from their care and, potentially handed over to the abusive parent. Given that research shows that "false allegations" of domestic violence and abuse are largely a myth (Flood, 2005) and, in fact, victims are much more likely to not disclose abuse at all, these reforms pose a serious threat to the ongoing safety of families post-separation.

For more info visit www.ncsmc.org.au

Source: Kim Hamilton, Solo Mothers and their Children WA (SMCWA)

Helping All Little Ones

HALO has been deliberately less public than in the past but has been busy over the last five years working within the Education Department continuing to support families and children by working more hands on. We have also acquired funding to provide transport, taking children to visit their mothers in prison. This service has been in operation for four years and has proved to be very beneficial for the families involved. We no longer offer Family Court support, because in our opinion abuse issues in this Court are still not handled satisfactorily.

Working in the Department has given us a greater respect for the Department and agencies providing services to the community. We have learnt that sometimes, despite their best intentions, they are unable to provide the necessary help to families when those families choose not to engage. In our roles we provide referrals to support groups and agencies, supporting families by helping them access emergency food and clothes as well as moral support. Part of our role is to provide support to staff, administration and families and find the work rewarding. Our group has learnt lessons which give us a more balanced understanding of the obstacles in providing services and support to those families who have generational issues and need a 'sea change', but do not know how to achieve their goals.

We continue to monitor legislation relating to children's issues and have noticed the 'Parental Support Bill' making its way through the Parliamentary process.

This Bill is an attempt to address issues with families where children whose behavioural problems at a very young age indicate potential problems later on in their life. The families will be offered support when the child is very young. Initially the Bill had proposed the use of what I call the 'big stick' to force families into programmes to address issues such as abuse, domestic violence, alcohol and drug use.

This Bill, had it passed in its original state, would have eventually lead to families having received a Court order to engage in family support programmes.

Had they contravened these orders the process would have included the possibility of their personal possessions being confiscated. However the Bill has been to a Committee and modified removing the compulsory aspects allowing families to engage voluntarily and providing positive incentives for families to engage. May I recommend that checking the Parliamentary web site be a must if we as a community are to stay informed and have an opinion on the laws being passed in Parliament. There are Bills passing through Parliament that the general community do not know about unless there happens per chance to be a media representative interested in a particular Bill and reports on it.

There are heaps of Bills which need public scrutiny because they directly affect our way of life. The public are completely unaware of significant changes because of lack of information being made public. Getting the media to publicise some Bills will only happen when management find the matter news worthy. A wall of silence on important matters is met more often than not, leaving the internet the only avenue available and this can be very limiting.

We are the majority and vote our members of Parliament into office, and they, with the best of intentions work for the good of the community. However they may have a point of view that is vastly different from their electorate and unless they are given feed back by their constituents they are lead by their own consciences on matters as they progress through the system. Reading legislation is something that the more you read the more you grasp and in a very short time it becomes clear and easy to read. So I encourage you to become more empowered and stay informed with Federal and State legislation. Source: HALO

*HALO advocates for children in the community and provides protection, comfort, empowerment and support for children and assists family members and members of the community affected by parenting issues.
Email: helpingalllittleones@msn.com
Phone: 0414 283 147*

LAW ACCESS

History

Law Access was established in October 1992 to co-ordinate the giving of free, reduced fee, cost recovered or fixed fee legal advice or representation by the legal profession. The service is targeted at those people in the community in genuine need of legal assistance who are unable to afford the usual rates charged and are unable to obtain Legal Aid.

In 1996 Law Access took over the administration of the Shopfront Lawyer Service on the ground floor of the Law Society building. The Shopfront lawyer provides 15 minute appointments to obtain general legal advice. There is a booking fee of \$25.00 (incl GST).

Applications to Law Access

Law Access Public Interest Law Clearing House provides pro bono referrals to the legal profession for those that meet the criteria. The criteria are: the matter for which assistance is sought must have sufficient legal merit and the Applicant must meet a "means" test.

The types of pro bono referrals provided are diverse and include general advice, preparation of legal documentation, mediation of disputes, perusal of agreements and court representation.

Formal applications are encouraged principally from those persons who;

- clearly do not have the ability to pay for legal services;
- have a genuine legal problem (many enquiries are from people who are seeking assistance for a matter which is in fact non legal);
- are unable to obtain Legal Aid;
- require greater assistance than just an initial consultation and advice from a solicitor or community legal centre

What Services Have Been Provided?

