



Parent to Parent Association Qld Inc.

2020 Annual Report

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About Parent to Parent

Parent to Parent Association Qld Inc (P2P) was founded in 1998 by parents of a person with a disability. Our head office is on the Sunshine Coast and we cover Gladstone, Hervey Bay and Brisbane.

P2P is an independent, collaborative, and innovative source of support for people with a disability and their family and carers.

Our mission

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





Acknowledging Judy Young




When Judy Young sat around a table with four other parents of people with a disability and planned on starting an organisation to fill a gap in the disability sector, it is unlikely that she expected to still be on the Board 22 years later.

Having been the President for many of those 22 years, P2P owes Judy a huge amount of gratitude for her dedication and commitment.

This year Judy made the difficult decision to retire from her role on the Board, however is keen to remain involved with the organisation that has been so much of her life.

The 2020 P2P Board

<p>President</p> <p>Eric Greentree</p> 	<p>Vice President</p> <p>Sue Campbell</p> 
<p>Treasurer</p> <p>Jan Bell</p> 	<p>Secretary</p> <p>Catherine Seton</p> 

<p>Board members</p>		
 <p>Judy Young</p>	 <p>Loretta Kreet</p>	 <p>Michael Peers</p>

Mike's story

What do you do when you are forced to leave a job you love?

This is the question Mike was confronted with when he needed to resign from his position as Mental Health Support Worker/Case Manager in 2016 after a long illness that resulted in a diagnosis of Parkinson's disease/Progressive Nuclear Palsy (PSP). Mike relished the challenge of working in mental health and having the opportunity to make a difference in the lives of others. Needless to say, even though he knew how his illness was affecting him, he found it difficult to read the final letter from his employer who said that 'we are not in a position to adequately provide employment for you'.

There was no doubt that Mike experienced a period of grief before he began to appreciate that he needed to accept his new reality. While living with his significant balance and neurological difficulties and the many necessary medical and allied health visits, Mike came to the realisation that he could either 'sink or swim' where the potential for a positive future was concerned. Determined not to succumb to the feelings of hopelessness that he had often assisted clients with, Mike gradually started to take 'baby steps' towards reconnecting with some of the people with whom he had previously worked.

In 2018, just as Mike was starting to enjoy the increasing amount of contact he was having with like-minded people, the NDIS was about to be rolled out in his area. Mike was fortunate to receive NDIS access in early 2019 and was eligible to obtain the home modifications, services and therapies that are so necessary where his ability to remain living independently in his small acreage property is concerned. Mike also accessed plan management and support coordination from Parent to Parent at this time and became aware of how invaluable these services are. At the end of 2019 Mike became a Board member with Parent to Parent and has enjoyed further opportunities to be involved with like-minded people who make a difference to the lives of others every day.

Mike may not be in formal employment any longer but, in his role as Board member, he has been able to use his knowledge and past experience to assist with various Parent to Parent projects and stay connected to the area that provided such worthwhile challenges in the past.

What do you do when you are forced to leave a job you love?

Nil desperandum (never despair) and always remember that if you give up you will never know what you may have missed.

Mike Peers

CEO's Report

As it has been for everyone, 2020 wasn't the year we anticipated when I wrote my report for the 2019 AGM.

In May this year, my husband and I sold the house we have lived in for 29 years and moved into our new house. Selling and preparing to move during lockdown, while also working from home had its challenges!

COVID-19 and keeping you safe

At work we were busy implementing our COVID-19 plan and preparing our staff to work remotely to ensure that we could continue to support our members and the people and families who trust us to do their Support Coordination and Plan Management.

I would like to acknowledge our Operations Manager, Kiki Fong Lim, for her work over the past three years preparing us to be flexible and agile. This meant that we were able to respond as quickly as we did to the restrictions introduced in response to COVID-19.

The impacts of isolation have been a major concern world-wide this year and, while in Queensland our restrictions were easier than those experienced in Victoria, we take the welfare of our staff very seriously. As a result we introduced measures to check in on staff while they worked remotely.

Thanks to an existing relationship with Woombye gym owner Nathan Spring, we were able to introduce a half hour online workout session. Complete with encouragement, competition, and a bit of banter we kept connected with each other. It enabled us to step away from our desks for a while, clear our heads, and keep our energy and focus up.

