

Self Help & Consumers

We are all consumers in one way or another and so this edition is very relevant to all of us in the community.

The dictionary defines a consumer as "One who consumes; one who buys goods or services; customer; buyer".

It is interesting that many of us can identify with being a consumer of retail products and services but not of health, legal or other professional services. We generally expect a high standard of service from retail outlets, tradesmen and other suppliers of goods and services but when it comes to accessing some professionals we don't always expect the same high standard of service.

Are we just "baffled by science?" Is it that we have been brought up not to question those that are 'in authority' and supposedly must know more than we do about such issues? Do you feel you may come across as aggressive or a nuisance if you speak out? Does your mind go blank or you think you will sound stupid if you ask a particular question. I am sure there are many including myself that can answer yes to some if not all of these scenarios.

I read recently in Louise Hay's book '*You Can Heal Your Life*' that she believes most of us feel "we are not good enough. "Perhaps this is the crux of the matter. We need to feel that we are 'good enough' and become empowered enough to stand up for ourselves as consumers.

Whilst there have been some positive changes over the years in speaking out

there are still people in the community, particularly those from marginalised areas such as disability and mental health that are still struggling to be heard. It is of concern that funding has also been withdrawn from some services that were set up particularly to provide support to mental health consumers so that they could have a voice.

Self help groups can bridge the void between the individual and service providers/professionals by re-empowering the individual. It doesn't necessarily mean that people have to join a rally march or lobby politicians, although that could be an option. Empowerment can be as simple as gaining knowledge, including knowledge of self, and increasing in self confidence. That in itself is quietly powerful and can produce wonderful results. I have seen people grow quite remarkably as they have participated in various self help groups.

I hope the information contained in this edition will help you to link with groups and services that may help you as a consumer. It's time to expect a high standard of service in all areas that affect your life especially in the areas of health and wellbeing.

Vicki Davies
Executive Officer

NEWS EXCHANGE



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

Editor Claire Muntinga
 Contributors Vicki Davies & Sharon Van der Laan
 Proof Reading Alison Morse
 Printer John Drummond — Display Print

Advertising Rates

1/2 Page article:	Non Commercial Members	Free
	Community Orgs	\$44
	Commercial Groups & Orgs	\$55
Flyer	Self Help Group Members	Free
Inserts in Newsletter	Not for Profit Members	\$27.50
Mail out:	Non Members Groups & Orgs	\$33
	Commercial Groups & Orgs	\$44

Next issue copy deadline: December 10th 2004

CONTENTS

General Articles

Online Health Consumers..... 3
 Consumers' Health Forum (CHF) 4
 Consumer Advisory Council 4
 Health Consumers' Council..... 5
 Australian Consumers' Association (CHOICE) 5
 CARESAFE 5
 Citizens Advice Bureau WA 5
 Bay Of Isles Community Outreach..... 5
 Sussex Street Community Law Service 6
 Health Consumers of Rural & Remote Australia..... 6
 Australian Mental Health Consumer Network..... 6
 Ombudsman Information Sheet..... 7

New Groups

Reclaiming Voices WA..... 8
 Victims of Street Assault Support Group (VOSA) 8

WISH

WISH Office News 9
 WISH Community Group Link 10
 WISH Community Group Link 11
 Regional Roundup..... 12

Coming Events

ARAFMI—Education for Family & Friends 13
 Consumer Advisory Council 13
 Physical Disability Council Conference 14
 WA Community Housing Conference 14

Services and Information

Community Sponsorship Fund 15
 Australian Foodgrains Bank 15
 Telstra Information..... 15
 Medimate 16
 Is your Advertising Working For you? 16
 Eating Disorders Phone In..... 16
 The Overseas Trained Health Professionals Network..... 17
 Calendar Dates 17
 Services Directory 18

EDITORIAL

Welcome to the spring edition of the 'News Exchange' !!

This edition of 'News Exchange' will focus on self help and consumers. The word consumers covers a broad range of subjects. We are all consumers in one way or another—whether its purchasing products or services, we are all part of the 'consumer society'.

Inside this edition you will find articles and listings of organisations and service providers that can assist West Australian consumers. The article on page 3 is very interesting because it covers the issue of on-line health consumers. In this day and age there is so much information available on the internet in regards to health that it can be very confusing and often conflicting. It will be interesting to see the future direction of on-line health information and the impact it will have on society.

The next edition will focus on 'victims of Crime'- so if any readers have stories or information they think will be relevant please submit it by the 10th of December.

We are currently in the process of compiling the 2005 WISH Directory of Self Help and Support Groups. If you are a new group or currently in the 2003 edition please fill in the form provided in the newsletter and fax or post in into WISH.

Goodbye till the next edition and enjoy the beautiful spring weather Perth is having!!



Online Health Consum-

Around 27 per cent of regular Internet users in Australia seek health information on the web. Although this information can be valuable, the online health consumer should be wary because medical misinformation or 'cyber quackery' is rife on the Internet. It is important to know how to recognise a reputable site. And remember, it's unwise to self-diagnose using online information. Always see your doctor for professional diagnosis and treatment - otherwise, you may be wasting time, money and emotional energy taking care of a disease that you don't actually have.

Why we go online for health information

We go online to find health information because we want to:

- Gather more information about a medically diagnosed disease or illness.
- Find out about alternative medical treatments.
- Get a 'second opinion'.
- Seek support from other Internet users who have the same kind of medical disease or illness.
- Find relevant patient support groups.
- Resolve conflicting health information.