The pro bono referrals made by Law Access have been diverse and have included

- Advice, documentation and direct representation in civil court actions for free, discounted or a costs recovered fee.

- Advice and representation in court for trial, appeal, and pleas in mitigation in criminal matters for free and on a costs recovered fee.
- Advice and assistance to non-profit organisations, and community groups in negotiations with government departments, documentation of constitutions and agreements, and resolution of internal disputes for free.
- Advice, documentation and direct representation in Administrative Appeals Tribunal for free or a costs recovered fee.
- A free cooperative effort by several law firms and barristers to conduct a number of cases in the Federal Court on behalf of refugees in detention

Assistance in complex commercial litigation is limited due to the time commitment required and the often high disbursement cost associated with such litigation.

Advice and some help with documents in Family Law matters can be obtained from the Shopfront Lawyer however Pro Bono referrals in Family Law matters are only made by Law Access in exceptional circumstances.

For more information or to make an appointment with the shopfront lawyer, Contact:

Phone: (08) 9322 4911

Facsimile: (08) 9322 7544

Email: lawaccess@lawsocietywa.asn.au

Office hours 9am to 5pm Monday to Friday



SLIPPED OR TRIPPED? NOT YOUR FAULT? YOU MAY GET COMPENSATION

In 2003 the WA Labour Government announced that there was a financial 'crisis' in the Insurance Industry. To protect Insurance Companies they imposed a threshold for all claims (the same barrier applies to motor vehicle claims). The threshold means the first \$15,000 of a claim under \$50,000 goes back to the Insurance Co. This destroyed about 80% of genuine car and public liability claims. The biggest losers are pensioners, stay-at-home mums, children, the unemployed and students. In short, the most vulnerable people in our society. The biggest winners are the Insurance Companies, as the table below reveals there was never a 'crisis'.

Figures from the APLA website taken in 2001 reveal
public liability costs and payouts
From the year 1977 to 2001

Total Premiums Collected (Public and Private)	\$11,768,174 Billion
Total Payouts (Public and Private)	<u>\$ 6,042,145 Billion</u>
Total Surplus (Profit)	\$ 5,726,029 Billion

The Above Figures Do Not Include Insurance Company Overheads But Neither Do They Include The Interest Gained When This Money Was Invested.

Our Organisation receives calls every week from unwaged people wanting help in lodging a claim for an accident (car or public liability) that wasn't their

We list below a simple example of a public liability claim:

Mrs B. a widowed 72 year old pensioner, her pension her only income, her home and \$5000 in the bank her only assets. One day Mrs B was walking on a footpath near her home when she tripped and fell over three cement paving slabs stacked on top of each other. The slabs were left partly protruding onto the footpath by careless Council workers the day before. Mrs B broke her arm and spent one night in hospital and required home help for eight weeks until her arm mended. She sought legal advice.

Lawyers told her, her claim was worth: -

Medical, Hospital and Doctors costs	\$1200
Home Help	\$800
Pain and Suffering	\$11000
Physiotherapy	<u>\$200</u>

TOTAL CLAIM	
PLUS LEGAL EXPENSES	\$13200

Because Mrs B's claim for pain and suffering was LESS than the \$15,000 threshold the money she should have received (\$13,200) was paid back to the Insurance Co. Mrs B received nothing and Medicare had to pay for her hospital and Doctors etc. instead of the Insurance Company. No wonder the Insurers are making a killing and Medicare costs are out of control. There are thousands of Mrs. B's out there and you could be one of them.

Both Political Parties in WA approved the introduction of this unfair threshold. In England the threshold is just one Thousand Pounds (A\$2500). This eliminated only about 2% of very small English claims. In WA it eliminated about 80%. There is obviously 'no crisis' in England.

Former WA (now NSW) Supreme Court Judge David Ipp had a big hand in pushing through these unfair laws to help save Insurance Companies from their 'crisis'. His critics have been scathing of him. So he now says it's all gone too far. See The Australian Newspaper 5th of April and 18th May 2007. At the stroke of a pen Judge Ipp changed a 600 year old common law system that was reasonably fair for all people. On that same day he became a NSW Supreme Court Judge he handed down these unfair savage recommendations.