Virtual Morning Teas

COVID-19 restrictions meant it was no longer possible to do my Morning Teas with the CEO in person. So, like almost everything else this year, we moved them to a virtual platform and introduced topics and guest speakers. My thanks to Ameer Grattan from Disability Law Queensland for her valuable insight into all things guardianship, wills, and trusts. Shane de Klerk, my colleague from P2P Housing, also joined me to share his knowledge of home modifications and Specialist Disability Accommodation.

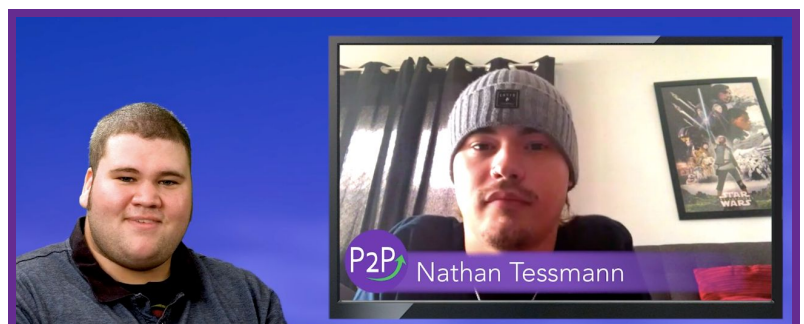
Holding these conversations virtually allowed me to connect with some of our members who are not based on the Sunshine Coast. Our Virtual Morning Teas were put on hold in the latter part of the year as I focussed on meeting our audit requirements. I hope to start them again early next year. I am keen to hear from our members what topics they are interested in talking about.

Keeping you connected

During lockdown we were also concerned about the isolation that our members and participants were experiencing. We offered regular phone check-ins, which many of you opted to take-up. I would like to thank our staff who made the calls and I am sure there would have been some great conversations happening.

Casual chats

Another new activity for us this year as part of our COVID-19 response was to approach Ethan Amiet to do a series of video check-ins. Ethan asked how



people were going and what was helping them get through their day.

My thanks to Robyn and Matt from Stories Studio who worked with us to produce 'P2P Casual Chats'.

To see the series of Casual Chats go to <http://vimeo.com/user/95596692/folder/2159473>

Stand by Me project

We are excited to have received funding through the Information, Linkages, Capacity Building grant round, Individual Capacity Building (ILC), for the project Stand by Me. Stand by Me is about supporting people with intellectual disability by empowering parents and carers to stand beside, and then, to stand behind them.

This will be achieved by listening and hearing from the community to better understand their needs, and developing a program to build capacity based on the needs identified. Stand by Me will provide opportunities for peer led groups, employment and training. This exciting project will be rolling out in Gladstone, Fraser Coast, Sunshine Coast, and Brisbane regions in 2021.

Loud and Clear

Loud and Clear is one of my most proud achievements during my time at P2P. Six years ago I had a meeting with Heather, the CEO of Sunshine Coast service provider Spiral, to brainstorm forming a Peer Support Group for people with intellectual disability. For the last five years P2P and Spiral have financially supported Loud and Clear.

I am thrilled to let you know that earlier this year, Heather and I were successful in our application for an Information Linkage and Capacity building funding grant. This three year grant means we have been able to engage Julie in the role of Coordinator, and access a meeting venue. Next year we plan to identify training needs.

Ross Hooper from Maleny Dairies was our first guest speaker and hosted Loud and Clear's Christmas party.



Julie and I arranged with the Sunshine Coast Council for Loud and Clear meetings to be held at the Nambour Council Chambers once a month. I see this as an opportunity for the abilities of people with intellectual disabilities to be seen in the community, and we thank Cr David Law for his assistance in making this possible.

You can find out more about Loud and Clear here:

<https://www.voicestogether.com.au/self-advocates/find-group/qld/loud-and-clear-queensland/>

The Disability Royal Commission came to Nambour

Staff from the Disability Royal Commission (DRC) came to the Sunshine Coast in November to meet with members of Loud and Clear and hear stories about why it is important that abuse and neglect be stopped.