Snapshot of Australian online health consumers

Selected statistics from the second annual ACNielsen Australian eHealth study (2002) include:

- Around 27 per cent of regular Internet users in Australia seek health information on the web. This is about 1.4 million Australians.
- Around 75 per cent of Internet users who are in poor health use the Internet to get better informed about their medical condition. This allows them to ask their doctor more questions.
- About 20 per cent of online health consumers use the Internet to help them decide whether or not to seek medical attention.
- Half of the survey participants reported that online medical information helped them to better manage their health.
- The Internet is the number one source of medical information and services for online health consumers (86%), followed by information from doctors' surgeries (54%).

How to recognise a reputable medical website

Remember that this or any other checklist isn't foolproof. Generally speaking, you should ask yourself the following questions before deciding whether to trust the information presented on a medical website:

Things to remember

- Make sure the website is owned by a reputable organisation before you decide to trust its content.
- Don't use online health information to self-diagnose - always see your doctor or healthcare professional.

The danger of self-diagnosis

Self-diagnosis using medical websites is tricky, because these websites cover specific medical conditions. For example, if you type the symptom 'stomach pain' into the search engine of a general health and medical website, it may offer gastritis, appendicitis, irritable bowel syndrome or gastroenteritis for further information. It would be a mistake to consider these suggestions as possible diagnoses - your stomach pain could be caused by a build-up of gas following the baked beans and eggs you had for lunch. Don't use online health information to self-diagnose. Always see your doctor or healthcare professional.

Summarise your research before you visit your doctor

It's a good idea to discuss online health information with your doctor or health professional. However, don't expect your doctor to have enough time to read multiple pages of information. Before your visit to the doctor, you should:

- Summarise the information you found on the Internet.
- Write down a short list of specific questions.

Where to get help

- Your doctor



Consumers' Health Forum

Consumers' Health Forum (CHF) is one of the leading national organisations providing a voice for all health consumers. CHF's strategic direction is set by its voting members.

Voting members are consumer organisations, which represent a broad range of health consumers such as illness groups, disability groups and specific population groups such as youth, older people and women.

CHF is governed by its voting members through an elected committee (the Governing Committee). Members of this committee come from national, state and local consumer organisations.

CHF nominates and supports consumer representatives on government, industry and professional committees.

CHF develops and maintains strong networks with government, non-government organisations and industry for the advancement of consumer health issues.

CHF publishes a range of quality publications on various aspects of health care including the informative magazine, *The Australian Health Consumer*.

For more information on the Consumers Health Forum, please contact the following:

Mailing Address:
PO Box 3099
MANUKA ACT 2603
Street Address:
Unit 10, 11 National Circuit, Barton
Level 2, Engineering House
Telephone:
(02) 6273 5444
E-mail:
info@chf.org.au



Department of Consumer
and Employment Protection
Government of Western Australia

CONSUMER ADVISORY COUNCIL

The formation of the Department of Consumer and Employment Protection (DOCEP) on 1 July 2001 brought together three Western Australian Government agencies: the Ministry of Fair Trading, the Department of Productivity & Labour Relations and WorkSafe Western Australia.

The revised department has six divisions: Consumer Protection, Labour Relations, WorkSafe, Office of the Director General, and Corporate Services.

As part of the Consumer Justice Strategy, the Minister of Consumer and Employment Protection, the Hon John Kobelke MLA, has established a Consumer Advisory Council. The purpose of the Council is to strengthen the voice of WA consumers and develop strategies to involve consumers in matters that affect them.

The initial role of the Council will be to:

1. Advise the Minister and Department on strategic approaches to building capacity in consumer groups so as to increase and improve consumer input in consumer affairs.
2. Advise the Minister and Department in the review of the *Consumer Affairs Act 1971* and *Fair Trading Act 1987*.

Input into the Council:

Community and consumer groups and members of the public are invited to provide submissions to the Council as they relate to the terms of reference. Submissions can be sent to the Executive Officer at the address below.

For further information on the Consumer Advisory Council please contact:

Christina Kadmos, Executive Officer
Tel: (08) 9282 0471 (Monday-Wednesday)

For consumer information please contact DOCEP:

For new enquiries and general advice
General Advice Line: 1300 30 40 54
Phone: 9282 0777
Fax: 9282 0850
Email: consumer@docep.wa.gov.au
Website: www.docep.wa.gov.au/cac

Welcome to the Health Consumers' Council

Everyone has an opinion on how our health system could be improved, suggestions on what changes could be made or ideas of what new services are badly needed. But a lone voice in the health system is unlikely to be heard.

The Health Consumers' Council exists to be your advocate

The Health Consumers' Council is an independent community based organisation, representing the consumers' 'voice' in health policy, planning, research and service delivery.

The Council advocates on behalf of consumers to government, doctors, other health professionals, hospitals and the wider health system.

The HCC has 5 clear objectives:

- 1) Helping consumers to understand health issues.
- 2) Encouraging participation in decisions that affect the health system.
- 3) Ensuring that the health system is accountable and spending our money wisely and productively.
- 4) Giving people who use the health system access to advocacy, information, training and support.
- 5) Helping our community understand the health system.

If you would like to speak with someone at the Health Consumers' Council please phone 9221 3422, or 1800 620 780

The Australian Consumers' Association

The Australian Consumers' Association is a not-for-profit organisation that's here to help. The ACA publish consumer information to keep consumers' informed, test products so you don't buy duds, and lobby on the public's behalf.

ACA funds come solely from subscriptions, sales and independent testing. ACC provides consumers with the following information:

- a monthly consumers' magazine, CHOICE™, circulation over 100,000.
- Australia's biggest subscription website, www.choice.com.au, and much more...

Contact the ACA for more information on consumer products and general information:

Ph: (02) 9577 3399

Fax: (02) 9577 3377

E-mail: ausconsumer@choice.com.au

Website: www.choice.com.au

CARESAFE

COMMUNITY ACTIONED REALISTIC ELECTIONS FOR A SAFER AUSTRALIA FOR EVERYONE

The CARE SAFE name was created by Frank Ash for the various community serving efforts and enterprises and organisations with SAFE standing for a Safer Australia For Everyone.

