



PARENT TO PARENT

2017 ANNUAL REPORT

PARENT TO PARENT



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OUR MISSION

“To deliver a quality service to people who have a disability by listening, respecting and supporting their goals”

OUR VALUES

Parent to Parent values:

- * Equality and freedom of choice for People with a disability
- * Communities that include People with a disability as true members
- * Opportunities for People with a disability to showcase their talents
- * Services tailored to the uniqueness and individualized requirements of the Person with a disability
- * Employment opportunities for People with a disability as a means of true community participation
- * Innovative ideas for and by People with a disability
- * Opportunities for skill enhancement for People with a disability and those who support them

OUR HISTORY

In 1998 a group of parents who had a child with a disability formed Parent to Parent. Their focus was to work with people with a disability and their family/carers to provide them with information and to link them with other families who have similar life experiences.

In April 2006 additional funding was received from the then Disability Services Queensland to expand the services provided to include Person Centred Thinking workshops. These assisted people with a disability and their family/carers to identify options for planning so that their future makes sense to them and their support requirements are met.

In June 2014 a funding grant was received to deliver NDIS readiness workshops to the Older Carer cohort with whom we had been working with since 2006. Indigenous carers who are over 45 were also included and the workshops were delivered in 4 regions of Qld. This work will continue until Queensland has fully transitioned to the NDIS.

In 2017 our role in Toowoomba, Ipswich and Gladstone regions changed with the commencement of the NDIS. We are now operating as Plan Managers and Support Coordinators still offering the same services as before.

Parent to Parent operates under the Governance of a Board of Management with delegated authority to the General Manager.

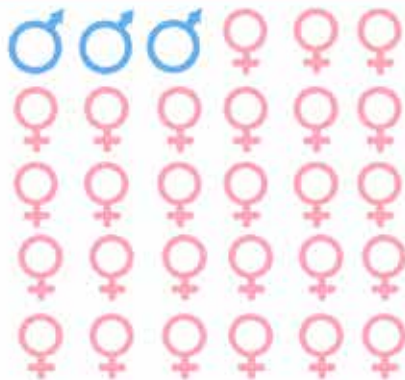
The State Centre office is located on the Sunshine Coast and regional contacts are situated in Brisbane, Gladstone, Fraser Coast and Toowoomba. As a registered NDIS Plan Management and Supports Co-ordination provider, we look forward to assisting people with a disability to implement and manage their plans and achieve their goals utilising the skills we have developed throughout our history.

AN OVERVIEW OF PARENT TO PARENT

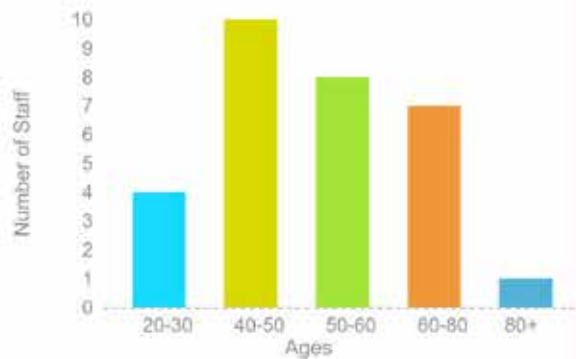
Overview of Personnel at Parent to Parent

Who are we?

Male/Female Ratio



Age Group



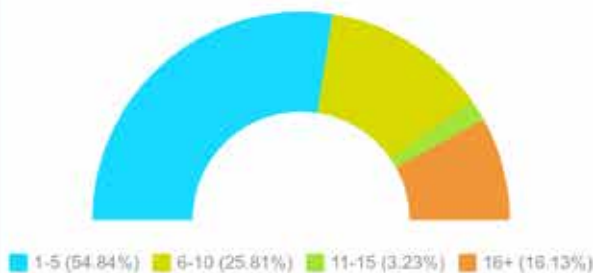
Have a family member with a disability

83%

Work more than 3 days a week

29%

Years worked at Parent to Parent



Role Classification



OUR BOARD, STAFF AND SUPPORTERS

This year we have had quite a few staff changes which is unusual for us. We said goodbye to Kim, Julianne, Pearl, David, Lindsay and Jeremy. We welcomed new paid staff and volunteers including Ann, Anie, Bron, David Hinsley, Davinia, Di, Fiona, Heather, Kiki, Linley, Michelle, Robbie and Sybilla. I would like to thank outgoing Board Member, Karen Leinster, for her assistance and support over the years and acknowledge Veronica Wain's past contribution on the Board as she is now in a paid position.

This year we also had two students from the University of the Sunshine Coast do their placement at the Woombye Office. Linda and Louise have assisted us with a range of activities and, I hope, gained a lot of experience to set them up for their future work.

We are pleased to acknowledge that the Patron of Parent to Parent, Kathryn Lyons, has had an amazing year. Kathryn, founder of Accessibili-T, would no doubt name two of the highlights of her year as attending the Palace Pitch and being confirmed as a Baton bearer for the Gold Coast Commonwealth Games Baton relay.

2017 FAREWELLS



Kim Heneker
Office Manager



Julianne Loch
YLYC



Pearl Rahme
Facilitator



David Wallis
Support Coordinator



Lindsay Knorr
Support Coordinator



Jeremy Scamp
Support Coordinator

To the 6 of you, a big warm hug and Thank you for your contribution to Parent to Parent.

Kim, was our 'Mother Hen', organiser of everything and everyone, caring and always willing to lend a hand! We miss her so much!

Julianne, played an integral part in establishing our YLYC Program and supported many families with her passion and dedication..thank you!

Our beautiful Pearl. We cannot thank her enough for all the love and support she gave to every person she met! After speaking to Pearl you always have a smile on your face!

We also would like to thank David, Lindsay and Jeremy for working with our Toowoomba families through their transition to the NDIS. We will miss your friendly faces and helpful natures!

OUR CURRENT PEOPLE

PATRON



Kathryn Lyons

BOARD MEMBERS



Lesley Turner
President



Sue Campbell
Vice President



Jan Bell
Secretary/Treasurer



Judy Young
Board Member



Loretta Kreet
Board Member



Eric Greentree
Board Member



Karen Leinster
Board Member

EMPLOYEES



Jodi Wolthers
CEO

PLAN MANAGERS/FINANCE



Mary Postma
P2P Finance



Louise Halahan
Plan Manager



Ann Hardcastle
Plan Manager



Linley Marshall
Plan Manager

SUPPORT COORDINATORS



Kiki Fong Lim
YLYC/NDIS



Heather Cutcheon
YLYC/NDIS



Sybilla McIntosh
NDIS Toowoomba



Gaye Collins
NDIS Gladstone



Ann Leinster
NDIS Gladstone

FACILITATORS



Renita Anderson
South Burnett



Beth Hawes
Sunshine Coast



Matthew Armstrong
Brisbane



Steven Paull
Toowoomba

COMMUNITY PARTNERSHIPS



Robbie Murray
Social Enterprise



Michelle Knights
Social Enterprise



Davina Nieper
Social Enterprise

HEAD OFFICE



Lisa Wells
Administration



Karen Rollason
Plan Manager



Shantel Payne
IT



Di Heitbaum
Administration

MAINSTREAM AND ME



Veronica Wain
Project Manager



Fiona Bryant
Senior Peer Educator



Angharad (Anie) Drake
Peer Educator

VOLUNTEERS



Louise Jessop
Social Work Student



Linda Applegate
Counselling Student



David Hinsley
Volunteer



Bron Crowther
Volunteer



Susan Ball
Volunteer



Fiona Montibeler
Volunteer



Megan Wolthers
Volunteer



Mareika Holmes
Volunteer



Michelle Dennis
Volunteer



Shane de Kirk
Volunteer

OUR PARTNERSHIPS

ORGANISATIONALLY

This year we have formed or strengthened existing connections with Queensland Government, Inclusion Australia, Sunshine Coast Council, University of the Sunshine Coast, Spiral Inc, and Accessibili=t.