Loud and Clear's two newest members, Larry and Payge, joined their peers in sharing their thoughts with the DRC during an afternoon discussing Employment, Housing, Decision Making and Accessing Services. I would like to thank Peter, Sue, Steph and Cindy from the DRC for their time in making the afternoon possible. I acknowledge the Loud and Clear members for sharing what were often painful memories and stories.



Larry's article on Presumptive Discrimination, written for the DRC, [can be read here](#).

Our first NDIS Quality and Safeguard Audit

This year we had our first Audit under the new national system. Kiki, our Operations Manager, put in hours, weeks and months of work implementing new systems and processes in readiness for the audit. Our financial reporting, human resources, risk management, and customer relations software have all been reviewed and improved.

20 Year Milestone

This year I reached the milestone of having been at P2P for twenty years. During that time a lot has changed both for me and for the disability sector. My daughters are now young adults and I doubt they remember 'life before P2P'. I would like to thank them and my husband for their understanding when I was late home or got home having forgotten to buy milk on the way.

There have been so many highlights during my time at P2P and I am privileged to have been involved in shaping the direction we followed. I have met and worked with amazing people who all contributed to our successes.

A few key highlights that I would like to mention are:

- the Rett Syndrome fundraising and awareness raising day that we held in October 2015
- the Positive Exposures exhibition held at Sunshine Plaza that showcased beautiful photos of people with disabilities taken by New York photographer Rick Guigoti
- the Mainstream and Me project we delivered encouraging businesses to employ people with disabilities
- Project Silver which asked the question "why wouldn't you include 7 accessibility aspects when building a new house if it saved you thousands of dollars in renovation costs?"
- Helping to give self-advocates a voice by assisting to form Loud and Clear
- The recognition that we received when we won the Large Business Social Enterprise Business Award in 2018.

I would like to thank our Board Members for supporting me over the last twenty years, and our long term and new members for looking to P2P to be their voice and source of information and support.

Jodi Wolthers

CEO



President's Report

In this our 22nd year, I am pleased to present my President's Report for 2020.

On behalf of the rest of the Board I would like to acknowledge Judy Young and the work she did while on the P2P Board. Judy is a founding member of P2P and our Board has been enriched by her contribution over many years. We will miss her and the down-to-earth, informed knowledge that she brought to discussions and planning. We wish her every success in her future endeavours.

During the past four years of my involvement with the P2P Board, I have seen a time of significant change for the organisation. The strategic direction of P2P has had to adapt to the demands of this new era. These demands and subsequent changes have largely been brought about by the introduction of the NDIS and have required P2P to adapt to new systems, opportunities for expansion and various funding models.

Throughout this time of change, however, I believe that P2P has kept, at its core, that it is an organisation founded by parents, to provide support for parents and families and their children with disabilities. The pandemic COVID-19, brought many additional challenges for P2P this year, not only for the organisation but more importantly for the people we support. Our plans to keep staff safe and to provide flexible working arrangements have been well received and our staffing has had to be expanded to cope with the increase in the number of people seeking our services. CEO, Jodi Wolthers, and all of the staff throughout the whole of the organisation, are to be congratulated for their professionalism and dedication. The P2P mission could not be more important than it is today - "To listen, with respect, to people who have a disability and their families, and support them to achieve their goals."

Some of our key achievements this year included:

- Our rapid response for our staff to work remotely when COVID-19 restrictions were introduced, which required businesses to introduce flexible working arrangements
- Our ability to not only maintain, but increase our workforce numbers during COVID-19

- Successfully completing our first audit under the new NDIS Quality and Safeguards system.
- The receipt of two ILC grants - Stand By Me and Loud and Clear, which included 'organisation capacity building' funds which were utilised to undertake further development of our P2P risk management and financial management processes and plans.

I am delighted with the diverse group of people that make up the Board and I would like to thank Sue, Jan, Judy, Loretta, Mike and Catherine for their efforts and valuable contribution over this most challenging year.

As 2020 comes to a close, I would like to acknowledge the dedication and contribution of our staff, volunteers, and members who helped make this a very successful year and I look forward to what the next 12 months may bring.

Eric Greentree
Parent to Parent Board President

Treasurer's Report

As Treasurer of Parent to Parent, I present to you my report and our Audited Financial Statements for the year-end 30th June 2020. The 2019/2020 year continued to bring considerable change to the sector and to our role in it.

