

## Unfiltered Podcast Series Transcript - Episode 6

**Clare:** Hello and welcome back to the next episode of 'Unfiltered.' My name's Clare. I'm your host for this series. And today I am joined by some - an older friend and a new friend. So, Kyal and Justin, who are both very entrepreneurial young men who - with disability - who own their own micro-enterprises.

And that's what we're going to be talking about today. So, I'm going to throw to Justin first. Justin, can you tell us a little bit about yourself.

**Justin:** Hi, I'm Justin. I work for DDWA and I run my own business, a lawnmower business. I've been doing it for the last few years and yeah, it's been hazard up and downs, but I'm still trying to expand more, but it was just getting the customers, it's just difficult because my area is very competitioning wise.

**Clare:** Yeah.

**Justin:** So, I've got three customers. I've got them one or two regularly every month. So, I've got some income coming in, but I want to expand more.

**Clare:** And what is it that you do for DDWA?

**Justin:** I'm a self-advocacy leader. I'm on the advisory council. Same as Kyal, but I do help out on the advisory council. And I used to be the Vice President, used to be the president at one stage, and chairman. I used to like doing all that sort of stuff, I used to enjoy it, and then I went down to not having any role, but I'll still go and be there and help out where I can and go into schools and teach them advocacy and their rights.

**Clare:** Yeah, which is really important, hey? Because a lot of kids don't get taught that when they're in school.

**Justin:** No, they don't.

**Clare:** No, that's awesome. Thanks, Justin. All right, Kyal. Say 'Hi,' tell us a little bit about you.

**Kyal:** Hi, my name's Kyal. I'm on the advisory council committee with Justin at DDWA. I also run my own coffee business.

I've been doing this for three years now, this month.

**Clare:** Wow.

**Kyle:** My third anniversary for running my own coffee business. And I work at Optus Stadium too.

**Clare:** Yeah. You're busy, huh? Yeah. [Chuckles] All right. Thanks guys. So, what we're going to be talking about today is some questions that have actually come from the community that they want to know a little bit, a bit about, what it is that you do and what you find challenging and some of the good stuff too.

So, these are questions that have actually come from members of the public. So, one of the first ones is, “Why did you decide to start your own small business?”

**Kyal:** I just wanted to run my own business to be my own boss and owner.

**Clare:** Yeah.

**Kyal:** And see what it's like to run my own business.

**Clare:** Yeah. And ‘cause you'd had some tough experiences with employment too, hadn't you?

**Kyal:** Yeah, definitely.

**Clare:** Do you want to tell us a little bit more about that?

**Kyal:** I did some work at Sizzlers, and then they didn't have enough work, so I left, and then I did some work at the Perth Convention Centre, and they - I asked if I could do a team leader role, and I told them I'd been to TAFE and did my team leader certificate. And, said, “Can I be a team leader?” and they didn't want to take a bar of it, and so I kept on asking, and I was like, “Okay, if you're not going to give me the opportunity, then I'm leaving.” And now I'm at Optus, and they're giving me the opportunity to be a team leader.

**Clare:** Yeah, cool.

**Kyal:** I was like, “Yes!”

**Clare:** Yeah, because you've shown you can do it through your business, right?

**Kyal:** Exactly.

**Clare:** Yeah, exactly. We're going to come back to that. Justin, what about you? What made you decide that you wanted to start your own business?

**Justin:** I just found out I do a lot of my business and I figured that helping out people with disabilities and everything, I was trying - the ideal goal was to help people with disabilities find a job in it, but at the moment I'm just trying to find customers and clients, but I find that there's still a lot of competition in the area, which I'm trying to figure out how to expose it more.

I just like the idea of my own job, my own business, because I want to be able to pick up another skill and see how I go with things and just go with the flow, like I'm just trying to get it to go, because I have trouble working for other people, like other businesses, like the place I worked at, I just didn't, I struggled to keep up with the task in it, so I thought maybe I'll work for myself and try to see how this goes.

**Clare:** Yeah, awesome. That sounds like a really great reason to do it. I guess one of the things that people really want to know is we figured out why you wanted to start your own business, but what's the best thing about it? What's the, like the coolest thing about running your own business and being your own boss?

**Justin:** Doing your own schedule and having your own time schedule and having the times that you want to do and not being told what to do and being your own self and when you go

there and how to be your own self being a customer, so they get to know you face-to-face sort of thing.

**Clare:** So, you like meeting lots of new people? Yeah. Okay, cool. So, Kyal, tell me what is the coolest, best thing about being your own boss?