We continue to be thankful to the University of the Sunshine Coast for providing us with valuable in-kind support with venue requests and for the student placements that make such a difference in managing our workloads. To Spiral Incorporated who through our united front "Loud and Clear" self-advocacy group continues to grow in strength, leading the way for others to feel confident in speaking out. To our Patron Kathryn Lyons, Accessibili=t, whom we support and help campaign to get the message across about every humans' given right to have accessibility.

Without State Government and Sunshine Coast Councils financial support we wouldn't have had the opportunity to present the first Social Enterprise Action Forum for the Sunshine Coast. This event gave P2P the opportunity to explore future business options and play an integral part in forming a collaboration of local businesses to forge ahead starting up the Social Enterprise Network [SEN] for the Sunshine Coast.

Mainstream and Me project an initiative created by Inclusion Australia funded by Federal Government Information, Linkages and Capacity Building [ILC] grant and delivered by P2P is designed to empower 8 peer educators to engage with mainstream businesses, local government and community organisations.



Queensland Government
communities.qld.gov.au



Inclusion Australia
ncid.org.au



Sunshine Coast Council
sunshinecoast.qld.gov.au



University of the Sunshine Coast
usc.edu.au



Spiral
spiralinc.org.au



Accessibili=t
accessibili-t.org

SUNSHINE COAST

On the Sunshine Coast this year we have built many new partnerships and continued to support and honour our existing partnerships. We as an organisation have connected with Churches of Christ Chaplin's delivering NDIS information sessions to their staff, worked with Spiral to schedule individual planning for the people who use their services in preparation for the NDIS and delivered Path to students from Nambour, Currimundi, Caboolture, and Mountain Creek School preparing to transition out of school.

Ian Ugarte Small is the New Big contributed to P2P by making the Social Enterprise Action Forum a success with his professionalism of master of ceremonies and advisory council on future housing initiatives. Bendigo Bank is working with us in developing community and business connections. Nationwide Mobility Vehicles, The Board Meeting Surf Charity, Robyn Pulman, Substation 33, The Old Ambulance Station, Sunshine Valley Men's Shed and Maroochydore Chamber of Commerce although all fairly new partnerships have actively been involved and will continue to be involved in strengthening and supporting P2P's future initiatives.



Churches of Christ
cofc.com.au



Nambour Special School
nambourspecs.eq.edu.au



Currimundi Special School
currimunspecs.eq.edu.au



Mountain Creek State High School
mtncreekschs.eq.edu.au



92.7 Mix FM
mixfm.com.au



Sundale
sundale.org.au



Maroochydore Chamber of Commerce
maroochy.org



Nationwide Mobility Vehicles
nationwidemobilityvehicles.com.au



Small is the New Big
smallisthenewbig.com.au



Bendigo Bank
bendigobank.com.au



Sunshine Valley Men's Shed



The Old Ambulance Station
theoldambulancestation.com



The Board Meeting
theboardmeeting.org.au



Robyn Pulman
robyn.com.au



Substation 33
substation33.com.au

FRASER COAST

In Maryborough we have been able to reconnect with Fraser Coast Family Networks Disability Support who have supported us in holding Participant Readiness workshops in their recreation room and have provided lovely catering at no cost to P2P.

The Chaplain at We Care 2 has allowed us to use their chapel to hold Participant Readiness workshops. This is a large venue which has enabled us to increase our participant numbers. The program Coordinator Jan welcomed us and has shown great interest in the NDIS. We Care 2 provide assistance via grocery vouchers to be used at their grocery shed, counselling and a free beach side breakfast for the homeless and marginalised in Hervey Bay.



Fraser Coast Family Networks
fcfamilynetworks.com.au



We Care 2
wc2.org.au

SOUTH BURNETT

Our partnership with the South Burnett Disability Peer Support network continues to be strengthened by Renita. Disability Law Queensland have made themselves available in the South Burnett to provide advice on legal safeguards for individuals and participants.

The Wondai RSL and Nanango RSL have been very supportive in providing a venue for workshops at no cost. Graham House is a central hub for many South Burnett neighbourhood programs and they have welcomed P2P NDIS Participant Readiness workshops to their meeting rooms and assisted in spreading the word about the workshops.



South Burnett Disability Peer Support
Network
Di Thornton - [07 4168 4020](tel:0741684020)



Disability Law Queensland
www.dlq.org.au



Wondai RSL
rslwidebay.org



Nanango RSL
nanangorsl.com



Graham House
grahamhouse.org.au

GLADSTONE

The Gladstone team has strong connections with Rosella Park School and have continued to offer P.A.T.H. sessions to students. This planning is always well received and welcomed by both participants, their families, support staff and the school staff. Other schools in our area that we have visited and in which we have held workshops and attended expos include Bundaberg Special, Kepnock State School, Rosedale State School, Toolooa State High School, Biloela State High School and Woorabinda State School.

P2P has continued to strengthen connections with Central Queensland University and through supporting Agapi Social Enterprises has support from Barney Beach Accommodation. Networks are consolidated through attendance at monthly inter agency meetings and the WIN (Welcoming Intercultural Neighbours) Linked meetings. The Gladstone team has been actively involved in many functions and events ensuring a positive, community focused sense of P2P in our area.



Rosella Park School
rosellapkspecs.eq.edu.au



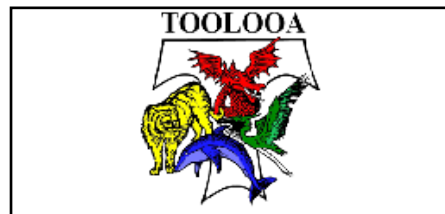
Bundaberg Special School
bundaberspecs.eq.edu.au



Kepnock State School
kepnockshs.eq.edu.au



Rosedale State School
rosedaless.eq.edu.au



Toolooa State High School
toolooashs.eq.edu.au



Biloela State High School
biloelashs.eq.edu.au



Woorabinda State School
woorabinss.eq.edu.au



Central Queensland University
cqu.edu.au



Agapi Social Enterprises
(other info)



Barney Beach Accommodation
barneybeachaccommodationcentre.com.au



Welcoming Intercultural Neighbours
win-australia.org.au

TOOWOOMBA

Partnerships within the Toowoomba Community between local businesses and Parent to Parent are slowly but gradually building. Sybilla is looking to strengthen ties with the Scott Street Pharmacy and Scott Street Mobility as well as Medtech. We already have strong partnerships with Big Dog Support Se

Connections have also recently been made between Parent to Parent and Multicultural Community Development Officer - Roberto Garcia and Clinician Rebecca Allen at Floresco. At the November Refugee and Migrant Settlement Services Inter agency (RAMSSI) meeting, Sybilla connected with many services with which P2P haven't yet worked.

Sybilla is also looking forward to working with a local man Mitch and his family after meeting with them recently.



Scott Street Pharmacy
scottstreetpharmacy.com.au



Big Dog Support Services
bigdogsupport.com



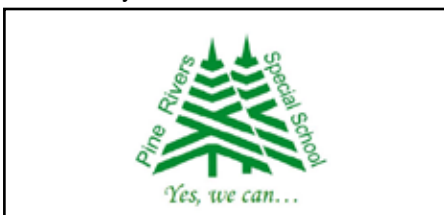
Toowoomba Rewgional Council
tr.qld.gov.au

BRISBANE

This year Matt has enjoyed strengthening relationships with Pine Rivers Special School and Association of Relatives And Friends of the Mentally Ill (Carers of people living with mental illness) for whom he and Beth facilitated a workshop at their State Forum. He has also worked with Aftercare (Partners in Recovery) West Moreton through their Forum as well as SPELD by sharing resources, and South Brisbane Men's Shed who have visits from dads who have children with Autism.