Here are some of a number of enterprises combined under the CARE SAFE efforts:

- ◇ The Safe Food Consumers Association Inc promotes safe (biodynamic, pesticide-free) food and organises food cooperatives throughout the community.
- ◇ The Citizens Road Safety Association Incorporated promotes increased safety on the roads through its magazine "ACTION".

For more information on these groups please contact Frank Ash on:

Tel: (08) 9271 2576

Email: fandjash@inet.net.au

Website: www.caresafe.inet.net.au

Citizens Advice Bureau

Provides a free confidential, impartial information and referral service to any individual or organisation. Legal advice, mediation and dispute resolution by appointment.

Please contact the following for more information:

Information Line: 9221 5711

Email: cab@inet.net.au

Website: www.cab.inet.net.au/~cab

Bay of Isles Community Outreach Inc

A non-government support service for mental health consumers located in the Great Southern Region of WA.

Please contact the following for more information:

Tel: 9072 1009

Mobile: 0401 642 278

Email: boicoi@westnet.com.au

Sussex Street Community Law Service Inc.

Sussex Street Community Law Service Inc. is a 'non-profit', non-government community based service.

The objectives of Sussex Street Community Law Service are:

- to provide free and readily accessible law advice and welfare services to the people of Victoria Park and environs, including welfare advocacy, financial counselling, and assistance with material needs
- to participate in and involve local citizens in the recognition, understanding and solution of their own legal and related problems
- to participate in and provide legal education in the community
- to participate in and practice preventative law and
- to initiate and participate in law reform.

Sussex Street carries out these objectives by providing a range of services in an integrated way to those people who are disadvantaged in the community.

For more information please contact:

Tel: (08) 9470 2676

Email: sussex.st@sscls.asn.au

Website: www.sscls.asn.au



Health Consumers of Rural & Remote Australia Inc

HCRRA is a not for profit organisation that works to improve rural health outcomes by involving consumers in the planning, implementation, management and evaluation of health services throughout the non-metropolitan Australia.

Members of HCRRA are given the opportunity to represent the views of people who live in rural and remote Australia in the planning and implementation of a broad range of health issues that directly affect them.

Members receive a newsletter and access to a vast amount of information on health issues for rural and remote consumers.

For more information, contact:

Michele Foley

**c/o National Rural Health Alliance
PO Box 280, Deakin West ACT 2600**

Tel: (02) 6232 4405

Fax: (02) 6285 4670

Email: hcrra@ruralhealth.org.au



**australian
mental
health
consumer
network**

The Australian Mental Health Consumer Network Inc (AMHCN) began in 1996 at the Brisbane MHS Conference when Australian consumers joined together for the first time nationally to indicate their conviction that a national voice on consumer issues was vital if their concerns about mental health issues were to be addressed at Federal Government level.

The network consists of its approved members from all states of Australia. The network's national committee approves new members, discusses and decides policies and priorities, consults with the membership, represents a consumer voice to federal politicians and departments and acts as a clearing house for news on mental health issues, service provision and policies.

Now funded under the National Mental Health Strategy, the Network provides a way for consumers to have input on committees that make decisions about the delivery of mental health services as well as active input to national policy direction.

For more information on AMHCN please contact the following:

Telephone: (07) 3844 3009

Fax: (07) 3844 2609

Postal address: PO Box 5939, West End, QLD, 4101, Australia

Email: secretariat@amhcn.com.au

Website: www.amhcn.com.au



OMBUDSMAN INFORMATION SHEET

What is an Ombudsman?

The main function of an Ombudsman is to investigate complaints about government administration from aggrieved persons. The term has its origins in Sweden, which established the Office of Parliamentary Ombudsman (Justitieombudsman) in 1809 to oversee government administration. That Office has become a model for similar institutions around the world.

Western Australia was the first Australian jurisdiction to establish the position of Ombudsman (or Parliamentary Commissioner for Administrative Investigations as it is formally known) in 1972. Western Australia's first Ombudsman was Oliver Dixon, who served until 1980. His successors have been : Ivor Evans (1980 - 1982), Eric Freeman (1982 - 1990), Robert Eadie (1990 - 1996), Murray Allen (1996 - 2001), Deirdre O'Donnell (2002—).

The role of the Ombudsman in Western Australia

The Ombudsman's main function is to assist the people of Western Australia to resolve disputes with public sector agencies of the State and to help those agencies to be accountable for, and to improve the standard of, their administrative decision-making, practices and conduct.

These objectives are achieved in a number of ways:

- by providing an effective and efficient system for handling and resolving complaints received from persons throughout the State about the administrative practices of public sector agencies;
- by acting as an agent for systemic change in the public sector - by identifying the causes of problems and making recommendations for changes to procedures, practices, policies or legislation which will prevent similar problems occurring; and
- by encouraging public sector agencies to establish their own internal complaint handling systems as a necessary component of achieving good public administration.

Subject to certain exceptions, the Ombudsman can accept and investigate complaints about:

- State Government departments, statutory authorities and corporations;
- the Western Australia Police Service and its members, where the complaint relates to a matter of administration;
- local governments (ie. Cities, Towns and Shires);
- public universities; and
- many other public sector bodies and office-holders.

Contact the agency first

Before you submit a complaint to the Ombudsman it is a good idea to try to solve the problem by contacting the department or agency concerned. Many agencies have internal complaint resolution procedures that may be able to resolve the complaint to your satisfaction. Keep records of your contacts with the agency.