**Kyal:** Cool thing being my boss is I can choose the location where I can work, like I can choose if there's something that came in if that come in, and it's whoop end, then I'm like, "Yeah, no. I'm not driving all the way to whoop-whoop just for a coffee event because it's too far."

So, I can choose which ones come in and say, "Nay, sorry. Too far for me." Like for an example, the one that you got me into the DFS, she's happy to pay for my travel.

**Clare:** People will pay good things for good coffee, I'm telling you, right? Yeah, exactly.

**Kyal:** So, I'm now doing her gig.

**Clare:** Woohoo, that's good, because I might get a coffee that's cool.

**Kyal:** I'm off to do the DFS coffee run on the 1st of December for their International Disability Day.

**Clare:** Awesome.

**Kyal:** Yeah. And so it's good to, yeah, pick my locations and, pick who I wanna have with in on my team so it's just, that's the best thing.

**Clare:** Yeah, and is it - is there like an element too - like Justin says about picking your own schedule? So, I know you're a traveller, so you go around a little bit. So, is there, does that form part of it as well?

**Kyle:** Yeah.

**Clare:** That's cool. So, on the other side of that question, people want to know, "What do you find the hardest thing about being your own boss." What's the tough stuff?

**Kyal:** Trying to organize. So, for example, for my business. I go through, as planned, bookings and sending someone an email with your booking form and the event's two days and I send them like an email like three weeks ago and you say, you send them one and you're like, "Um, come on, I've sent you the booking form, now send it back to me. Hello?" Now I'm just sitting there, twiddling my thumbs, waiting for the cows to come home, waiting for them to get back to me. So that's the annoyingest thing.

**Clare:** Yep. Yeah, I think a lot of business owners out there, whether they've got a disability or not, would find that kind of stuff really annoying.

**Kyal:** Yeah. Yeah, does my head in.

**Clare:** Frustration. Huh? It's like small business 101, but Justin, what about yourself with your business? What do you find the hardest thing about being your own boss? Is there anything that's really hard?

**Justin:** Getting the population up and getting to - people to know that you're better than other people and you're cheaper than other people.

It's just that getting a name out there is really difficult, and advertising is the main issue with people - people with disabilities - promoting their business. Advertising is costly and it's - you go to people to try and help you advertise, and they want so much money and it's just not worth it and it's just - yeah.

**Clare:** Yeah.

**Justin:** It's a lot of people out there have the name already and people know the name by far, but people like me, it's just starting and it's just that the name doesn't seem to stand out like I thought it would. It's just difficult.

**Clare:** Yeah. So, do you think also it's things like because people with disability sometimes struggle to get a job, they might not have money behind them when they start their business? So, it makes it harder to get started? Is that the sort of thing you mean?

**Justin:** It does, because if I didn't have the micro-business through the company I went through, One 2 One, I wouldn't be able to do this business where I've got it to where it's gotten to now, if it wasn't for them allowing - I had to put in an application to see if I'd get it. And yeah - it's just that - it's just still hard, like I really, it's just the area, I mean it's just, I think it's still the area. There's so many lawnmower blokes around and it's kind of competition and I've - I've been on Facebook a few times trying to say to, I'm the cheapest around, try me out before you go to a hire an expensive person.

**Clare:** Okay, cool. What we'll do for all of the listeners is we'll actually put with this podcast, we'll put a little ad for your coffee cart business, Kyal, and for the - for your lawn mowing business. So hopefully we can help people find you. Now I know the answer for this for Kyal, So, we might let Justin answer this one first.

Did you ever come across people who thought that you couldn't do it, that you couldn't run your own business?

**Justin:** Not really doubting, they're just more concerned about the cost and how much I'd be spending to get it going. That's what mainly they thought about, but most of them were quite supportive. Like I had an advocate who thought, "Oh, this is interesting for you to go," this industry should have thought I'd be an advocate.

To be an advocate, but I said "No, I want to do lawnmowing, help people out there that have low income and want to do, cut lawns." So, it's, I've never had any negative people, but I've had people like carers that don't want to necessarily drive me because I haven't got my licences, so I rely on them to drive my car around to get to these places.

And they don't seem to want to do the job and that's what the issue is I'm having.

**Clare:** That's really tough, isn't it? Yeah, because you've got to have the right people on your team, and I think Kyal can talk about that too. But Kyal, I know that you've had people that thought you couldn't do it. So, do you want to share those stories with us?

**Kyal:** I - sure because I'm registered with the City of Wanneroo with my - both my van and cart. I have to have the City of Wanneroo come out and renew, come and, give it a little what would you call it?