Spread the word, talk to your MP. Remember in WA if you are going to have an accident it had better be a 'big one'.

Source: IPASA

Injured Persons Action and Support Association (IPASA) provides assistance and information for those people lodging a personal injury and compensation claim against any insurance company.

37 Hampden Road, Nedlands, WA
Email: ipasa@injuredpersonswa.org.au
www.injuredpersonswa.org.au
Phone 9386 5211

Community Legal Centres

Community Legal Centres (CLCs) provide a range of legal services to individuals and their communities. These services include legal representation in courts, tribunals and other dispute resolution venues, as well as preventative services provided in the form of advice, information and referral services, community legal education, law reform and policy reform work.

Community Legal Centres Association (WA) Inc
www.communitylaw.net

Phone: 9221 9322

- Albany Community Centre Inc
- Armadale Information and Referral Service (Inc)
- Bunbury Community Legal Centre
- CASE for Refugees
- Citizens Advice Bureau
- Consumer Credit Legal Service (WA)
- Employment Law Centre of Western Australia Inc
- Environmental Defenders Office (WA)
- Fremantle Community Legal Centre
- Geraldton Family Advocacy Service
- Geraldton Resource Centre
- Goldfields Community Legal Centre
- Gosnells Community Legal Centre Inc
- Kimberley Community Legal Service Inc
- Marinwarntikura Fitzroy Women's Resource Centre
- Mental Health Law Centre
- Midland Information, Debt and Legal Advocacy Service Inc
- Multicultural Services Centre of WA Inc
- Northern Suburbs Community Legal Centre
- Peel Community Legal Service Inc
- People with Disabilities (WA) Inc
- Pilbara Community Legal Service—Pilbara, Karratha, Newman and Roebourne
- Southern Communities Advocacy Legal and Education Service
- Sussex Street Community Law Service
- Tenants Advice Service WA
- Welfare Rights and Advocacy Service (WA)
- Women's Law Centre WA
- Youth Legal Service

National Association of Community Legal Centres

www.naclc.org.au

Bunbury Community Legal Centre

The Bunbury Community Legal Centre Inc. (Centre) commenced operation in 1989. The Centre, with strong inter-agency links within the South West community, is now recognised as an integral part of legal and mediation service provision in the South West of Western Australia.

The Centre, like all community legal centres is an independent, non-profit organization which provides referrals, free advice and assistance to low income and disadvantaged people on a range of legal matters. It also aims to increase community awareness and understanding of the law and dispute resolution processes.

The Centre operates five days a week from 8.30am until 4.30pm each day. Prior appointments must be made by contacting the Centre on 1800 999 727 or 9791 3206. In-house legal advice and assistance is offered weekly from its office in Bunbury on Tuesdays and Fridays. In house client base is Bunbury, Australind, Eaton, Boyanup, Dardanup, Capel, Burekup, and nearby areas.

The Centre specifically provides assistance in the following areas of law:

Child Support: Assistance is provided to both carer and liable parents and includes advice, and casework as required.

Family Law: Advice, negotiation, and assistance with preparation of documentation, as deemed necessary.

In addition the Centre provides initial advice and referral across a broad range of subjects such as contract law, torts law, employment law, consumer law, leases and tenancy law, domestic violence, probate and wills, personal injury, debt and minor civil matters.

Since 2001 the Centre has provided a highly successful outreach service in Busselton, Margaret River, Collie, Harvey, Bridgetown, Manjimup and Narrogin.

The Centre recognises the vital role of community legal education and, on request from not for profit organisations, conducts free workshops and seminars. Interested organisations should contact the Centre and talk to Selva – the coordinator and solicitor.

The Community Mediation Service provides mediation for people who are experiencing problems related to family, neighbourhood and workplace disputes.

Self Help Group Profile

Parkinson's Western Australia Inc

Membership

Parkinson's Western Australia has approximately 900 members including family Carers.

Member Profile

Parkinson's Western Australia Inc. was founded more than 25 years ago, to provide support for people with Parkinson's, family carers, family and friends as well as allied health professionals. The Annual Membership fee is \$36.00 per family and in an endeavour to encourage more health professionals to be members they are offered an special associate membership.