How to contact the West Australian Ombudsman:

Mail: The Ombudsman, PO Box Z5386, St Georges Terrace, PERTH WA 6831

Telephone: (08) 9220 7555

Freecall: 1800 117 000

Facsimile: (08) 9325 1107

Email: mail@ombudsman.wa.gov.au

In person: Level 12, 44 St Georges Terrace, PERTH WA 6000

Office hours are 9.00am to 5.00pm, Monday to Friday

NEW GROUPS

Reclaiming Voices WA Support group for survivors of sexual assault

The group was formed with a view to support all women survivors of sexual assault.

Reclaiming Voices WA provides a safe environment for women to be heard, to share healing strategies, information and resources relating to issues such as compensation, counselling, police and legal matters. The group advocates for a culture intolerant to sexual violence and lobbies for changes to make court processes more supportive.

Please call 9340 1820 or email reclaimvoiceswa@optusnet.com.au for further information about meeting times or to access group resources.

VOSA **Victims of Street Assault Support Group**

VOSA was established to recognise the ongoing impact of street assault on the daily life of victims and that this experience has a negative impact on their quality of life. We aim to encourage the mutual support of people suffering from issues related to their assault experience and to assist people in optimising their physical and emotional recovery.

As individuals who have been directly affected by street assault working to establish this support group has allowed us to participate in a positive and empowering experience. We are not only working to increase the understanding of the issues related to street assault but are developing a community wide agenda to prevent street assault.

The group is planning a series of consultative meetings with victims of street assault. It is through these meetings that we will develop a range of services, which will provide practical support and information for victims and encourage collaboration and cooperation between agencies dealing with street assault.

For further information, or to register your interest in attending a consultative meeting, please call Sharon Van der Laan at WISH on 9228 4488 or email to sharon@wish.org.au.

**For more information about starting a self help group
or to contact an existing group call WISH
on 9228 4488 or Freecall (Country callers) 1800 195 575**



OFFICE NEWS



2005 WISH DIRECTORY OF SELF HELP & SUPPORT GROUPS

The WISH Directory is an invaluable resource for professionals, families and individuals in our community and has around 900 listings on issues ranging from accommodation and carers to adoption, employment and disabilities. Listing in the WISH Directory is free and an excellent means of promotion!!

The WISH Directory for 2005/2006 is currently being compiled. New self help, support groups and organisations are encouraged to apply to appear in the new edition.

For further information regarding the 2005 Directory please contact WISH on 9228 4488



WISH PUBLICATIONS

The following books are by Jean Roberts, an Australian writer, trainer and consultant. Jean specialises in not-for-profit governance, organisation and management views, strategic and business planning, submissions, grant applications and competitive tendering.

Successful Submission Writing for Business & Non-profit Organisations

For people who are trying to attract financial resources for their organisation or community group. It provides a 10 step model of successful submission writing.

The Committee Members Handbook

A "How to" and "How not to" for those who join the Board or Management Committee of a Club, Association, Council or other Not-for-profit organisation.

Essential reading for people on committees.

\$22.00 each collected or \$25.00 each posted (Prices Inclusive of GST)

Managing Time and Success

This book does not provide a quick and easy way to be successful but it will have you looking at yourself as you are. It will help you decide on how you feel about what you see and encourage you to do some work to take you where you want to go.

Competitive Tendering (How to Write a Competitive Tender)

A book on preparing a tender application from start to finish. Contains 5 sections - What's it all about? The Tender brief, The Tender Project, The Tender Document and Implementing the Tender Project.

The Left and Right Brain Business

Examines the effect of orientation on work practices and business effectiveness.

The intention of this book is to increase and enhance business effectiveness.

\$28.60 each collected or \$31.60 each posted (Prices Inclusive of GST)

Contact the WISH office on 9228 4488 for a publications order form.



Community GROUP Link

New Tax Laws for Not-For-Profits

During July and September 2004 the Australian Tax Office presented free seminars around the country to assist charities implement new endorsement measures that come into effect from July 2005 and has collated some of the frequently asked questions.

Changes to the tax law extend the current endorsement arrangements that provide charities with access to charity tax concessions. Also introduced is a statutory extension to the common law meaning of charity.

Questions raised by participants at these seminars were on a broad range of topics including, goods and services tax, fringe benefits tax, the endorsement process and the impact of the changes on child care service providers.

Here's the background:

From 1 July 2004

There is a statutory extension to the common law meaning of charity to allow: organisations providing non-profit child care available to the public

- ***open and non-discriminatory self-help bodies that are for charitable purposes only***, and
- closed or contemplative religious orders that offer prayerful intervention for the public, to be treated as charities for the purposes of all Commonwealth legislation.

From 1 July 2005

New endorsement arrangements begin. Charities will need to be endorsed by the Tax Office in order to access income tax, fringe benefits tax (FBT) and goods and service tax (GST) charity concessions. Currently, charities only need to be endorsed to access income tax concessions.

Changes will be introduced to the Australian Business Register (ABR) at www.abr.business.gov.au so that a charity's endorsements for tax concessions can be viewed by the public.

Charities currently endorsed as Income Tax Exempt Charities (ITECs)

If your charity is currently endorsed as an ITEC:

- your charity's ITEC endorsement, and any other existing endorsements your charity has for deductible gift recipient status, will continue. However, the ATO asks that your charity review its existing endorsement/s and advise if it has ceased to be entitled.

- Your charity can continue to self-assess its entitlement to fringe benefits tax (FBT) and goods and services tax (GST) charity concessions up to 1 July 2005. However, from 1 July 2005, your charity will require additional endorsements in order to access these concessions. The Tax Office will automatically do this for you, unless you advise otherwise.