Our original Peer Support, Information and Referral funding from the Queensland Government had been extended during this period but ceased on 30th June 2020.

Service provision of NDIS Financial Plan Management and Support Coordination continued to grow throughout the year. Income from these services contributed 82% of the organisation's total income for the year. Staff numbers also grew to enable provision of these services. Employee expenses represented 78% of total income.

We were successful in being granted ILC funding for 2 projects - Stand By Me and Loud & Clear, and a Building the Local Workforce grant for Transition Assistance Funding.

For the year, the organisation has returned an operating surplus of \$368,707. It is in a healthy financial position with a Cash Balance of \$2.3M and Net Assets of \$1.7M.

The cessation of Govt funding and the introduction of the NDIS gave us an opportunity to review the structure of our accounting file and start afresh based on best practice compliance for Not-for-Profit organisations.

This has streamlined our ability to provide clearer reporting on our income and expenditure, to more accurately monitor our performance, to identify and act on areas of growth or concern in order to maximise our potential to provide valued services.

To ensure our sustainability into the future, we continue to explore options to generate an income that will fund our core work of planning, supporting, and assisting people with a disability and their families.

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 Ann Hardcastle for her work in preparing the documentation for audit and for her support in my role as Treasurer. I would also like to express my appreciation and gratitude to the whole finance team for their hard work and diligence throughout the year.

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

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

Jan Bell
Treasurer

Our staff



Funding our unfunded Association work

It's important to us as an Association to continue to be able to support members. To do this, our NDIS service delivery provides quality Support Coordination and Plan Management services, as well as bringing sustainability to the unfunded work we do.

Support Coordination

2020 has been a difficult time for many, and COVID-19 has revealed, yet again, many of the disparities in emergency responses for people with disabilities. Our coordination team was fast to respond, working with participants a week before official state lockdown to prepare emergency planning and changes to their supports. We also moved to at home video-based support coordination.

While there were many challenges, moving online presented some fun moments and creativity from our team.

We are pleased to welcome more skilled coordinators with a mix of specialised qualifications and lived experience to the team. We look forward to focusing on our service improvements next year.

Pictured here is Heather and her cat which resulted in many giggles during her Zoom meetings.



Plan Management

With 6, no, 7, no, 8 price guide changes this financial year, as well as many changes introduced due to COVID-19, our plan management team have worked hard to ensure our participants are well supported. Our staff have remained informed about changes to address things like COVID-19 loading, cancellation period changes, and budgets.

We are excited to announce we are reviewing our software to identify options that include the features that our participants have told us they want. This includes new software and an app to manage budget tracking, approve and view paid invoices, and also supplying automated

monthly statements. Our plan managers will have the ability to secure funds against provider service agreements, and our participants will be able to better manage and track their funding.

Planning Alternate Tomorrows with Hope (PATH)



A DREAM written down with a date becomes a GOAL.
A goal broken down into steps becomes a PLAN. A plan backed by ACTION becomes REALITY.

Greg Reid

Let's face it, 2020 has been a year like no other. At P2P we, as an organisation, have had to really think outside of the box in order to assist when and where we could, and to realign our values and procedures during the pandemic.

Our PATH team grew out of a need to assist our community, many of whom needed to refocus on what was important to them and their families. We have had a push to train educators in graphic and process facilitation, and we have had many opportunities to work alongside our community. This includes graphing and facilitating PATH plans in schools, businesses, and for individuals going through their NDIS reviews. We have worked with individuals preparing to access the NDIS for the first time, and for community groups needing to refocus on their goals and how to achieve them in a meaningful way.

