

**Title:** Disability Champion – Kristalee

**About the video**

This video follows the journey of Kristalee. Kristalee is a Disability Support Pension customer, who suffered a brain injury from being hit by a car. She has overcome this and started up a cleaning business.

[Start of transcript]

Kristalee:

*[The video opens with a shot of a woman. You can see a bookshelf with family photos in the background]*

I love life. I've been given a second chance at life and I will not waste it, I love it to bits. You know, I love my grandchildren, I love my work and I love being able to do, help others, you know and that's why I am really happy doing this, I think it's awesome and an honour to be asked to do something like this. Yeah, I am very proud of myself.

*[The camera pans down from the sky over a beach. You can see a group of people in the background and a woman sitting in the sand in the foreground. She is holding an iPad]*

Voiceover:

Ten years ago Kristalee suffered serious brain injury. She became a Disability Support Pension customer and endured years of rehabilitation. Then came the advice that changed her life.

Kristalee:

I think that the biggest change was a girlfriend who said to me you know you're on the pension, you don't have any responsibilities, your kids are grown up, you don't have a partner, you don't have to worry about work, you're so lucky because you can actually design your life.

*[The Camera shows a group of people playing on the beach with a lifeguard, a lifeguard boat, and red and yellow beach flags. The camera then zooms in closely to the woman's hands typing on the iPad]*

*[The camera then pans up to her face and then zooms out to see Kristalee sitting on the beach again with a lighthouse in the background]*

Kristalee:

And that sort of helped me hugely you know that thinking about it that way rather than looking at I'm on a pension, I can't do anything anymore they

basically told me to just enjoy life. So what does that mean? So when she said that to me it really made me think. And I thought wow, that is so true.

*[The camera pans over a woman and a male in a room with cleaning products in the background. Camera zooms in to give a closer shot of the woman, who is pointing out different products and instructions]*

Voiceover:

She moved to Bribie Island and began cleaning houses. Commercial contracts came up, she hired a few people. All this despite being told she'd never work full time again.

*[Camera fades back to shot of woman speaking to the camera]*

Kristalee:

I think I was told about 15 hours a week if I remember right and it had to be very a very easy job that didn't hold a lot of stress and stuff. So being the clever little girl I am I started my own business.

Voiceover:

But Kristalee is the first to admit that it wasn't easy and sometimes it still isn't.

*[Camera shows the woman sitting outside at a table, drinking a coffee. Camera zooms in on her face and then back to her talking to the camera]*

Kristalee:

I have a bad memory sometimes my words come out back to front and often when I'm talking to people in business, clients and things, like especially at the bigger sites and that I have to be very mindful how I talk and what I say because so that I sound professional and what have you and it doesn't always come out that way and I think the hardest thing right through all of this is people expecting what I can no longer give.

Voiceover:

*[Close up shot of the woman drinking a coffee, camera then zooms out to shot of her sitting at the café]*

But what she learned was the importance of getting help.

Kristalee:

With brain injury it made it hard for me because often logic goes over my head. Sometimes like figures I am no good at doing quotes etc so I needed somebody who could help me do that.

*[Shot of woman talking to camera]*

And I guess one of the first things I realised was that I needed to surround myself with support people.

Voiceover:

One of them was Dennis Chiron.

*[Camera shows the woman and man sitting outside at a park bench, laughing. Camera zooms in to the man's face]*

Dennis, Business Coach:

She's inspired me as much as she says I've inspired her and I think she has that capacity to inspire many people, people with or without disabilities it's not about that for me it's about belief in yourself, drive, confidence but also saying help, if I need help, help me.

*[Shot of sign saying "St Vincent de Paul Society, Family Support, good works"]*

Voiceover:

And that's why Kristalee has become so involved in the community.

*[Camera shows the woman and a man sorting through clothes in the cleaning warehouse. Camera zooms in on pile of folded clothes and then out to show them folding sheets]*

Kristalee:

For me it's giving back it's like paying it forward. I had so many people support me because of my injury and my accident once I asked for the help I am getting it and for free. I mean to have somebody like Dennis Chiron mentor you can be quite expensive. But where my original interest started was I did some work for Rotary on the island and go introduced to chaplaincy.

*[Camera shows the woman crossing the road at a pedestrian crossing]*

Voiceover:

Kristalee suffered brain injury when she was hit by a car crossing the road. It was her fault. Something that haunted her.

Kristalee:

I think it was a year before I went outside the house. I was scared of roads. I had phobias. But it took a long time to get over those things and that I thought oh my goodness what have I done to myself I can't even keep myself safe.

*[Woman talking to the camera]*

And that really I think was what depressed me. The other thing that really put me into deep depression was I can remember how I was.

*[Shot of woman sitting on the beach, looking out to the sky]*

Voiceover:

But now, she says the sky's the limit for her future.

*[Shot of woman talking to the camera]*

Kristalee:

I have lots of ideas. I see myself moving forward in major ways and a big part of that will be helping others but also helping myself create an income and, yeah, it's going to be wonderful, absolutely wonderful, but infinite.

*[Information page appears with text: Support. Connect Achieve and below:  
For more information visit [humanservices.gov.au/dsp](https://humanservices.gov.au/dsp)]*

[End of transcript]