Together with Renita he has worked with the South Burnett Disability Peer Support network and he has been involved with TAFE Brisbane through the delivery of an information session to the Community Services Leadership team comprised of Logan, Caboolture, Bracken Ridge, Redcliffe and Southbank. As a result of partnerships, workshops have also been delivered to students at Logan Southbank TAFE as well as Aftercare and the Mytime group.

Matt is on the committee for Wellbeing Day - a bi-annual conference held in Brisbane; is connected with Kyabra Community Association and has been invited to attend a peer support group meeting for QDN.



Pine Rivers Special School
pineriversspecialschool.eq.edu.au



Arafmi Queensland
arafmiqld.org



West Moreton-Oxley Partners In Recovery
wmopir4me.aftercare.com.au



South Brisbane Men's Shed
southbrisbanemensshed.org.au



TAFE Brisbane
tafebrisbane.edu.au



Mytime
mytime.net.au

PATRON'S REPORT



Kathryn with P2P staff

Becoming Parent to Parent's Patron was an honour. It's something that I could never have imagined. P2P is an incredible Host Provider under Your Life Your Choice and a Service Provider within the NDIS framework. Now they are diversifying into social enterprise brokering. I am honoured to be their patron and I hope I can make them get more known out there in the wider world. Whilst I have only started this role in the second half of this year so much has happened since then.

I attended and spoke at the Social Enterprise Forum hosted by P2P and held at the University of the Sunshine Coast in September, I delved into politics, through the Qld Youth Parliament program where I learnt about writing

and understanding legislation. I presented concepts in front of over 400,000 people, at the Pitch@palace, where I got to spend a week with His Royal Highness, Prince Andrew the Duke of York, an experience I hope never to forget.

I suggested to the Attorney General, that the "Right to Toilet with Dignity" be incorporated into Queensland's Human Rights Bill, which is currently under development. Finally presented a workshop at the World Toilet Summit (Yes, there is one).

An incredible opportunity to share my story and that of others about the indignity of toileting in a developed nation like Australia. The elderly, people living with hidden medical conditions, varying disabilities, world dignitaries, leaders and industry in water, sanitation and hygiene need to have awareness raised of this growing social problem and the need for reform. I spoke in front of world dignitaries and people from all over, sharing my story that of many others.

Whilst the summit's focus was on sanitation in third world nations, I am proud to say that by the end of the summit, my input had impact, as the focus had been changed to Human Rights and Dignity. I was introduced to various organisations wanting to assist me in taking my message to the United Nations in New York, as everyone agrees people should have the right to toilet with dignity.

So how does this relate to P2P, and my role within this organisation?

As Patron, I represent P2P, and its clients, demonstrating myself as a person living with a disability and showing that it does not define who I am. I have learnt and am developing skills, through the Your Life Your Choice program, under P2P guidance. P2P has given me the confidence to go forward and show that every person has value and abilities to contribute, however small or large. Now when I am out and about I talk with people about inclusion and what it really means, as without real inclusion, people with disabilities are left behind. Society, like people is diverse and to grow and go forward, we need change. People living with disabilities need organisations like P2P to help us take steps (no matter how small) to change and go forward, into our future.

I can't wait to see what next year will bring.

Kind regards,

Kathryn Lyons

CHAIRPERSON'S REPORT



Lesley Turner

Welcome to our 19th A.G.M. What an achievement! It has been another challenging year – the uncertainty of sustainable funding is really difficult to ignore. However Jodi and the team have continued to work tirelessly to provide an excellent service. I love this team – just walking into the office you can't help but notice their energy and dedication. They certainly make the Board's job very easy.

Our team has changed a lot this year as we have farewelled 5 staff and welcomed new staff, students and volunteers. Our website has a list of our amazing team if you would like to get to know them.

I am pleased to be able to advise that our Your Life Your Choice numbers have continued to grow this year and we have also had families transition to the NDIS using our Plan Management and Support Coordination services.

Our Board of Management has also seen some changes recently with Veronica Wain leaving to take a paid role with the Organisation and becoming the National Manager for the Mainstream and Me project. This work is funded under the Information Linkage and Capacity Building funding and is an Inclusion Australia project. It will showcase the talents of a group of people with an intellectual disability and aims to create employment opportunities.

On behalf of all of the Board I would like to thank Veronica for her dedication and commitment to the work of Parent to Parent during her years on the Board and look forward to watching her achieve positive results in her exciting new role.

At the last AGM Eric Greentree replaced Veronica and in October this year guided the Board through a series of Strategic Planning activities as we reviewed our Aspirations and Mission Statement.

Today Karen Leinster also leaves us and the Board and I wish her well in her future and thank her for sharing her knowledge and experience with us over the years she represented Gladstone on the Board.

We look forward to welcoming a new member to the Board following the election of office bearers.

Thanks to every member of the Board. I know the skills you offer so readily are very valuable to Jodi. Not only that but you guys are fun and I look forward to working with you again next year.

Kind regards,

Lesley Turner

President

CEO'S REPORT



Jodi Wolthers

WHERE WE ARE NOW AND WHAT WE HAVE BEEN DOING

This year we have been doing some work on our branding. We have changed our long email addresses to a shorter, easier to say and write @p2pqld.org.au. As part of that we introduced a new logo with a focus on P2P instead of always using Parent to Parent. We haven't yet totally phased in the P2P and plan to do more of this next year.

Like people with a disability in Queensland, as an organisation, we are also transitioning from a State Government based funding system to the National Disability Insurance Scheme. This transition comes with many opportunities along with the inevitable challenges of a new system of this size and scale.

Our team attended community events across Queensland again this year, including Nambour Together and A Fair Day Out.



Linda and Louise at our stall at A Fair Day Out

We have also attended many school and community Expos including the Fresh Futures Expo in Brisbane, the Disability and Senior's Expo in Chandler, the Child and Family Expo in Gladstone and the Community Options Expo in Bundaberg.



Julianne at the Brisbane Fresh Futures Expo



Beth at the Brisbane Fresh Futures Expo

Our Participant Readiness work has continued this year in the North Coast, North and South Burnett, Wide Bay and Central regions with many workshops filling so fast that we have been pleased at the need to schedule additional dates. In the July to September quarter alone we held 47 workshops.

This year our Online Community Engagement and IT Manager, Shantel, has been working on our website to make it Web Content Accessibility Guidelines (WCAG) 2.1 compliant. This means that our website content will be accessible to a range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photo sensitivity and combinations of these.

We have also been advertising on the radio this year as a means of raising our profile. On the Sunshine Coast it has been with Mix-FM and Sea FM and in Gladstone with Fresh FM. From the first of November a series of small audio clips (Vignettes) have been playing promoting our work.

The advertising has paid off as evidenced by the need to continue to increase the number of Participant Readiness workshops to accommodate the numbers of bookings. We have also added a fourth phone line into the Woombye office to meet the volume of phone calls we now receive.

OUR HIGHLIGHTS, SUCCESSES AND ACHIEVEMENTS

In June this year we hosted a Mix FM radio breakfast show at our Woombye premises as part of Give Me Five for Kids. We were pleased to welcome members of the Woombye Community to join with Parent to Parent members in helping to raise money for children in hospitals. The Outsiders, a local band, performed during the morning and showcased the talents of people with a disability in the music field.