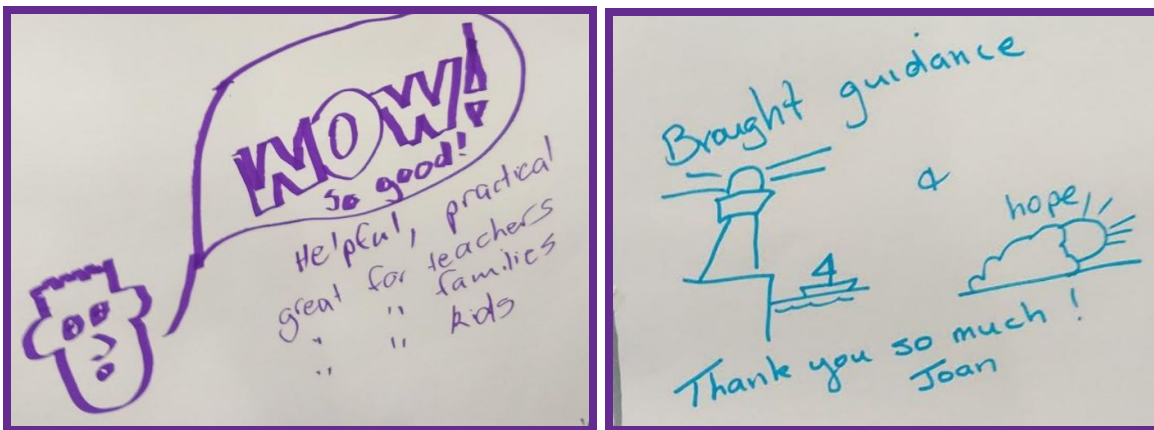
It has been a very exciting time for us and it has pulled and stretched us, sometimes making things a bit uncomfortable. However, the challenges have allowed us to grow and create new inroads.

One example of our PATH Facilitation Training was at Gympie Special School. Here Matt, Robbie, and I facilitated two days of training amongst local educators.

Our training allowed professional development for educators to not only build skills and knowledge of PATH, but also to reflect on their teaching practice during COVID-19. It allowed them to realign and map direction, and to strengthen team capacity and resilience.

It was so clear from our training that teachers, with their heart on their sleeves, strive for the best outcomes for their students. In team settings PATH can truly act as a catalyst for change, giving a sense of immediacy, and allowing participants to shape their own future forward.

Our training with the Australian Christian College was another highlight. Our colleague, Thomas, outlined his own personal PATH, the steps of the process, and how it had enabled and strengthened his ability to source his own unit and apply for NDIS funding.



PATH Facilitation Training Feedback (above): Australian Christian College: Moreton

We are looking forward with much anticipation to 2021 and the opportunities it brings.

Thomas, Matt, Robbie and Beth

P2P Housing

Project Silver

The intent of our Project Silver work is to raise awareness of the benefits of adding 7 accessibility measures at the time of building a new home. These measures can save thousands of dollars in renovation costs in the future, and enable people to 'age in place'. This can reduce the need for people to remain in hospital or move to facilities offering higher levels of care.

We are being contacted by builders who have heard about the project and watched the promotional video on the P2P Housing website. This includes the Department of Industry, Innovation and Science's building team contacting us to discuss the implications of this work from an industry perspective, and its relevance to the National Construction Code which is due to be released in 2022.

Build it for the Kids - Daniel Morcombe Foundation

As a follow on to our work with Murphy Builders in developing Project Silver, this year P2P Housing donated its services to the Daniel Morcombe Foundation.

This was for the LHA (Livable Housing Australia) design and 'as built' assessments for the "Build it for the Kids" charity home that was auctioned to raise money for the foundation. All profits raised from the sale (over \$160,000) will go towards keeping kids safe.

Murphy Homes were the main sponsor with many other Sunshine Coast companies happy to contribute to a very worthy cause.



Specialist Disability Accommodation (SDA)

As the SDA market matures, it appears that people remaining in the sector have a greater understanding of what it takes to produce quality SDA housing and the complexities around each step on the SDA pathway.

Those who were only interested in 'return on investment' and who were trying to deliver the minimum requirements are becoming fewer and fewer. Investors and developers alike are starting to understand that the SDA market is like any other market. If the product isn't up to scratch, people will vote with their feet (or wheels) and go elsewhere.

Shane, from P2P Housing, has been working on a Sunshine Coast based SDA project in a design consultation role by providing schematic design floor plans. This will provide an excellent opportunity for participants, based on the high quality work the developer is already doing.

Home Modifications

The definition of a home is "an enjoyable, happy place where you can live, laugh and learn. It's somewhere where you are loved, respected, and cared for".

When you look at it from the outside, a home is just a house, a building. Often people use the words home and house interchangeably assuming they mean the same thing. When you point to a building and say it is your house, you mean the physical building; whereas when you say it is your home, you mean it is the place where your family lives.