Yeah, so they come out and check it, I think every six or whatever months it is, but they'll come out and, give it a kickity boo check, see if everything's all still the same as last time they came out and renewed it, whatever. And this lady who was the first lady who came and did the cart said, "You need this and this." I said, "Can you send it into - can you send it in an email?"

And then she - I said, "Just, can you send me a list of what you want in an email?" Did she do that? No. She just sent me email after email. And then she turns around and says, "You've got an intellectual disability, you won't be able to run your own business." And I was like, "Excuse me? You say what?"

**Clare:** Yeah. But it wasn't, you can prove her wrong.

**Kyle:** How dare ya?

**Clare:** But there was quite a few roadblocks in your way that we had to work through.

**Kyle:** Yeah. We had to go through so many hoops. It's not funny.

**Clare:** Do you think that was just because she didn't have any experience of someone with an intellectual disability being able to run their business?

**Kyle:** Probably not.

**Clare:** Bit of bias maybe?

**Kyle:** Probably. Yeah. I don't know if she, I don't know if she still works with them, but I don't care because I've got another one who's lovely.

**Clare:** That's good. So, what kind of things did you have to do to prove that you could do it for her?

**Kyle:** I told her to come to one of my events, and she came to one of my events and went, "Oh you can run your own business. I'll take that back." I proved her wrong big time.

**Clare:** You sure did. You sure did.

**Kyle:** Oh yeah.

**Clare:** But that's really hard because she could have been a person who could have prevented you from actually getting your business off the ground, hey?

**Kyle:** Yeah.

**Clare:** Yeah, that's really tough. One of the other questions that have come through was and I've seen this happen so many times and I'm really interested to see if this happens to you guys.

So, when you're out and about and say you've got your support worker with you, not necessarily in your business, but even just in general life, do people ever talk to your support person instead of talking to you? Has that ever happened to you?

**Kyle:** No. They come and talk to me.

**Clare:** That's good.

**Kyle:** Because I spoke to Lily about this yesterday.

**Clare:** Yeah.

**Kyle:** And she said, "Nah, they come and talk to you." No one comes and speaks to me.

**Clare:** That's great. Because you're in charge here, right? Yeah. What about you, Justin? Has anybody ever done that to you?

**Justin:** I've only asked the carer to talk on my behalf, but mainly they tend to talk to me, but I end up going to the carer to say, what do they have to say, because I - I do struggle to understand what they're really saying, what they're trying to get out of it.

**Clare:** So, you have the opposite problem sometimes you would prefer it if they talk to the other person, right?

**Justin:** Yeah, but I don't mind them talking. They do ask me, but I actually go to my carer what they're actually saying to format it better, so I can understand what they're really, what they're really trying to say.

**Clare:** Gotcha. Cool. Yeah. Cause I have a really good friend who - when we go, they use a wheelchair and when we go to the cafe, they always talk to me, and I could be behind them in the line waiting for my turn. And it's, "No you ask them. They're quite capable of answering the question." So, I was just, it was really interesting to see that people wanted to know if that happened to you guys as well. So, I've got another question here. "Do people ask you annoying questions about your disability? And if they do, what are they?"

**Kyal:** Half the people that I - I talk to don't even - I tell them I've got a - I've got an intellectual disability. They're like, "Why? You say that, but you - it don't look like you've got one." I'm like, "No, that's good."

**Clare:** So that makes you feel good?

**Kyal:** I feel positive.

**Clare:** Yeah, cool. You are a very capable human being.

**Kyal:** Yeah.

**Clare:** Yes, you are.

**Kyal:** I told all the people at Optus Stadium that, "I have an intellectual disability," "Oh, you don't look like you've got one."

**Clare:** That's interesting. There you go. And what about you, Justin? Do you ever get annoying questions that people ask?

**Justin:** I was teaching at a school yesterday, I was actually teaching one of the schools, and one of them came up to me, "Oh, do you have a disability?" I said, "Yeah." I'm teaching," I was teaching a four-way course how to stand up for their rights, and he just came out of the blue and just asked me. I was thinking, "Okay, this sounds a bit weird, another disability person asking someone with another disability if they have a disability."

I think it's a bit weird.

**Clare:** Yeah, sometimes it –

**Justin:** I just wasn't prepared for that whatsoever. I was just thinking, I thought, “Yeah, I've got a disability, but I'm not going to go into it,” but I just got a nice shock to it.

**Clare:** And you guys both, this is a question from me now, right? So, you guys both do a little bit of like advocacy work in, through the different councils and things that you're on.

So, can you tell me a little bit about the sorts of things you do with that?