P2P with Mix-FM and families



The Outsiders Band with Mark and Caroline from Mix FM

In September we celebrated the success of our inaugural Social Enterprise Action Forum, and the feedback and ongoing opportunities for people with a disability to find work that have resulted would be at the top of our list of successes and achievements this year. We are thankful to the Department of Communities, Child Safety, Disability Services for the funding grant they provided to hold this event. Feedback included - "A great Forum, wonderful connections and extremely well organised by P2P".



Rick Williams MP opening our Inaugural Social Enterprise Action Forum

A series of fortunate events resulted in some exciting outcomes for our Loud and Clear members this year. Members attended a second national consultation round by the Self Advocacy Resource Unit (SARU) at the University of the Sunshine Coast this year. News of a national self advocacy anthem to launch the project work was shared with the group.



Members of Loud and Clear, QDN, QAI working with the ladies from Self Advocacy Research Unit (SARU) at the University of the Sunshine Coast in July

Loud and Clear's Graham Eastwood advocated for the Sunshine Coast's home grown band, The Outsiders, to perform the anthem. Fast forward, October 2017. The Outsiders recorded the song which was released at SARU's national conference. Loud and Clear, who celebrated their second birthday this year, also had members attend the Having a Say conference in Geelong Victoria at the beginning of the year.

Former Board Member Veronica Wain is now the National Manager for the Mainstream and Me project. This project is being delivered in association with Inclusion Australia and is funded under the Federal Government's Information Linkage and Capacity Building.

Queensland's Mainstream and Me project will showcase the talents of a group of nine people with an intellectual disability. The group will be trained as workshop presenters in 2017 and will deliver workshops in various locations in 2018. The workshops are designed to highlight the presenters' abilities, promote disability awareness and encourage employment opportunities in the mainstream.

I am pleased to advise that Parent to Parent was a finalist in the Sunshine Coast Chamber of Commerce Business Awards 2017. This is a great acknowledgement of the work the team puts in and our commitment to the people with whom we work. As part of being a finalist we had an editorial and advert in the Sunshine Coast Business Awards 2017 magazine insert in the Sunshine Coast Daily on the 14th November. If you would like to read it please contact the office.

In early November the staff all gathered on the Sunshine Coast for a "Promoting P2P Positively" professional development day. This day was facilitated by Robyn Pullman and covered a range of topics from dress code and verbal and non verbal body language to professional phone techniques and conflict resolution. At the end of the day we have a greater understanding of how to positively promote the work we do.



P2P staff with Robyn



Robyn and Jodi

We are now NDIS registered and working in Toowoomba and the Rockhampton region's as Plan Managers and Support Coordinators. We are pleased that our success in plans, pre-plans and reviews has improved markedly since the initial roll out in Toowoomba.

OUR CONCERNS AND CHALLENGES

A challenge that we currently face is the uncertainty of the roles of Support Coordination and Financial Plan Management under the NDIS in the future. These roles are areas in which we have excelled with our Your Life Your Choice and information and referral work.

This year we have experienced some changes in key staff that set us back a bit while we recruited replacements. It has meant that we weren't as much on the front foot as we would have liked and it challenged the high standard of service delivery that is so important to us.

Guaranteed funding continues to be a concern for us. This year we have lodged quite a few funding submissions with mixed results. We were successful in obtaining funding for our Social Enterprise Action Forum from the Department of Communities, Child Services, Disability Services. We have been advised that our submission for funding to run an Abuse and Neglect workshop on the Sunshine Coast, and have our staff trained in the delivery of the workshop for the future was successful. Sundale saw the value in training our staff as part of the project and approved our application.

Other submissions, however, were not successful. Every submission takes a lot of resources and there is almost the same amount of time for an application for a small amount of money as a large amount.

CEO'S OVERVIEW

In October this year the Board and I held two days of planning with a focus on the strategic direction the organisation will follow in the future. Eric took us through a SOAR (Strengths, Opportunities, Aspirations and Results) process. In preparation for the two days a series of questions was created which staff were asked to answer. Kathryn Lyons (Patron) also answered the questions as a representative of people with a disability. The board then answered the same questions on the first day of the planning. In 2018 we will put the questionnaire on our website to encourage our members and other stakeholders to also provide their thoughts and ideas.

The responses were collated and key points and differences were identified and used to create a list of 8 Aspirations for the future. These aspirations will form the basis of the Strategic Plan for 2018 - 2020. The work also led to the decision to revisit our Mission Statement. After much consideration and deliberation our new Mission Statement "To deliver a quality service to people who have a disability by listening, respecting and supporting their goals" was created. I would like to thank everyone involved in this process. I look forward to releasing the new public version of our Strategic Plan early next year.

I would like to take this opportunity to thank the Board of Management, staff and our Patron Kathryn for their support and hard work this year. It has been a year of growth in our staff numbers and I look forward to working with everyone again next year in what will be another busy and eventful time. If I haven't mentioned you specifically in this report please know your contribution has been acknowledged and is appreciated.

Kind regards,

Jodi Wolthers

CEO

TREASURER'S REPORT



Jan Bell

As Treasurer of Parent to Parent, I present to you my report for the year to June 2017.

With sincere thanks to our Finance team, which has grown this year, and close and careful monitoring of spending, the Association returned an operating surplus for the year of \$50,523.27

The disability sector is experiencing a time of significant change as Queensland transitions to the NDIS. This change means that, as I have mentioned in previous years, it has been yet another year of financial uncertainty for us.

I am pleased to advise that our Your Life Your Choice numbers have continued to remain stable due to new families coming on board to replace those that have now transitioned to the NDIS.

I am also proud to report that we have families in Toowoomba who have contracted our services as NDIS Financial Plan Managers and Intermediaries.

This provides a continuation of the service that we have provided to them during their YLYC years.

Our NDIS Participant Readiness funding is continuing to wind back considerably, which is a concern for us, as more regions transition to NDIS or approach the 6 months pre-transition period.

However, our Information & Referral funding will continue throughout the NDIS transition period until 30 June 2019.

We are currently working on the branding and promotion of our core services, which will now need to incur fees as we enter the new market.

We were successful in obtaining a grant from the Department of Communities this year which allowed us to hold our inaugural Social Enterprise Action Forum on September 13th, with thanks also to the University of the Sunshine Coast for their support.

Our online-savings account continues to earn higher interest on our current government funding.

Our financial records were audited by Mr. G Dunn of Greg Dunn and Associates and found to be in order. I would like to acknowledge and thank Mary and Louise for their work throughout the year and in preparing the documentation for audit.

Copies of the Auditor's report, Profit & Loss Statement and Balance Sheet are available on request.

I move this report be accepted as a true and accurate record.

Jan Bell

Treasurer

YLYC/NDIS REPORT

2017 has been another busy year in the finance department. Ann Hardcastle joined us in March to assist with the growing numbers and then Linley Marshall came on board in September. We now have Louise, Ann and Linley managing the YLYC funding and the new NDIA plans. Mary continues to work in her role managing the P2P budgets.

This year has seen the start of the roll out of the NDIA in a number of regions of Queensland. P2P is now establishing itself as a coordinator of supports and as a financial Plan Manager for the participants on the scheme.

Despite the transition to the NDIS our work as a host provider for the YLYC participants has increased with 116 new families joining us this year taking us to a total of 338. A number of our existing families have also received additional grants taking us up to 399 grants. The break down between the two options is that 41% of the grants are on the 3% option and 59% are operating under the 5% option. This shows a shift over the last couple of years. Originally many families opted to have the money and report their spending to us. Now the vast majority of people opt to leave the money with us and have us pay invoices. This has seen a considerable increase in the daily work load for the finance department, processing on average 40 invoices a day. To help reduce the financial risk in the transition period to the NDIA we have also moved the funding payments to happen monthly rather than quarterly.