If your charity is not currently endorsed and wants to access charity tax concessions,

It will need to apply to the Tax Office for endorsement. Charities that are not currently endorsed may include:

- organisations that are charities because of the statutory extension to the common law meaning of charity.
- organisations that are charities because of the statutory extension to the common law meaning of charity (for example, - ***open and non-discriminatory self-help bodies that are for charitable purposes only***.)
- newly formed charities, and
- existing charities that are not currently endorsed and have been self-assessing their entitlement to FBT and GST charity concessions.

Conclusion

Self help groups should contact the Australian Taxation Office to check whether they need to register as Income Tax Exempt Charities under new legislation.

For further information and Frequently Asked Questions on this issue phone the Non Profit Infoline on 1300 130 248 or visit the ATO website: www.ato.gov.au/nonprofit.



Community GROUP Link

Sharing the Marketing Load

Often when we think about marketing, we think of major companies with massive budgets such as Coca-Cola, Nike and Qantas but rarely of the local, small non-profit and community groups.

But marketing is not all about multi-million dollar advertising campaigns where your image is plastered all over the TV or looking down at you from billboards. Marketing is about creating an experience so that everyone who comes in contact with your organisation is left with a positive impression in terms of your service delivery, care, reception and mission.

While the likes of Nike, Qantas, Westpac and the like spend millions of dollars and countless resources poured into marketing their business and products, they also spend enormous resources trying to ensure that when people walk into their business or buy their products, the experience matches their expectations.

Community groups don't have the money but they can adapt many of the same principles used by business to help "sell" their image and message to the wider world. Making people "aware" of your organisation is just the first step.

You also want them to walk away after having direct contact with your group maintaining the same (or hopefully a greater) sense of positive support towards your group.

The main aim is to make marketing a team effort so that everyone from the top to the bottom of your organisation is spreading the same message.

Here are some other tips to help in marketing your group:

- Ensure that everyone throughout the organisation knows your group's general aims and objectives as well as the key activities being undertaken to achieve those goals.

- Use posters, your website and email signature, letterhead and regular chats to reinforce your positioning statement and provide everyone a permanent reminder.
- Once you build contact with someone, maintain regular contact. Some people say you should be in contact every 90 days with sponsors, donors, supporters, members. People are busy these days and with so many demands on their time and attention can forget if the contact is too sporadic.
- Remember that marketing is a long-term project – not everything you do will deliver instant results but you need to start now to ensure you have the results down the track.
- Constantly review your marketing. While it can take a while to kick in, it is important to keep reviewing and refining your marketing methods, the target audience and the message you are promoting.
- Extend the marketing team beyond your staff or committee. Encourage your members, supporters, donors, sponsors to take up the baton and spruik the great benefits your group provides the local community.
- Say Thank you. There are few things that market an organisation as well as appreciation for the support given. It reminds people that their support or money or sponsorship is making a difference.

By RHONDA GALBALLY
Chief Executive Officer

For information on managing community groups visit:

Website: www.ourcommunity.com.au
Email: questions@ourcommunity.com.au
Telephone: (03) 9320 6800



REGIONAL ROUND-UP

2004 South West Regional Self Help Forum

The inaugural WISH **2004 South West Regional Self Help Forum** was held at the Bunbury Regional Art Galleries on Tuesday, 21st September. The event brought together a broad range of people and organisations including self help group members, medical practitioners, service providers and community and government representatives from the Bunbury region and surrounding townships.

The program was designed to offer all participants the opportunity to exchange ideas, build networks and participate in informative and relevant discussions and workshops. The forum included; keynote Speaker, Lizzie Finn, a panel discussion and three workshops– Lotterywest Community Funding, Growing Great Groups and Community Resources and Partnerships.

The keynote speaker talk focused on one of the few major research projects conducted into mutual help groups in Australia. Researcher Lizzie Finn presented her ground breaking research into GROW, a national mutual self help organisation for mental health. Although the research focused on the impact of GROW membership in regards to mental health and well-being it also had relevance to self help groups in general.

The panel, moderated by Janice Mason, reviewed consultations that were held previously in Bunbury and Dongara. The panel discussed the challenges around starting and developing groups in regional areas. Participation from attendees was then gained by splitting the audience into groups to review and discuss possible solutions to questions that were raised. Solutions and ideas that were raised as a result of this process will be used as future indicators for upcoming WISH projects in rural regions of Western Australia.

After lunch the forum program continued with three workshops being conducted over the course of the afternoon. The 'Lotterywest Community Funding' workshop gave all participants the opportunity to gain knowledge about funding and to understand the eligibility and application process involved. This workshop proved very popular, with many questions being asked from the lady's at Lotterywest. A scrumptious afternoon tea of scones with jam and cream was a much appreciated break before two more workshops were held concurrently. Facilitator Neil Carver-Smith conducted, 'Growing Great Groups' and several presenters from local agencies produced a segment called, 'Community Resources and Partnerships'.

Feedback from attending participants was excellent and comments regarding the days events were extremely positive. This feedback and the results from the days discussions will be used in the next step of the process in bringing the philosophy of self help and WISH to regional WA. We at WISH are looking forward to our next project in Bunbury and hope to maintain current partnerships and forge new ones.

A big thankyou to all presenters, facilitators and the lady's from The Blind Society who catered to all our needs. We appreciated the time and effort everyone involved put into the event. We would also like to take this opportunity to thank the Department for Family and Children's Services who helped fund this project.

Thank you to all and WISH hopes to see you soon in regional WA !

Right: WISH Executive Officer, Vicki Davies and panel moderator, Janice Mason overseeing groups of participants discussing possible solutions and problems to self help in regional WA.