Aims

The aim of Parkinson's Western Australia Inc. is to co-ordinate, encourage and or deliver services to people with Parkinson's by providing information, education and support.

Meetings

18 support groups operate throughout the state 9 in the metropolitan area and 9 regional from Geraldton down to Albany. Each of these groups meets on a monthly basis.

Services

There are a range of services and these are:

- Information and Referral - a library of resources is maintained and a 1800 number is provided for country callers. A newsletter is distributed every 2 months and an informative web page is managed.
- Help line- a listening ear and a helping hand for those recently diagnosed.
- Clinical Services – 2 Parkinson's Nurse Specialists cover the metropolitan area, helping with the management of the conditions, providing practical support and education to People with Parkinson's, their family Carers and relatives.
- Research – the association manages funding for small community based projects aimed at improving knowledge or increasing the range of treatment options.
- Community and Professional Education – A varied programme of seminars on topics of interest are provided 6 times per year. The Nurse Specialist service also provides education to allied Health Professionals up-skilling them on the needs and care of the person with Parkinson's.

Sponsors

The innovative clinical services are funded by the Dept. of Health WA. The association has an extensive fundraising program, involving donations, fundraising events, bequests, grant applications and sponsorship. 2007 has seen Parkinson's Western Australia being nominated as The West Coast Eagles United Way Sports Charity Program Partner.

Achievements

The Parkinson's Nurse Specialists, Jo Chadwick and Janet Doherty are winners of the 2007 Nursing and Midwifery Excellence Awards – Community Appreciation category (metro Area).

Parkinson's Western Australia Inc. holds a special **Awareness Week from the 3rd Sept – 8th Sept**. For further information please contact Parkinson's Western Australia Inc. by phone on 9346 7373, country callers 1800 644 189, www.parkinsons.org.au or via email: pwaadmin@cnsa.com

Community Group Link

Is It Time To Think About Incorporation?

For not for profit groups such as self help and support groups there is a choice as to how you organise yourself. The two most common forms of community groups being unincorporated and incorporated. An unincorporated group is generally seen as a group of individuals that have come together because they have agreed about a particular issue and these individuals don't see any need to involve the government in any way.

These groups will not have the cost of incorporation, or the need to comply with the requirements and the forms imposed on incorporations. This is very suitable for a group that is together for a particular one off event.

On the negative side of this it does mean that the group is not an identity in its own right. An example of how this might affect the group is that to sign a contract of any sort e.g. to lease your venue it will need be in an individual's name. This means that the individual is responsible for the debt incurred.

The other disadvantage is that if anything goes wrong and there is a court case (e.g. someone hurts themselves at a meeting) the individual may be required to fund the payout if the group has insufficient money to cover it.

Therefore the advantages of incorporation are that the association receives recognition as a legal entity separate from its members, offers some protection for office holders from the debts or liabilities incurred, most funding sources insist on incorporation

Incorporation is voluntary but once undertaken, the group or organisation must comply with the relevant legislation. The association can now for example rent the venue in the name of the association and the individuals are not personally liable.

There is a cost involved in applying for incorporation. Some local councils have grants to help community groups with the cost of incorporation. The process of incorporation requires the group to have a suitable constitution that guides the way the group is to operate. This can be an involved process but it does clearly create guidelines on member's rights, roles of the committee etc.

*If you would like more information about incorporation please refer to the Department of Consumer and Employment Protection or check out their website
www.docep.wa.gov.au*

Or check The Department of Sport and Recreation website at www.dsr.wa.gov.au

Legal Issues When Using Email

We are all using email, and it is a wonderful method of communication but there are legal considerations that will affect our use of this form of communication.

Are you aware that copies of your emails are stored on many servers or computers as they pass between the sender and receiver? Simply deleting the email does not delete all of these copies and they can be retrieved from these other sources. Search warrants or court orders can be served requiring emails to be released to third parties such as police, and regulatory agencies. Emails can be easily forwarded, changed, sent in error to the wrong recipient and forged. This makes email an insecure method of communication and so care needs to be taken.

Some of the legal risks of sending, receiving or storing email are:

- Confidential information in an email that is later discovered incidentally can be a breach of the duty of confidentiality.
- Sending unwanted or emails that were not requested to a large number of people is only allowed if there is an option out.
- Defamation is a risk when a derogatory statement or material is made/sent in an email about an identifiable person or someone from a group and the email is sent and viewed by other people
- A real concern to most people is copyright. The content of an email may constitute an infringement of copyright, moral right or a trade mark.