Over the last year a few families have left P2P for a variety of reasons, with the majority transitioning across to the NDIA. The breakdown of transfers shows that 13 have started their plans with the NDIA, others have moved to new host providers, moved interstate or opted for self-management with direct payments.

Since starting as financial Plan Managers under the NDIA in March we have now picked up 24 participants under the NDIA. There was an initial slow start getting to grips with the process and navigating the portal, however now invoices are processed quickly and payments are made within a few days. We are working closely with the NDIA to ensure the process is as smooth as possible.



Louise, Ann and Linley our Plan Managers

COMMUNITY ENGAGEMENT

Parent to Parent, Spiral Inc and the University of the Sunshine Coast (USC) were approached to support a family conference hosted by Chromosome 18 Australasia – a branch of the US Based Chromosome 18 Registry and Research Society. These organisations represent individuals and families living with rare genetic conditions located on the 18th Chromosome.

P2P saw this as an opportunity to support an under represented group of individuals and so agreed to be involved. Positive Exposure's Rick Guidotti and USC's Dr Jonathan Mason were key note speakers at the conference held in April at Twin Waters Resort. Dr Mason also ran a series of family based workshops which were very well received.

Families reported they gained much from the conference and P2P and our partners have been delighted with the conference outcomes, most particularly our ongoing association with the Australasian Registry, USC and Positive Exposure.



Rick Guidotti at the University of the Sunshine Coast for the Chromosome 18 Conference



P2P and Spiral at the Chromosome 18 Conference

These outcomes include:

- Families given access to new and pertinent information in the realm of positive behaviour management
- Enhanced exposure for an under represented group of people living with disability
- Positive Exposure's Rick Guidotti has been appointed as an Adjunct Professor with USC
- Rick has presented a number of public lectures, a film screening and a community engagement event on the Sunshine Coast, elevating the status of people with disability and encouraging changes in perceptions
- Rick has returned to the coast for a photographic shoot featuring people living with rare genetic conditions, including some P2P families for an Exhibition to be hosted in our region in 2018
- Rick unveiled Positive Exposure's next venture, the creation of a Global Diversity Centre. He has identified the Sunshine Coast as a site to be considered for the creation of the first centre.

INCLUSION AUSTRALIA



Inclusion Australia (IA) has maintained its place and contribution to people living with intellectual disability for another year in spite of the serious challenges that a lack of funding has presented in the sector. As Queensland's representative, P2P attended an IA summit in Melbourne supported by an Information, Linkages and Capacity Building Grant (ILC). The grant also enabled Loud and Clear delegates, Kate-Lyn Mackenzie and Graham Eastwood to attend a National Conference held in Hobart by IA's Tasmanian Agency, Speak Out. Kate-Lyn presented, alongside fellow Our Voice delegates, and shared some of her self advocacy journey. Attendance at these events is critical to the ongoing development of our self advocates enabling them to grow the skills.

Veronica Wain has maintained P2P's presence on the Board and has also attended regular National Disability CEO Forums in Melbourne on a regular basis, ensuring the voice of people with intellectual disability is heard as the NDIS rolls out. We have been delighted with the news that the NDIS will now roll out a new pilot pathway where face to face, supported planning meetings will be trialled in Victoria.

IA's Board welcomed a new Secretariat and implemented management strategies to enable the organisation to continue to represent the needs of our most vulnerable Australians during this time of great change.

As the Queensland Agency member for IA, P2P successfully secured the role of National Manager to oversee the Mainstream and Me project. P2P's project delivery focusses upon creating new, inclusive employment pathways, whilst NSW, Victoria and Tasmania's have chosen other areas to promote diversity and inclusive practices in the wider community. P2P intends to build up IA's extensive work in the area of employment and work with stakeholders in Queensland to showcase our community's abilities. NSW Council for Intellectual Disability will focus on civic and community spaces and partners, VALID are working in the sport, leisure and recreational industries and Speak Out Tasmania have chosen to engage with parents with intellectual disability and explore the additional supports required in this area.



Jesse and Katelyn at Speak out in Hobart



MAINSTREAM AND ME

The Mainstream And Me

Parent to Parent were appointed as the National Project Manager for Inclusion Australia’s Mainstream And Me project. Inclusion Australia was awarded a \$1.2M ILC grant to deliver the project which seeks to build the capacity of People with Intellectual Disability to identify their particular needs and aspirations and enable their engagement with mainstream organisations and services.

P2P’s team has eight trainee workshop presenters, who identify with intellectual disability, an Educator team and two State Coordinators overseeing engagement and education opportunities. P2P also hosts the National Project management role.

P2P, alongside other Inclusion Australia agency members, NSWCID, VALID and Speak Out have identified areas of specific need and engagement within their state-based jurisdictions. Areas of need in health and well-being, parenting, community, recreation, leisure and employment will be addressed within the project.

This project provides training for people with intellectual disability, enabling them to create engaging workshops to present in the wider community, encouraging greater engagement and employment opportunities in the mainstream.

Training commenced in the latter part of 2017 with P2P’s team of presenters. Workshops will be delivered across multiple sectors in various locations in 2018.

MAINSTREAM AND ME EDUCATOR TEAM



Allycia Staples
Peer Educator



Drew Russell
Peer Educator



Ethan Amiet
Peer Educator



Kate Paterson
Peer Educator



Kate-Lyn Mackenzie
Peer Educator



Mitchell Runcie
Peer Educator



Reuben Drake
Peer Educator



Sophie Bolton
Peer Educator

LOUD AND CLEAR

Loud and Clear are a Sunshine Coast based group of self-advocates who are speaking up for themselves and other people with an intellectual disability.

This is their second year and they have put a lot into it. They started the year by sending members of the group to the Having a Say conference in Geelong, Victoria. Members attended the World Congress meeting in Melbourne, Victoria, Speak Up conference in Hobart and the QAI Roundtable at Parliament House in Brisbane. They took an active role in consultations by the Self-Advocacy Resource unit which was held at the University of the Sunshine Coast and culminated in 3 members attending the SARU National conference in October.

Liz Collier from National Disability Services Victoria visited in October to consult with members around the characteristics they would like/wouldn't like in a support worker.

Members attended training about Staying Safe and about the NDIS. They were involved in testing Nadia (the NDIS avatar designed to assist people with a disability) in conjunction with the University of the Sunshine Coast.

We would like to thank Spiral and it's staff, especially Kathy Walker, for their work in supporting the members.

Loud and Clear members will celebrate their second birthday on the 2nd December.



Linda and Liz from NDS with Loud and Clear members



Loud and Clear members with Kim at last meeting of the year



QDN Workshop at Loud and Clear Meeting

SOCIAL ENTERPRISE REPORT

In August 2017, the Social Enterprise team at P2P came into existence. The aim was to find and develop innovative and sustainable ways to create employment and economic opportunities for P2P participants now and in the future. This paradigm shift from not for profit into social enterprise is a necessity in view of the NDIS changes and the increasingly competitive, ever shrinking pool of government grants and philanthropic donors. The ability to pro-actively address future funding requirements will provide P2P with an agile headstart to reorganise and strengthen its position in the marketplace as a sustainable, innovative social enterprise.

The P2P Social Enterprise team is made up of Robbie Murray, who specializes in Community Partnerships, Michelle Knights, Expert Industry Trainer and Disability Services Consultant and a new arrival, Davinia Nieper a Social Enterprise Consultant, specialising in attracting seed funding. Each team member brings diverse skills, uniquely set to gear P2P for social enterprise success.