Coming Events....Coming Events....Coming Events



Mental Illness

Education For Family & Friends

TUESDAY 7PM-9PM
26TH OCTOBER TO 7TH DECEMBER
Mills St Clinic – E Block Conference Room

WEEK 2 2nd November

MOOD DISORDERS AND THEIR TREATMENT

Including Depression, Anxiety and Bipolar Affective Disorder . Presented by Dr Kate Lindsay.

WEEK 3 9th November

PERSONALITY DISORDERS AND THEIR TREATMENT

Presented by Dr Huw Williams.

WEEK 4 16th November

PSYCHOSOCIAL REHABILITATION

Function of the clinic and the Multidisciplinary roles;

Presented by Community Mental Health Nurse, Ward Nurse, Triage, Social Work and Occupational Therapist, Clinical Psychologist

WEEK 5 23rd November

COMMUNITY SUPPORT AND SERVICES

Speakers from ARAFMI, Mental Illness Fellowship of Australia and Accommodation Services.

WEEK 6 30th November

SURVIVAL I

Coping with the challenges and caring for your self

Communication and conflict management, self harm and suicidal ideation, delusions, hallucinations, violent behaviour etc..

WEEK 7 7th December

SURVIVAL II

Coping with the challenges and caring for your self

Dual Diagnosis – Mental illness and drug use, stress management and problem solving. Presented by Occupational Therapy and Social Work.

**IF YOU ARE INTERESTED IN ATTENDING
PLEASE CONTACT**

Gail (Social Work), Bianca (Social Work) or
Elyse (Occupational Therapy)
on 9334 3800

CONSUMER ADVISORY COUNCIL

Public Seminar

Out of bounds or in the courts?

*Globalised consumers or Australian
citizens?*

Key speakers :

- **Ms Yvonne Henderson, Commissioner for Equal Opportunity;**
- **Professor Chris Field, part-time member of the WA Economic Regulatory Authority and Chairman of the Australian Consumers' Association.**

The Consumer Advisory Council invites consumer advocates, government and non-government agencies, consumer groups, students, academics and members of the public to attend a free seminar that aims to explore the link between international human rights and consumer rights.

For a full description of the programme, go to the Council's website at;
www.docep.wa.gov.au/cac

Date: 11 November 2004

Time: 9.00am - 1.00pm

**Location: Social Science Lecture
Theatre, University of WA**

**RSVP: Shelley on 9282 0747 or
Email: sbonner@docep.wa.gov.au
by Monday 8 November 2004
(for catering purposes)**



**Department of Consumer
and Employment Protection**
Government of Western Australia

Coming Events....Coming Events....Coming Events



**Empowering
ourselves
and others!**

A National Conference

**Physical Disability Council of
Australia Ltd (PDCA)
Co-Hosted by Physical Disability Council
of WA Inc.**

**The Esplanade Hotel Fremantle
Perth WA
19th & 20th November 2004**

Opening by Hon. Sheila McHale
Minister for Disability Services

Topics include:

Education is power, Access to inclusion, Em-
ployment, Rites of passage, Empower-
ing ourselves and others, Embracing diver-
sity, UN Report card on Human Rights, Eliminate
the negative and accentuate the positive.

*Plus - Dinner, entertainment & Jeff Heath Peer
Awards.*

**For information and registration details
contact the following:**

Telephone: 07 3267 1057

Fax: 07 3267 1733

Email: pdca@pdca.org.au

Let's Celebrate Community Housing!

WA Community Housing Conference



**Wednesday 8th December 2004
Community Housing Conference
Broadwater Pagoda Convention Centre
112 Melville Parade, Como**

The Department of Housing and Works is delighted to be associated with the inaugural Western Australian 2004 Community Housing Conference and the Awards for Excellence by Community Housing providers.

12 papers are required for the concurrent sessions of the conference programme and your involvement and experiences can make a valuable contribution.

The Conference Reference Group is seeking presentations pertinent to the Conference themes and invites submissions of outlines.

Paper outlines are to be submitted to the conference organiser by November 8th 2004.

**For further information about the conference
including registrations contact:**

Tel: (08) 9221 7951

Email: conference@communityhousing.com.au

Website: www.communityhousing.com.au



SHARING STORIES

Community Sponsorship Fund

This fund is sponsored by Healthway to promote Relationships Australia's message "Make Time to Talk" and is managed by Community Arts Network Western Australia Ltd.

Sharing stories is a new developmental community arts sponsorship program which aims to encourage community participation and inspire creativity, with a particular focus on young people.

THE FUND IS AIMED AT PROJECTS THAT:

- Increase awareness of the use and benefits of arts and culture skills across health practices.
- Encourage communication and relationship skills within a community arts practice setting.
- Express communities collective identity and communicate across cultures.
- Are developmental and have the potential to encourage healthy community participation and inspire creativity through arts and culture.
- Have longer-term spin-offs
- Are for Western Australian Communities

Funding application forms now available to download from CANWA: www.canwa.com.au

Contact Funds Manager Jacqui Doyle, for details
Telephone: (08) 9226 2422
Freecall: 1800 681 021

Australian Foodgrains Bank

The Australian Foodgrains Bank (AFBank) is a small Christian organization based in Western Australia that acts as a clearing house for all the 142 hospitals in Perth and country towns through-out the State of Western Australia, collecting hospital equipment and medical supplies to be sent and distributed to hospitals overseas.

Part of our Ministry is helping the local community support groups through-out Western Australia with good, clean and in working order hospital beds that are supplied with head and tail boards, side rails and a mattress. These items are made available for the general public in private homes that need emergency assistance for love one's that have been affected with disabilities.

We do charge \$100.00 service donation per bed, also we would be able to transport any beds, to any destination through-out Western Australia for a low transport fee to cover our expenses.