Be aware that what you send may be seen by people other than those for which it was intended. It is a wonderful, quick method of communication but it is not without risk.

New Self Help & Support Groups

We have had interest shown in starting new groups for the following issues. If you are interested in one or more of these please contact Melva at WISH on 9228 4488 or email cdo@wish.org.au



DYSLEXIA

Dyslexia is a brain-based type of learning disability that specifically impairs a person's ability to read. These individuals typically read at levels significantly lower than expected despite having normal intelligence. Although the disorder varies from person to person, common characteristics among people with dyslexia are difficulty with phonological processing (the manipulation of sounds) and/or rapid visual-verbal responding.



OBSESSIVE-COMPULSIVE DISORDER FOR YOUTH AND PARENTS

This group would be for young people who have the disorder and also for their parents. People with obsessive-compulsive disorder (OCD) have persistent, upsetting thoughts (obsessions) and use rituals (compulsions) to control the anxiety these thoughts produce. Most of the time, the rituals end up controlling them. Performing such rituals is not pleasurable. At best, it produces temporary relief from the anxiety created by obsessive thoughts.



MACULAR HOLES

A macular hole is a small hole in the macula which is in the centre of the retina. The macula is the part of the retina which is responsible for our sharp, detailed, central vision. This is the vision we use when we are looking directly at things, when reading, sewing or using a computer. Macular holes usually only affect one eye, although there is a 10 per cent, i.e. one in ten, chance that the other eye will eventually be affected.

A macular hole is very different from macular degeneration. People with a macular hole will probably have changes in the central part of their vision. These changes can range from straight lines looking wavy in the early stages to a small blank patch in the centre of vision in the late stages. People may first notice that they have trouble reading small print or that there is distortion when they look at a printed page.



INTERSTITIAL CYSTITIS

Interstitial Cystitis is a debilitating inflammatory disease of the bladder wall. At first many people think they have a bacterial infection of the bladder, but pathology rarely shows any disorder and conventional antibiotic therapy has no effect. Day and/or night frequency of urination may be the only symptom in early or very mild cases. The sensation of having to urinate immediately may also be accompanied by pain and pressure of spasms. This can be in the abdominal, urethral or vaginal area. Pain usually increases as the bladder fills.

Welfare Rights and Advocacy Service

A not-for-profit community legal centre which specialises in providing independent information, advice, advocacy and referral to people in relation to Centrelink, family assistance and tenancy matters. Ongoing casework assistance is prioritised to those on low incomes. There is no charge for assistance.

Ph: 9328 1751

Fax: 9227 1375

web: www.wraswa.org.au

Email: welfare@wraswa.org.au

Aboriginal Legal Service of WA

ALSWA is the largest community based Aboriginal and Torres Strait Islander legal organisation in Australia. It provides legal aid services to Aboriginal and Torres Strait Islander peoples in Western Australia. Services include Criminal Law, Family Law, Civil Law and Human Rights and Services for Men and Women in Custody.

Phone: 08 9265 6666

Freecall: 1800 019 900

Web: www.als.org.au

Youth Legal Service

Youth legal service provides free and confidential legal services to young people in Western Australia.

Services include information, advice, advocacy and representation in the Children's Court and are available to people up to 25 years of age as well as members of their families.

The Youth Legal Services also provides services to people who work with young people - teachers, youth workers, social workers and police officers.

They offer Community Legal Education programs to help young people, carers, and workers to understand the law and how it works. Activities include education forums, youth worker training and specialist training for medical practitioners and police recruits. Publications and Factsheets are also available.

Phone: 9202 1688

Free Call: 1 800 199 006

Web: www.youthlegalserviceinc.com.au

Email: yls@youthlegalserviceinc.com.au

Women's Law Centre

The Women's Law Centre provides the following services for women:

- Community Legal Education
- Legal Advice
- Information and Referral
- Law Reform
- Minor Assistance (eg. Help with documents)
- Limited representation and case work

The Women's Law Centre is guided by feminist principles of the United Nations Convention on the Elimination of all forms of Discrimination Against Women. Wherever possible they target their resources to women who face disadvantage. The Women's Law Centre works with interpreters to assist women with English as a second language.