The talkative team members had many conversations and consultations. Among them:

- Local social enterprises and partners to evaluate the needs and the socio- economic climate of the Sunshine Coast.
- Regional best practice social enterprises like Traction, Sub Station 33, Vanguard and others, to be able to benchmark standards and outcomes of the strategy.
- Nationally with social enterprise counterparts in other states and regions, like the Australian Centre for Regional Enterprise, Social Traders Australia and others.
- Internationally - in depth conversations and case study research with Claire Carpenter from The Melting Pot Scotland, Kilmarnock - NZ and The Propeller - USA



The Social Enterprise Action Forum was held on Wednesday 13 September 2017 at the University of the Sunshine Coast

Main Team Activities:

13.09.17: Developed and Delivered a Social Enterprise Action Forum at the University of the Sunshine Coast

The Forum was very well received by the Sunshine Coast not for profit and shared value community.

Sessions included:

- Social Enterprises in Action
- The NDIS and Social Enterprise
- Pulling it all together - Panel about what services and help is available to social enterprise locally
- Youth Innovators
- Facilitated Harvesting Session, where participants formed 6 Groups and filled in a Social Enterprise Business Canvas to develop their business planning skills.

27 - 29 September 2017 Social Enterprise World Forum Christchurch

Activities included:

- Plenary sessions
- Workshops
- Networking and on sites visits to timber recycling social enterprise (Re-Kindle) and sustainable housing (Space Craft Housing) operations facilities.
- Connected and built networks with world leader social enterprise founders and workers.

10.11.17- Independent Logan Social Enterprise Network Expo in Logan

Activities included:

- Networking and learning from the Network in Logan
- Doing business with Local Councils through BuyLocal
- How to form and cultivate a working Social Enterprise Network

17.11.17- First Social Enterprise Network Sunshine Coast (SENS) Meeting

P2P is a forming founder of the SENS, an innovative network of its sorts that will bring together local social enterprises to work collaboratively and cooperatively. P2P has been proactive in applying for funding through the Sunshine Coast Council for any establishment cost that the SENS will require. The SENS will continue meeting regularly.

October/ November- Developed Business Plan for Cycle-Up Mudjimba.

Cycle-Up in Mudjimba will start its piloting stage during the 2017 Xmas holidays as a holiday program for P2P participants. The program will train participants to fix and maintain bicycles which will then be rented to tourist and customers for bicycle rides along the Mudjimba coast area. This program will run for 1 day a week during December and January. Please contact us on 1800 777 723 for more information and to join the Cycle-Up program.

2017 Facts

Social Media



120 followers

We now have 120 followers on our Instagram Page



808 likes

We now have 808 likes on our facebook page.
88% of our fans are Women
28% of our fans age ages between 45-54 years old

Website



8,858 views

Our website has been viewed over 8,858 times by 2,417 different users



47.9%

47.9% of people who visited our website searched for it in Google
31.2% of people typed in www.p2pqld.org.au directly

Company Cars



50,000 kms

Our 5 company cars travelled over 50,000 kms this year

Emails



192,036

This year we have sent and received over 192,036 emails as a company

1800 Phone Calls



4,116

We have received over 4,116 calls this year on our 1800 777 723 number.
Our most popular month was August
Our most popular day of the week is Tuesday
Our longest call has been for over 56 minutes

Social Enterprise Action Forum



107/166

166 people registered to attend our Social Enterprise Action Forum on the 13th of September and 107 people attended the event on the day

GLADSTONE TEAM REPORT

2017 started a very busy and interesting year for the P2P team associated with the Gladstone office.

Pearl Rahme was very efficient at organising us and many events and functions around our region. She was assisted by Dianne Harch – Biloela, Michelle Dennis – Gladstone, Ann Leinster – Gladstone, Mareika Holmes – Gladstone and Gaye Collins – Gladstone. Also we have had the assistance in our region of Renita, Matt & Steven.

We were able to cover areas and support families by reaching as far west as Emerald, north to Rockhampton, out in the south-west to Monto, including Biloela, Rosedale, Bundaberg, Agnes Water, Gin Gin and Gladstone.



Ann Leinster and Gaye Collins at the Gladstone Office with a family

How did we fill in our hours when not travelling?

- 15 other networking events and opportunities; Expos, Conference, Inter agency, Gladstone Linked, Volunteer Appreciation, NDIS Readiness Group, Post School Options, Communities for Children meetings and events.
- 32 NDIS Readiness workshops were presented,
- 3 Two-day PATH Training workshops,
- 7 information stands at various locations; shopping centres, disability action week functions, market opportunities.
- 3 NDIS provider information and training sessions attended,
- 17 PATH plans and reviews, in conjunction with schools
- 22 Individual planning sessions with families, preparing for NDIS
- Planning with families Rosedale School
- My Time Group Rosella Park School



P2P and Agapi at Feast on East Markets

- 2 days at Woorabinda working with families and pre-planning for the NDIS
- Monto weekend for families planning together to form a collective action for their members.
- We also had many people calling into the office for support and information, especially around NDIS and planning, over 100 contacts.
- We have had Invitations to present workshops from schools in our region – Kepnock, Rosedale, Rosella Park, Toolooa & Woorabinda.
- We also attended various networking events; Gladstone Inter-agency monthly meetings, Communities for Children Gladstone region meetings, Gladstone Youth Inter-agency meetings, Gladstone Disability Network, Inclusive Technology meetings, Gladstone Linked – Networking monthly gatherings, Early Childhood Network, Allied Health Network activities, and Gladstone NDIS Readiness Group meetings.
- We have attended and been involved with various other community service agencies, ensuring all are aware of P2P activities and support as well as gathering information about other services in our area.
- The Information Sharing monthly email communication has continued to our members on the mailing list, sharing any and all pertinent information.

Taking the figures from attendance sheets - over the last 10 months we have had contact with and supported approximately 500 people with only 1/10th of them being males!

The Gladstone team are looking forward to having a more active role in supporting participants and families under the NDIS, with Support Coordination, Plan Management and Capacity Building activities.



P2P Ladies at Stockland Kinkora



P2P at Woorabinda



P2P at Miriamvale Disability Action Week



P2P at Rosedale School

MATTHEW ARMSTRONG - BRISBANE FACILITATOR REPORT



My work in 2017 continued to centre alongside people, families and their communities navigating the National Disability Insurance Scheme. I commenced the year with a focus on the delivery of NDIS Participant Readiness Workshops across the South Burnett and Moreton Bay regions (Redcliffe and Caboolture). The attending participants continued to complement and strengthen workshop learning with their own stories of inclusion (and exclusion) and constructive feedback provided. In September I was requested to support three participants with the Support Coordination of their NDIS plans in Ipswich and to date have received 3 additional referrals.

This year, more so than previous years, each Facilitator and Team Member shared both their lived experience, expertise, resilience and personal drive alongside extensive networks, to strengthen our work culture as we shift into other opportunities. For me this has been renegotiating my role to include Support Coordination in the Ipswich region.

Within Brisbane, my work has a focus on resilience and wellness and I have been fortunate to co present PATH information with Beth Hawes at the AFAMI (Mental Health Carers Forum), TAFE Brisbane. I have also been invited, as a committee member of A Place to Belongs Wellbeing Day Forum (2019) to share my work and learnings on planning and the NDIS.



Beth and Matt at the AFAMI Forum

Other highlights from 2017 include co-facilitating PATH workshops with Pearl Rahme (in Robina), and with Beth Hawes (on the Sunshine Coast), planning within the Woorabinda State School community, presenting at the South Burnett Support Worker Forum and school transition planning at Nambour and Currimundi Special Schools.