Contact AFB for more information:

Postal Address
Australian Foodgrains Bank
PO Box 1207
Fremantle WA 6160
Phone: (08)9335-2230
Mobile: 0407-514-375



Telstra has introduced the Access for Everyone package to assist all Australians in maintaining access to telecommunications services. The package has been developed in consultation with a number of stakeholders including community welfare organisations.

Some of the services within this package include:

- MessageBox: A messaging service for those who don't have a phone.
- HomeLine Budget: An affordable option for those who make very few calls.
- Incontact: A free monthly access service that allows customers to receive all incoming calls.
- Homelink 1800: Allows kids and family members to call home when they don't have any cash.
- Low income Health Care Card Home Phone Service: A service specially designed to assist low income earners.
- Telstra's Pensioner Concession: Offers a range of discounts to holders of a Centrelink or Veterans Pensioner Concession.
- Multiple Number: Allows households to have two phone numbers on the same phone.
- Telstra Pre-paid Home: A service that allows customers to pre pay their phone bills as a way to manage their account.
- Telstra Bill Assistance Program: Provides financial assistance to those in financial crisis.



Medimate helps you to find, understand and use information about medicines. Medimate encourages you to do this in partnership with your doctor, pharmacist and other health professionals.

Medimate covers prescription medicines, over-the-counter medicines and natural and herbal medicines. It includes advice about:

- keeping healthy with and without medicines
- how to use medicines safely
- using multiple medicines safely.

Medimate also includes a special Medicines List in which you can list your medicines and keep notes.

For general enquiries:

Phone: 02 8217 8700

Fax: 02 9211 7578

Website: www.nps.org.au

E-mail: info@nps.org.au

IS YOUR ADVERTISING WORKING FOR YOU?

Many people believe that advertising is all about gloss - the bigger the better. There is much more to successful advertising than meets the eye. Successful advertising and marketing involves knowing your audience well, leveraging your competitive edge, understanding what influences people to buy and developing a creative message that hooks your reader.

Try this System FOR WRITING ADS - THINK A.I.D.A.*

Get ATTENTION

Ask yourself, who is your ideal client and why would they choose to do business with you? Develop a question or hook that will grab their attention.

Generate INTEREST

Provide some facts, tell a story or offer information of value

Create DESIRE

What will they get if they do business with you, sell the benefits.

Move them to ACTION

Give them an offer they cannot refuse.

*(AIDA concept source: Winston Marsh)



Need time out to talk?

We're here to listen. Call the Carer's Counselling Line, 24 hours a day, 7 days a week.

1800 007 332

Eating Disorders

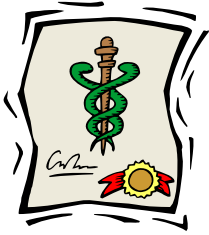
Phone In

Thursday 18 November 2004

9am til 9pm

Do you have questions regarding anorexia, bulimia, or other eating disorders?

Call us with your stories, to get information, to have your questions answered. You may be a family member, a person with an eating disorder, a school teacher, a counsellor, or a health professional. The "phone In" will be staffed by a team of professional counsellors. This public phone in is being conducted by Carers WA in partnership with ARAFMI.



THE OVERSEAS TRAINED HEALTH PROFESSIONALS NETWORK

**Are you a recent or a more established migrant to Australia?
Were you trained in a health profession overseas?
Are you planning to get back to work in your field in Australia?**

Then this group is for you! The OTHP Network is a group designed for migrants who have been trained in a health profession in their country of origin. The aim of the group is to help you find employment in the health industry in Western Australia.

The OTHP network offers:

- Health talks on common health issues in Australia.
- Tours of hospitals and other health facilities.
- Referrals to service providers who can help with overseas qualification recognition, English proficiency & employment.
- Opportunities to meet Australians and overseas trained health professionals.

For further information please contact Sue Lee at Perth Women's Centre PH: 9227 9032

Calendar Dates

November 2004

- 1 - 7 **'Walk there today to find thirty'.
National Heart Foundation**
Phone: 9388 3343
www.heartfoundation.com.au
- 14 **World Diabetes Day
Diabetes Australia WA**
Phone: 9325 7699
www.diabetesaustralia.com.au
- 14 - 20 **National Skin Cancer Action Week
Cancer Council WA**
Phone: 1300 656 585
www.cancerwa.asn.au
- 19 **Feel Good Friday
Cerebral Palsy Association of WA**
Phone: 1800 819 086
www.cpawa.com.au

December 2004

- 1 **World AIDS Day
WA Aids Council**
Phone: 9482 0000
www.waaid.com
- 3 **Motor Neurone Disease Street Appeal
Motor Neurone Disease Association**
Phone: 9346 7355
www.mndawa.iinet.net.au
- 3 **International Volunteer Day
Australian Red Cross**
Phone: 9325 5111
www.redcross.org.au
- 5 **Thank A Volunteer Day
Office for Seniors Interests and Volunteering**
Phone: 9220 1111

January 2005

No Events scheduled.

To have your groups or organisations event placed in this section please contact the WISH office on 9228 4488.



SELECTION OF SELF HELP & COMMUNITY BASED GROUPS REGISTERED WITH WISH.

THE MEETING PLACE COMMUNITY CENTRE

245 SOUTH TERRACE
SOUTH FREMANTLE WA 6016
Tel: Office (08) 9335 3394 9am-4.30pm Mon—Fri
Fax: (08) 9430 8358
Email: meetingplace@fremantle.wa.gov.au

To foster the development of healthy communities in Fremantle and its surrounding areas. This mission is achieved by promoting lifelong learning, community participation and community development.

ASSOCIATION FOR THE BLIND OF WA (Inc)

PO BOX 101
VICTORIA PARK WA 6979

Tel: Office (08) 9311 8202
Fax: (08) 9361 8696

Offers a range of services to assist people with vision impairment lead full and independent lives.