**Kyal:** I'm on - as in like the work we do with DDWA and stuff like that.

**Clare:** And Inclusion Australia that you do. Yeah.

**Kyal:** Yeah. I'm on the - as I said - I'm on the Advisory Council Committee board meeting. We get together every - I think it's every second Wednesday - I think and then they send us other like other things on, like we're doing now, but like NDIS stuff and they'll pay us like 150 bucks for um, the stuff that we're doing now. But online Zooming and talk to other people from different states and stuff. I'm on the, Our Voice committee, um, I took over Justin 'cause he had too much on his plate, so Justin handballed it to me and I took over and I've been there, I think I've got one more - one or two more years to go. So, I travel around the states. So, I - four weeks ago - I just got back from being in Tasmania. And then I'm off to Melbourne for their Have a Say Conference in February. So, I - yeah, do a lot of conferences with them.

A lot of yeah - just a lot of couch sessions at DDWA. They do lots of the couch sessions. We have people come and speak to us. So, like the [Department of] Public Transport, First Aid, Firies, Police, you name it. We've had a lot of people come and yeah, talk to us.

**Clare:** So, is that about getting people to think differently about people with intellectual disability so that you don't get any more people like the lady at the department at Wanneroo?

**Kyal:** Yeah.

**Clare:** Okay, cool. And what about you, Justin? Tell me a little bit about what that sort of work means to you.

**Justin:** This work with the Advisory Council makes me feel important. And I feel that there's going to be big changes one day and they seem to want to listen to us and take it on as a - a comment and want to change the industry. They say, “Take it to the board,” and the most time I go to the board meetings and tell them what the advisory council has said. Because he chairman's not always available so I'll go there and tell them exactly what we're thinking and what we're suggesting and then they come back to us with feedback, and we go on the feedback and also do the - go into the schools, teach them their rights and I do the love that kind of work.

I wish there was more full-time sort of work doing it because it's more stuff I love to do, but unfortunately, they run out of funding from the government. So, it's just unfortunate. But I really would like to do that full time ongoing, instead of the here and there projects. It's what irritates me and because I like regular income as well as doing something for a difference out there.

**Clare:** So, what is it that you love about it?

**Justin:** Just talking to people and saying - acknowledging their rights, so they know they've got their rights there, and knowing that they don't have to listen to - let them walk all over them and allowing them to just take a charge of them. They have their own rights, so knowing that it's not okay to be like this.

**Clare:** Yeah. Awesome. It's really important guys. Cause like we said, not people don't often support their rights, do they? They only - sometimes they only find out their rights when something's gone wrong, right?

**Kyal:** Yep.

**Clare:** Yeah. All right. That's really cool to hear. So, I've got um, a couple of other questions. "Do you find it hard to communicate with people without a disability?"

**Kyle:** I find it easy to talk to anybody.

**Clare:** This is true. I know this. But I do also know that sometimes it's - sometimes people use really complicated language.

**Kyal:** Yeah, tell me about it.

**Clare:** Yeah. So, what do you wish people would do differently?

**Justin:** For me, it's like they need to know about the disability first and trying especially for the carer, they need to understand that individual disabilities are not all the same. They need to know that - how to approach them, how to speak to them more clearly and understandable and not judge them from their character.

**Clare:** They're not making assumptions, right?

**Kyal:** Yeah.

**Clare:** Yeah, so like assumptions that you can't run your own business because you've got an intellectual disability. That's a pretty big one.

**Justin:** There's a lot of things I can't do, and I struggle to do, and I seem to do everything but I can't. I'm smart in one way, but in a physical way, I'm not.

**Clare:** And do you find that people go sometimes people go to the other extreme where they think that you can't do any of the things that you need to do?

**Justin:** Yeah. They mostly do that. They think that I'm more normal than I happen to be. They seem to think, they assume that I'll be doing normally when I can't.

**Clare:** Yeah. Okay. That's interesting. Okay. Yeah, I've got a couple of more questions and we, and then we'll be running out of time unfortunately. I could talk about this all day, but one of the questions that came up in other groups, and I'm going to throw it out to you is, "Do you like, having conversations with people about your disability or you wish that they would just go away?"

**Kyal:** I don't mind people knowing about, it might be interesting - they might go, "Okay. Yeah, you have an intellectual disability. There are things you might be able to do, there might not be things you might not be able to do."

**Clare:** Hey fair enough, how do you feel about it, Justin?

**Justin:** It's 'Yes' and 'No' because in some way when you talk with the NDIS they make you feel like you're, well, the "R-word" sort of thing and it feels like they don't understand because when I did the review with them about a few months ago they made me feel like I was not worthy or didn't want to hear me or nothing.