I feel very fortunate to be in my role and am looking forward to the possibilities 2018 may provide. Scheduled activities include 8 additional NDIS Participant Readiness workshops in the Moreton Bay Region (Redcliffe, Caboolture and Deception Bay), PATH Facilitation Training and (to continue to develop and support) families requesting Support Coordination in Brisbane. I also look forward to exploring additional planning methods for young people transitioning from school into their own work and study niche.

Warmest wishes for a happy holiday season, Regards Matt



Matt at the Ipswich Fresh Futures

*Matt and Redcliffe NDIS Are You Ready?
Workshop Participants*



Gaye, Matt and Pearl at Woorabinda State School



BETH HAWES - SUNSHINE COAST FACILITATOR REPORT

Another year is behind us and we are another year closer to the roll out of the NDIS on the Sunshine Coast. Parent to Parent is one of eleven organisations funded by the Department of Communities to hold Participant Readiness Sessions.

As the NDIS rolls out across Queensland, the organisations who have held sessions in the roll out areas will cease holding their workshops. That leaves Parent to Parent as the last organisation holding sessions in 2018 and we will continue to hold NDIS Participant Readiness in the areas of the Sunshine Coast, Gympie, Noosa and Moreton Bay until June of 2018. Like last year, this year has brought many changes in how the NDIA operate the scheme. We do our best to keep up to date with the information and inform our families and participants in a timely fashion.



Beth Facilitating at the Woombye NDIS Are You Ready? Workshop

Parent to Parent facilitators have been engaged in a range of informational activities across the state. I have travelled to the Gold Coast to deliver NDIS information to the ASCTA (Australian Swimming Coaches and Teachers Association) as well as attended various expos and information sessions in our areas. We are working closely with the University of the Sunshine Coast and have had the opportunity to be a part of some ground breaking initiatives in the disability sector.

Matt Armstrong, Renita Anderson and I have enjoyed working alongside Nambour, Currimundi, Caboolture and Pine Rivers Special schools this year, holding one on one sessions with families as they plan for school transition. We have also had the opportunity to work alongside many families and students at Mountain Creek State High School, facilitating PATH sessions. PATH planning is so crucial for students that are on the verge of transitioning to TAFE, volunteer and paid work and post school activities. With proper planning and a sense of where the student is in their journey, we can establish some really good goals. These goals can help to keep the student focused on their journey and yield some great outcomes.

This year I have had the opportunity to co-facilitate two PATH Training workshops with Matt. We held the sessions at the University of the Sunshine Coast and had great turnouts. With schools and organisations keen to help people plan for their future, this 2 day workshop is perfect to learn about the aspects of what PATH is and how it supports not only individuals but also organisations.

As the landscape within the disability sector continues to change in Australia, we at Parent to Parent are changing to fit the needs of the people we support and their families. I am happy to work with a creative and diverse group of professionals who have a vision to see inclusive, thriving communities as the standard to which we hold ourselves accountable.

Bring on 2018!

Beth with Mayor Jamieson at the new All Abilities park in Pelican Waters



Beth and Linda working with the Mitchelton community mums



Beth and Wendy Ross from Swim Australia at the ASCTA

RENITA ANDERSON - SOUTH BURNETT FACILITATOR REPORT



Childers Peer Support Group

What an interesting twelve months it has been. At the start of this period, the roll out of the NDIS seemed so far away for families in our region. Yet here we are on the eve of the NDIS coming to Cherbourg, North and South Burnett and the Fraser Coast. Many families have taken the opportunity to attend our NDIS Participant Readiness workshops in an effort to prepare themselves. I have also been privileged to assist individuals and their families with their own preparation for their planning conversation with the NDIA. We know preparing for our planning conversation is vital. This is the only way to ensure that we are able to articulate exactly what is required, in our individual circumstance, for a person with a disability to live a good life in the way they choose.

It has also been encouraging to see local businesses and organisations showing an interest in the NDIS and wanting to understand how they can support people with a disability to live well in their communities. People with a disability who are well supported are better able to contribute to their community and bring an added vibrancy both socially and financially.

The South Burnett Disability Peer support group has remained focused on preparing for the NDIS. A particular point of interest has been the effect on the disability sector workforce of additional members of their community being able to purchase the supports they require. To this end they conducted an Independent Support Worker Information Day in Wondai recently. Matt and I enjoyed being included in this proactive project. It is important for families and individuals to be aware of the choice and control they have when accessing support. Melinda Everett from Workability has provided valuable insights into the expected growth in the sector workforce due to increased consumer demand as a result of the roll out of the NDIS.

The next twelve months will be interesting ones, as we see the effect of the NDIS roll out on individuals and their families. I hope that we will see the positive effects on the lives of people with a disability who are well supported. Preparing for entry into the NDIS is not the end of the story for individuals. There is now choice around how their NDIS funding is managed and it is lovely to be able to promote P2P as a great choice for financial management of their NDIS funds. As P2P is not a direct support provider, it is good to know that we can offer great independent NDIS financial management as an option for people with a disability. We also know that receiving your funding is also only the start of the NDIS journey. Being able to turn your acceptance letter, noting funding provided, into actual support can be quite daunting. Coordination of Supports offered by P2P is an excellent way of achieving this and I am continually impressed by our team of Support Coordinators at P2P and their ability to support families through this process of turning “on paper support” into real life support.

I look forward to continuing to support the journey of individuals and their families to a good life of their choosing. P2P continues to offer a number of excellent planning tools to enable people to identify goals and then the strategies to achieve those goals.

A big thank you as always to the P2P team for supporting each other, adapting to change and continuing of offer support with heart to those who seek our assistance.



South Burnett Peer Support Group

HEATHER CUTCHEON - SUPPORT COORDINATOR BRISBANE REPORT

I am very new to this position, having started in mid October this year. I am based in Brisbane and bring skills in Coordination and budgeting to my role. I have worked in healthcare for many years with the last five being in the disability sector.

Brisbane and Gold Coast have been extremely busy with YLYC sign ups for start date of 01/01/18. The focus has been to ensure they are set up and ready to start as soon as they want to in the new year.

The focus into 2018 is NDIS planning and preparation to assist our families to be ready for NDIS. Many families are enquiring about support coordination and plan management already, so I am looking forward to supporting them in planning and then implementing their plans on roll out.

SYBILLA MCINTOSH - SUPPORT COORDINATOR TOOWOOMBA REPORT

The NDIS rolled out in Toowoomba as of 1st January 2017 offering opportunities to locals with a disability who may not have previously had access to these.

Our Toowoomba office has had a bit of a face lift in the last quarter of 2017 with more renovations expected throughout the remainder of the year and possibly into 2018. Alongside a close connection with Jodi and Robbie from Sunshine Coast office, the Toowoomba office has started to expand it's local community connections. 2018 is looking to be a very productive year with opportunities beginning to present themselves.



Meeting with Roberto Garcia, Community Development Officer - Multicultural at the Toowoomba Regional Council offices.



David in a support coordinator meeting



P2P and Donna from Nationwide Mobility Vehicles with the members of RAMSSI Refugee and Migrant Settlement Services



Jeremy and Sybilla on their first day

KIKI FONG LIM - SUPPORT COORDINATOR SUNSHINE COAST REPORT

Starting in May 2018, I have had large shoes to fill transitioning from Veronica's role as Support Coordinator for the Sunshine Coast region. I'd like to think I am finding my own groove, welcoming new families under Your Life Your Choice as well as slowly connecting with some of our older families, which I hope to do more of in the New Year.