HEART KIDS (WA) INC

PO Box D184
PERTH WA 6001
Office (08) 9388 9238

A support group for parents who have children suffering congenital heart disorders. Monthly coffee and chat mornings held.

ME & CFS SOCIETY OF WA INC

Centre for Neurological Support - The Niche
Suite B 11 Aberdare Road
NEDLANDS WA 6009
Tel: Office (08) 9346 7477
E-mail: mecfswa@cns.wa.com.au

A self help group which endeavours to provide

support and information to Myalgic Encephalomyelitis (ME) and Chronic Fatigue Syndrome (CFS) sufferers and their carers.

WOMENS HEALTH RESOURCE CENTRE (INC)

PO Box 2100
GERALDTON WA 6531
Tel: 9964 2742
Freecall: 1800 196 688
Fax: 9964 2811
E-mail: whrc@iinet.net.au

A free help centre for women which provides free pregnancy testing, library resources, referral & support counselling. Provides community education on health issues throughout Geraldton & the mid-West region. Access is available to women in remote areas via the 1800 phone number.

SIDS AND KIDS WESTERN AUSTRALIA INC

33 Sixth Avenue
KENSINGTON WA 6151
Tel: June (08) 9474 3544
9am - 5pm Monday - Friday
Volunteer Supporter 1800 686 780
24 hour Infant Loss Support
Rural Freecall: 1800 199 466
Fax: (08) 9474 3636
E-mail: perth@sidsandkids.org.au
Website: www.sidswa.org.au

SIDS and Kids Western Australia provides bereavement support services for anyone affected by the sudden and unexpected death of a child (conception-2 years); education to reduce infant mortality; and funding for research into infant mortality.

A comprehensive listing of self help and community support groups in Western Australia including some national and international contacts, is available now.....

2003 WISH Self Help and Support Group

The Western Institute of Self Help (WISH) established in 1983 is a unique non-profit community based organisation.

ABOUT WISH: WISH represents self help groups in Western Australia by advocating on their behalf and by maintaining the profile of self help within the community. WISH helps people help each. We:

- *Link people and information*
- *Assist groups to develop and run*
- *Support with resources & services*
- *Train individuals and groups*

SERVICES: A range of services is available to provide practical and personal support and information for individuals involved in new and existing self help and support groups as well as providing networking and linking opportunities for professionals, service providers and members of the community.

Some specific services include:

- Telephone Information Line***
- New & Existing Group Development***
- WISH Directory of Self Help Support Groups & Community Organisations***
- WISH News Exchange Newsletter***
- Resource Centre***
- Media/Promotion Assistance***
- Information Packages***
- Workshops***
- Web site***
- Register of Rare Conditions***
- Fully equipped Meeting Room & Display Boards for hire***
- Publications/Audio & Video Tapes***



MEMBERSHIP REGISTRATION FORM

Self Help Group/Individual (Unwaged)/ Student (Unwaged): ----- \$16.50

Individual (Waged)/Community Organisation/ Educational Institution: ----- \$33.00

Professional/Commercial/Government Department/Corporate: ----- \$55.00

(Note: rates above are inclusive of GST)

I am interested in:

- Becoming a member of WISH**
- Please send me further information**

Surname:-----

First Names: -----

Postal Address:-----

Actual Address:-----

Telephone No:-----

Facsimile No. -----

Email: -----

Website (if applicable): -----

Name & Description of Group if applicable:

Please send your completed form with payment to WISH: PO Box 8140 Perth Business Centre WA 6849

**ABN: 23 041 552 831
This is a tax invoice**



NEWS EXCHANGE
 Print Post Approved PP 602669
 00311

If undelivered return to:
Western Institute of Self Help (WISH)
PO Box 8140
Perth Business Centre WA 6849

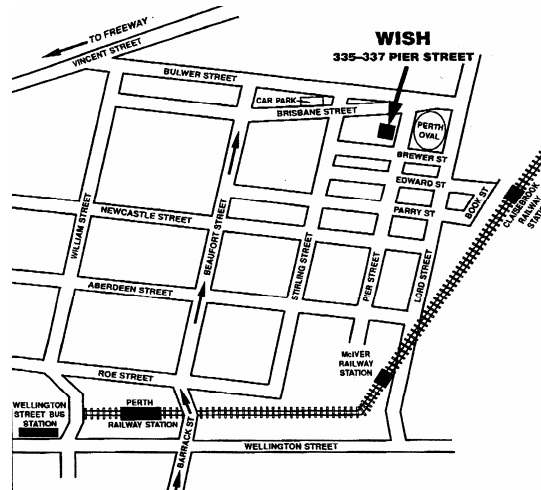
**SURFACE
 MAIL**

POSTAGE PAID
**Perth Business
 Centre WA 6849**

INSERT ADDRESS LABEL
 HERE

CONTACT DETAILS:

Tel: (08) 9228 4488
Freecall: 1800 195 575
Fax: (08) 9228 4490
Email: info@wish.org.au
Website: www.wish.org.au
Hours: 9am-4pm
 Mon -Thurs
Postal Address: PO Box 8140
 Perth Business
 Centre WA 6849
Location: 335-337 Pier Street
 Perth WA
 (opp. Perth Oval)



The WISH NEWS EXCHANGE is published in Western Australia by the Western Institute of Self Help (WISH). The views expressed in this newsletter, enclosed flyers or inserts are not necessarily those of the Editors or the Western Institute of Self Help (WISH).

COPYRIGHT: Reproduction of the WISH articles is encouraged as long as the source is acknowledged. Should an article already state an acknowledgement then it is essential that you make contact with the original publisher.