They threw me out the window so I spoke to the coordinator and the other coordinator. That's what I said to be doing because I told them exactly what I wanted for and what I needed and that's went the opposite way. So, I was like what's the point of me being there and try and explain how my situation is. Then they're just gonna talk to other people. So, it's just ridiculous.

**Clare:** Yeah, that is tough, huh? Which I suppose is why you're so passionate about self-teaching, self-advocacy, right? Because you don't want other people to experience that too.

**Justin:** No, exactly.

**Clare:** Yeah. Okay. All right. My final question, "What is it - if you could tell people - whatever it is you felt like telling them. What is it that you want people to know about having an intellectual disability?"

**Justin:** That you can do anything and not be limited to what you can do. Like you're exactly like everyone else, but you just need some extra help. That's all it is.

**Clare:** Yeah, great point. What about you, Kyal? I know you've got lots to say.

**Kyal:** Even if you have a disability, that doesn't mean you can't run your own business and be successful.

**Clare:** Simple as that, right?

**Kyal:** Yep.

**Clare:** Simple as that. Absolutely. And mine is, we should support more businesses for run by people with disability. Because it's a great option for people.

**Justin:** Even if the government see it that way and not try to rip people off of their pension as well, they could see it another way of, "Hey look, there's something going on with disability", they need to sort something out here, they need to fix it up, so people like us can get more business and get more customers and not having to pay tax or income and losing more money than what we spend in it.

**Clare:** That's a really good point, actually. Yeah. Because if you have a disability support pension and you start your business that has an impact, right? So, you'd like them to have a look at that.

**Justin:** Yeah. So, they make it equal.

**Clare:** Yeah. That's a really good point. Really good point. Add that to your advocacy list, fellas. [Chuckles] Alright that was fabulous. Thanks guys. That's actually all of the questions you've answered them all absolutely brilliantly. So, thank you so much,

**Justin:** Yeah, thanks.

**Clare:** Now but before we leave our listeners, I want to give you one more opportunity to plug your businesses.

Justin, do you want to start? Tell us the name of your business, where you're located, and can we find you on Facebook?

**Justin:** Yeah, you can find me on Facebook, it's Pepsi Lawn Mower Business.

**Clare:** Pepsi Lawn Mower?

**Justin:** Yeah, it's on Facebook, you can message me on the page. It's got a picture of a guy running a lawn mower and it's got my details on there.

I do like clean ups and do a bit of weeding and I cut lawns and do edging. Do the Balga area, but I could do any area, it just depends on how far I've got to go, and yeah.

**Clare:** Awesome.

**Justin:** It's really, I really love cutting lawns and I like speaking to the customer. Some - I've got this really good customer at the moment in Balga and he's always messaging me to say when I'm coming so he knows when to pay me and yeah, he's been pretty good lately.

**Clare:** Awesome.

**Justin:** And I also do, on a side job, side hustle, I do delivering furniture and so if anyone needs furniture delivering or like anything move from A to B, so I do that as well.

**Clare:** Fantastic. All right we're gonna put the link to the business along with this podcast. Kyal, what's your business called? Where do we find you?

**Kyal:** Kyal's Coffee Kart on Facebook and Instagram. And you can - my - my number's on the Facebook page. You can also email me.

**Clare:** We'll put the details in.

**Kyal:** And I - as I said - I'm actually a resident of the City of Wanneroo, so I do Wanneroo areas.

**Clare:** Unless people will pay for transport.

**Kyal:** [Laughs] Exactly. Like I do schools and stuff.

**Clare:** Yeah, cool. Just so people - describe your logo to people so that they can look out for you on Facebook as well.

What does your logo look like? Now we can't see, remember, you have to describe it.

**Kyal:** It's got - it's Kyal's coffee and a picture of a coffee cart.

**Clare:** Yep, what are the colours like?

**Kyal:** Blue and yellow.

**Clare:** Yeah, blue and yellow. Unfortunately, Kyle's an Eagles fan, but we don't hold that against him.

**Justin:** I'm an Eagles fan too, so two against one, is it?

**Clare:** Ladies and gentlemen, that's the end of the episode. Goodbye. No, just kidding. So, check out these two.

**Justin:** So, you're a Dockers fan, are you?

**Clare:** I am. A very long suffering one. But,

**Justin:** Win some flags. Win some flags, then you can talk to us, okay?

**Clare:** Yeah, probably not in my lifetime. But thank you guys so much for chatting with us today. What we'll do is we will make sure we promote your businesses alongside so that people know where to find you after they've listened to this podcast. So that's it for this episode of 'Unfiltered.' My name is Clare. I've been joined by Justin and Kyle. And we've been talking about all things Microenterprise. I hope you've enjoyed it, and we really look forward to having you join us next episode. See you later.