I am supporting four NDIS families who have come from our roll out regions. This is a new type of complex coordination. I have had success in implementing plans and two successful annual reviews. I am currently in the process of an unscheduled review of an insufficient plan, the preparation of which did not involve us.

It is clear that for the smoothest transition to the NDIS, collaboration between Parent to Parent and other organisations is important.

We have been connecting with key organisations including the University of the Sunshine Coast to develop opportunities for P2P and our families in the lead up to the NDIS roll out. Housing, alternative employment, volunteering, creative pathways and connecting people with similar interests are areas we are exploring further for the Sunshine Coast region for 2018.



P2P staff exploring housing options for adults with a disability at the University of the Sunshine Coast

In my other role in the organisation, the staff and myself have spent a lot of time on Software analysis and development and we are now preparing for the implementation of a new system that will integrate with our financial software (MYOB) and the MYGOV portal for the NDIS. This has been a time consuming and often frustrating process as we review many systems on the market for their suitability to the specific work we do.

We have decided on Supportability as we believe it will suit best our needs. This is due to its capability to track P2P time spent under the NDIS models of Plan Management and Support Coordination and manage payments of our services. Whilst there are many features that we wanted that it doesn't cover, the shortfall in our requirements will be addressed over time as they have a roadmap for development of these features at a later date.

All in all, a few very busy months with both roles preparing Parent to Parent to move ahead in the future.

SUE CAMPBELL - FRASER COAST FACILITATOR REPORT

As the Fraser Coast area gets ever closer to transitioning to the NDIS I have had the privilege of continuing to facilitate NDIS workshops in Hervey Bay and Maryborough.

As we have been delivering the workshops in different formats over the past 3 years it is now interesting to renew contact with earlier participants. This is especially noticeable with family members who have been coming to workshops over the last few years and can now see the benefit as the NDIS will be happening here soon.

Unfortunately I am still hearing that some parents are confused and concerned and I hope that our workshops have provided assistance to those that have attended over the years.

I am confident that there are exciting times ahead and wonderful opportunities for participants and their families. I look forward to the development of future workshops and the sharing of information and experiences from other P2P personnel.

KAREN ROLLASON - YLYC/NDIS ADMINISTRATION OFFICER REPORT

Just over a year ago we relocated the Parent to Parent Office from The Big Cow at Kulangoor to the cosy village of Woombye.

The relocation has brought a sense of community and belonging to the organisation, as the businesses all support each other in our various activities. We also enjoy many more visitors to our office who share their stories and provide much joy to our days.

Our workload has increased dramatically over the last 12 months with many more families using Parent to Parent as a Host Provider for their funding packages. We are also now providing planning, support and workshops to families in preparation for the introduction of the NDIS. In turn, this has made the Woombye office an extremely busy hive of activity with many scrambling for desks.

The implementation of a new client management system will be a helpful and welcome addition to the organisation, assisting us to provide the best support, resources and financial management to our families.

Moving into our 20th year of service, we look forward to doing more of the same and expanding into other exciting areas.

FEEDBACK FROM PEOPLE WE HAVE WORKED WITH THIS YEAR

Participant Readiness workshops:

From a Participant: *"Thank you so very much for a fantastic session last Friday. You were a wonderful presenter and I am extremely grateful for the information I walked away with".*

From a Community Connector: *"A number of the team expressed how helpful and informative it was and that because of it they feel more confident in supporting and directing community members in helpful ways regarding the NDIS".*

Our work in schools resulted in the following:

"Parent to Parent's sharing of information and support in working closely with families of students with disabilities is a highly specialised area and we truly appreciate the expertise and guidance that Parent to Parent provide".

A participant from our Social Enterprise Action Forum:

"Thank you so much for allowing me to attend the Forum. Such amazing, inspirational presenters and projects.

I guess I went expecting to hear about small scale activities that created modest extra revenue for NFP organisations and charities – the little Op shop, candle and bag making, the coffee buggy. Instead there were major successful enterprises on display, that while all starting small, had achieved incredible results, both financially and in supporting so many and in quite short timeframes.

I was truly gobsmacked by the commitment and determination and personal investment and focus by these visionaries.

Also the connection with Disabilities Action Week and showcasing the "abilities" of so many achievers, was again very motivating.

A great Forum, wonderful connections and extremely well organised by P2P.

Congratulations!"

HOW YOU CAN HELP?

BECOME A MEMBER

If like us, you believe that the community is enriched when people with a disability participate to the fullest extent possible, then membership of Parent to Parent is for you.

We believe that participating in the community is a right that belongs to everyone and that it can only happen when control over everyday decisions is given to the person.

If you are looking to join like-minded people, to generate a united voice promoting the abilities and rights of people with a disability we encourage you to complete an application form and join with us.

Being a member links you with nearly 20 years of experience in disability. It connects you with parents helping other parents and with people who are likely sharing some of what you experience.

We produce and distribute a quarterly newsletter showcasing people with a disability and their successes. We welcome and encourage you to share your story with us so that we can share it with others.

We are a Government endorsed NDIS Participant Readiness organisation delivering information sessions. We also have a range of our own information workshops and are always creating more.

Membership will mean you know what we are doing, where and when.

Membership is free so why not join today!

MAKE A DONATION

Over the past 20 years, we have received funding from the government to work in the community. As a result of the NDIS rollout, this funding is no longer guaranteed. Help us continue to support others by donating securely on our website www.p2pqld.org.au/donate

You can choose to:

- Donate a custom amount
- Make montly recurring donations
- Dedicate a donation to someone

SPONSORSHIP

Working towards developing employment opportunities is no simple task. P2P is committed to exploring social enterprise possibilities for people with disabilities, and other's marginalised in the community, to gain skills and transition to future employment.

For more information on Sponsorship opportunities call us today on 1800 777 723.

BECOME A CORPORATE PARTNER

A partnership must have a mutual benefit that gives value. It makes sense to collaborate with people and organisations in the corporate and social sector to share resources, exchange knowledge, expand networks, and build on expertise. P2P offers partners an opportunity to grow their social impact by working together on aligned projects.

Call us today on 1800 777 723 to see what projects are the best fit for your commitment.

WORKSHOPS WE RUN THAT YOU MIGHT NOT KNOW ABOUT

In Case of Emergency

Did you know that we have workshops that will help you to plan for an emergency? Participants will create an 'In Case of Emergency' profile and card to alert authorities about their son or daughter, if they are involved in an accident.

Things to consider when you have support workers in your home

There is a lot to consider and know when you have a support worker in your home or are being supported in the community. This workshop looks at some of the things to be aware of to make sure it is a positive and rewarding experience for both the support worker and the person they support.

This workshop covers including starting how you want to finish, the importance of setting guidelines so that there is clarity for both parties and the need to write down the things that have been agreed on.

What makes a support worker exceptional

This workshop helps to identify whether you have a good or an exceptional support worker and what the difference is.

Topics covered include:

- having absolute belief in the RIGHT of a person with a disability to be treated with respect and dignity.
- being committed to understanding the person's needs, goals, strengths and support requirements.
- respecting the needs, choices, values, beliefs and culture of the person they are supporting.

Validating your story workshop

In this workshop we provide a safe and supportive space for you to tell your story and have your experiences validated. We explore some of the roles that may have been attributed to you along the way.

Many families have not had the opportunity to do this before.

These workshops are available to be delivered in the Sunshine Coast, Toowoomba, Rockhampton, Brisbane and South Burnett regions.

Did you know that you can ask to have funding to attend these workshops included in your NDIS plan? Contact us on 1800 777 723 for more information on how to have this included in your plan and/or to express your interest in attending.



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