Phone: 9272 8800

Free Call: 1 800 625 122

Fax: 9272 8866

Email: wlcetreofwa@inet.net.au

WISH Training

WISH is continuing with our successful training workshops. Part 2 of the Media Workshop is planned for August and a Networking and Morning Tea planned for November. These workshops should prove to be interesting and informative for self help and support group members, service providers and the general community.

EVENT: Making A Difference Through the Media—Part 2

Date: Wednesday 29 August 2007

Time: 9:15am—1pm

Facilitator: Tony Serve

Long-time journalist and media advisor Tony Serve is keen to assist self help groups make the most of all media opportunities. He is running this workshop as part 2 for those who have been involved with him in the past 18 months. This is an opportunity to develop real skills, using real situations working with networks and resources that will help you be heard.

EVENT: Free Networking Morning Tea

Date: 6th November 2007

Time: 9:30am—11:30 am

Something exciting for term 4, an opportunity to come and meet with people who are involved with self help or support groups. This could include members of groups, service providers who support groups, or interested parties who would like to learn more about the value of self help and support groups. This would be an opportunity to discuss and share your ideas, your successes and your difficulties. Come and let us know what you would like to see for 2008. Looking forward to meeting you.

Venue: WISH Training Room, 335-337 Pier St EAST PERTH

Cost: Affiliate Members/Self Help Groups: Gold coin donation

Associate Members: \$5.00 Gst inc

Non WISH Members: \$10.00 Gst Inc

Bookings Essential!

Places are limited! Contact WISH to reserve your seat at these exciting workshops.

WISH Office News



WISH Directory 2008

It's almost that time again when we will be updating your information for inclusion in the new WISH Directory. WISH is currently looking into ways in which we can make it easier for you, our members to update information via our website. Watch this space for more information.



WISH Focus Group

As part of our forthcoming re-brand we are inviting members particularly our self help support groups to provide feedback in regard to the proposed changes. This is an exciting time for the organisation as we move into our 25th year and if you would like to be involved please contact Vicki Davies on 9228 4488 between 9am-4pm Monday to Thursday.



WISH Board Member

WISH welcomes our newest Board member Kirsten representing the Australian Breastfeeding Association (WA Branch). Kirsten has had contact with WISH over a number of years through her involvement with the Association. Along with John from the group Angelhands WISH is well placed to address issues that impact on the support group community at the Board level and this will in turn assist us as we determine future directions for WISH.

Check Out These Websites

Multicultural Housing Advocacy

www.multicultural.online.wa.gov.au/mscwa

This program aids migrant families and individuals to maintain their tenancies by assisting with the completion of rental applications, bond assistance, understanding and negotiating lease agreements and assists in negotiations with landlords/agents.

Citizen's Advice Bureau

www.cabwa.com.au

The Bureau provides Legal Advice and prepares documents like Wills, Powers of Attorney, and some Family Court Documents.

Family Court Reforms

www.familycourt.gov.au

The Family Court of Australia has implemented a significant reform in court procedures with less adversarial trials that involve a more informal and less complex legal process as judges take on a more involved role in family law cases involving disputes over children.

Child Support Agency

www.csa.gov.au

New reforms, introduced on 1 January 2007, mean that instead of 28 days, parents now have 13 weeks after separation to apply for child support before their Family Tax Benefits are affected. This will give families more time to work out their parenting arrangements before they apply for child support.

The Policy Bank

www.ourcommunity.com.au/boards/boards_article.jsp?article=1453

The Policy Bank provides a range of free policies and procedures relevant to not-for-profit Boards and Committees and the organisations they govern.

American Self Help Group Clearing House

www.selfhelpgroups.org

This is a useful source of information relating to the Self Help Sector and has a helpful article written by its Director, Ed Madera, on how to develop an online support group or website.

Club Doctors

Networking Meetings in the South West

I travelled to Bunbury/Busselton Region in March and held a very successful networking meeting with 14 participants who represented self help groups and service providers. Lots of information was shared about common concerns such as dealing with the media, working with health professionals and common problems. It was also decided to continue meeting as everyone found it so valuable.

The group felt that some workshops would be useful and I am in the process of working how to best offer some of those that we hold in Perth.

A second meeting was held on the 18th March which was hosted by Anne Jackson from the Bunbury Stroke Support Group. The Red Cross kindly offered their facility and this time the meeting was attended by 10 people with self help and support groups and service providers represented, but a different group of service providers. They are interested in assisting where possible and are offering their services as guest speakers.

We are currently planning the third such meeting for the 11th of July at the Uniting Church in Kent St in Busselton from 9.30am to 11.30am. If you are able to attend please let me (Melva) know either by phone 9228 4488 or email on cdo@wish.org.au.

The group felt this is a way that the groups in the region can help each other and offer support and information on resources in the area.

Club Doctors is a free counselling service offering advice to people involved in the region's not-for-profit organisations to help enhance their work.

Rotary Club of Bunbury Leschenault with the support of other Rotary Clubs in Bunbury, the South West Development Commission and the South Western Times Group, has established Club Doctors to provide an extra level of support to volunteers and not-for-profit organisations.

Supported by volunteer counsellors who all have a great deal of experience in their respective professional fields, Club Doctors is aimed at empowering community leaders and improving the effectiveness of community organisations.

Club Doctors' services could include advice on:

- future planning
- volunteer recruitment
- conflict resolution
- assistance with financial matters
- fundraising
- growth program

The service provides practical advice on how to solve problems, and is not aimed at undertaking the work on behalf of community organisations. Office-bearers of clubs and not-for-profit organisations can phone or email Club Doctors during business hours, at the numbers below, to arrange a confidential appointment with a counsellor. Usually, the counsellor will discuss the matter with the club nominee by telephone and then arrange a meeting as required.

As an example, one issue which often arises is "Does our club have to have an audit?" and "If an audit is necessary, how do we go about getting it done?"

The answer to this question is on our website at www.clubdoctors.com.au, along with lots of other useful information for community clubs around the region. More specific information can be obtained on request. Just give us a call. If you think your organisation or club could benefit from the services provided by Club Doctors, please call **08 9791 4611** or email at effjay@bigpond.net.au. Club Doctors is an initiative of Rotary International through the Rotary Club of Bunbury Leschenault funded by the State Government of Western Australia through the South West Development Commission and supported by the City of Bunbury and the South Western Times Group.

Calendar of Events

July

National Diabetes Week July 8—15

Diabetes WA has a variety of free events, presentations and demonstrations for you to enjoy.

Contact 9325 7699 or visit www.diabeteswa.com.au for more information

Fragile X Conference 22 July, 9am—1pm

Grace Vaughan House
227 Stubbs Terrace
Shenton Park WA

Do you have a family history of relatives with an undiagnosed intellectual disability? Fragile X is the most common inherited cause of mental impairment and a common cause of Autism. Visit the website at www.fragilex-wa.websyte.com.au
RSVP by July 15 to Azma at 9439 1828 or hoskens@optusnet.com.au

Borderline Personality Disorder Workshop

Mental Illness Fellowship of WA 30 July, 10am—1pm

Trinity Campus
Wyvern/Epworth Room
Administration Building, UWA
Hampden Road, Nedlands
Phone contact 9228 0200 or email Merinda at merindaeppy@pobox.com

August

Applied Suicide Intervention Skills Training

Suicide first aid interactive workshop

18 & 19 August, Sonshine FM Morley
27 & 28 August, Perth
Partners of Veterans Assoc. of Australia
Phone Sam: 0421 573 7000 or email asistwa@yahoo.com.au

WISH Media Workshop—Part 2

29 August
9:15am-1:00pm
WISH Training Room, Perth
Phone 9228 4488 or email wish@info.org.au

September

Busselton Seniors Expo 18 September, 9am-4pm



The Busselton Senior Citizens Centre is planning a Seniors Expo. This is the first expo of this type to be held by the Busselton Senior Citizens Centre. It is to be held on Tuesday the 18th September 2007 9am to 4pm.

This will be an opportunity to promote your support service/group to the seniors in the south west and will provide the opportunity to have a display or a workshop. They are providing space for a limited number of stalls with small tables at \$10.00 and larger ones for \$20.00. It is possible to have an unmanned stall/display if that would suit you better. Bookings need to be made by the 30th June.

If you would like more details please contact Shelly or Jillian at the Busselton Senior Citizens Centre on 9752 2232 or email bscc@westnet.com.au or post PO Box 1109 Busselton WA 6280

14th Deaf-Blind (DbI) International World Conference

25-30 September
Burswood Casino, Perth WA
www.dbiconference2007.asn.au

October

World Mental Health Day

10 October

WA Week

14-21 October

WA Week will feature a state-wide program of events to showcase Western Australia, its people and achievements. Get involved by hosting or sponsoring an event or volunteering. To find out more, contact Celebrate WA at 9481 8066, email celebratewa@celebratewa.com.au or visit www.celebratewa.com.au

Carers Week: Anyone, Anytime 15-21 October

<http://www.carersaustralia.com.au>

New and Existing Group Development

- WISH provides practical, personal support and information for individuals involved in new and existing self help support groups.
- Group issues and development
- WISH Directory of Self Help and Support Groups
- Media and publicity
- Promotion of self help and support groups
- Pamphlet production and website services
- Workshops and information forums
- Meeting facilities and equipment hire

Telephone Information Line

This unique service links callers including allied health workers, service providers, media personnel, students and community members to self help support groups and other community support services listed in our extensive database. To access WISH's Information Line simply phone 9228 4488 or 1800 195 575 for country callers between 9am-4pm Monday to Friday.

Publications

- Publications and resources are available on issues relating to self help and support groups.
- The 2005 edition of the WISH Directory of Self Help and Support Groups (incorporating Community Organisations) 770 entries and almost 1100 contacts. It lists a range of support services in both metropolitan and regional Western Australia
- Self Help Group Starter Kit
- How to Promote Your Group
- WISH's newsletter the "News Exchange"

Website

The revamped WISH website is a one-stop resource for self help group members, service providers, educational institutions, health professionals, students and the wider community. www.wish.org.au The WISH website contains an: Online Directory of Self Help and Support Groups (incorporating community service organisations), Past issues of the WISH News Exchange Newsletter, Group support and resources, Information, News, Events and lots more

Information Forums

WISH conducts Information Forums with the aim of educating the wider community including health and allied professionals, students, existing self help groups and interested community members as to the virtues of self help.

Resource Centre

The Centre includes group/organisation newsletters, brochures, journals, videos, training manuals, and other information to assist in self help group development.

Facilities and Equipment Hire

We have a fully equipped, air-conditioned training facility that accommodates up to 25 people available at our East Perth offices. WISH also offers the hire of our 'Toucan' multi-panelled fabric display boards.

Contact Details

Telephone: (08) 9228 4488
Rural Freecall: 1800 195 575
Email: info@wish.org.au
Web Site: www.wish.org.au
Postal Address: PO Box 8140 Perth Business Centre WA 6849
Actual Address: 335-337 Pier Street EAST PERTH WA 6004



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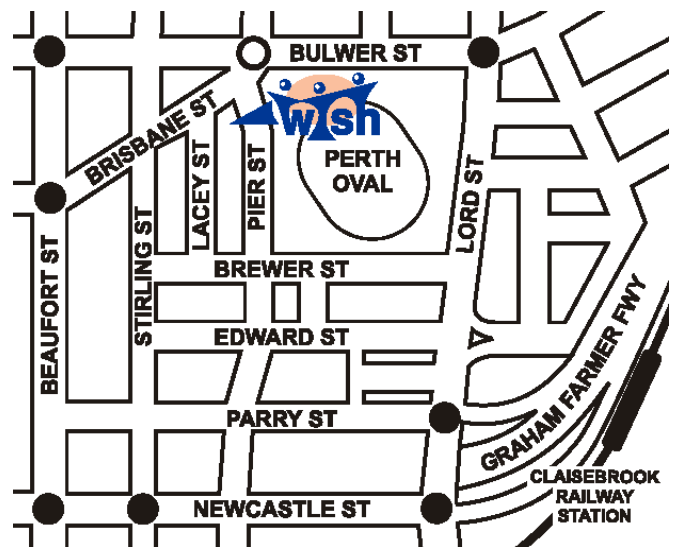
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Website: www.wish.org.au
Hours: 9am-4pm
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Centre
WA 6849
Actual Address: 335-337 Pier Street
East Perth WA
(opposite Perth Oval)



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