At P2P we are concerned that 'Home Modifications' are seen in the same way as 'house or building site modifications'. It is important that the fact that this is someone's home is remembered. We are seeing situations where the 'modification work' is finished, however, the home is still not livable.

'Home mods' - it's your home, you have a right to say what happens in it and to expect it to be livable when the work is done.

NDIS Funded home modifications have been a difficult space to enter into. Years of “this is how we always do it” have led to some negative resistance to change. Some industry professionals are not considering that they are working on someone’s “home”. The National Disability Insurance Agency’s (NDIA) mantra of “choice and control” for the participant or their family also seems to be getting overlooked.

P2P Housing is forging a different model or pathway for home mods. One that aligns with how the construction industry operates and treats the participant or family as the client, meaning you’re working for them. This aligns with P2P’s core values and follows in the footsteps of the great work P2P has always done. To some degree, being the independent watchdog. Less concerned about “business models” and more concerned about supporting our families.

The keys points of difference are:

- Collaboration between the participant and/or family, occupational therapist (OT) and BCP (Building Construction Professional) - the role that P2P Housing provides. This is design development 101
- Once the design has been finalised by the group, it is then presented to builders for quoting
- Without the first step of design development you are never going to be able to obtain “apples for apples” quotes
- The BCP also becomes the project coordinator to drive the project providing accountability to the stakeholder group.

For more information on P2P Housing’s Home Mods Model, please email Shane at shane@p2pqld.org.au



Regional Disability Expo 2020

We had a very positive experience at the 2020 Regional Disability with a lot of people visiting our booth. Shane had a steady stream of inquiry around home modifications, and Beth and I were kept busy showcasing PATH.

The housing workshop had the most attendance out of all the workshops on the day. We were visited by our local councillor David Law who spoke highly of us to Sharon Fulwood, the coordinator of the expo.

The P2P expo team felt that the huge effort the P2P team had put in was paying off, judging by the compliments and inquiry we received on the day.

Robbie Murray

Community Partnerships

Updated Transition Guides

In May this year we released our updated Transition Guides. These guides contain practical, helpful information about what is available during life transitions at ages 16 and 18. It is designed as a checklist that you can complete at your leisure.

We acknowledge Stephen Paull for his contribution to the first version, Hari Kotrotsios for her work on checking and updating the content, and thank our two front cover models Jake and Beth.

The guides are available to download free from our website. <https://p2pqld.org.au/resources/>



May 2020



May 2020

The Ripple Story

Sam Clark is one of our Support Coordinators. Outside of P2P he spends time with disengaged students at Maroochydore State High School. It's a great initiative which benefits the students and the local community.




GARDEN TOWER

\$20



The end of the Ripple shop story is a whole bunch of creative eco-friendly gifts that are made by young people with profits supporting the local community. The story for each product usually begins with the question 'I wonder if we can make this?'. Then comes a student-built prototype, followed by a plan for mass production, a call to action for resources, and favours from local tradies and Men's Shed crew. Finally, production; which to be honest, is 80% about connecting and having meaningful conversations with our young people and 20% about the product. For us it will be mostly about the journey; but hey, how cool are our products?!

ENDLESS COFFEE CUP

\$7



FAKIE

\$15



BLOOM BOX

\$10



JUNK-BOT

\$10



HOBBIT HOUSE

\$15



To find out more about this great initiative contact Sam—sam.clark@p2pqld.org.au



Inclusion Australia

Inclusion Australia (IA) is the national voice for people with intellectual disability and their families in Australia.

Parent to Parent is the Queensland State member of IA. Under the direction of CEO, Catherine McAlpine, IA provides inclusive policy expertise to government departments.

IA currently has Information Linkage and Capacity building (ILC) funding for projects about decision making by people with intellectual disability and open employment for people with intellectual disability.

IA has been actively involved in the Disability Royal Commission and has assisted people with intellectual disabilities to share their stories.



Membership

Becoming a member of P2P is free. Members' voices are important to the advocacy work that we do. Members have the opportunity to offer views and ideas, participate in surveys, and join us for member-only events.

If you are interested in joining, you can do so via our [website](#).

Gallery



SDA property in Brisbane



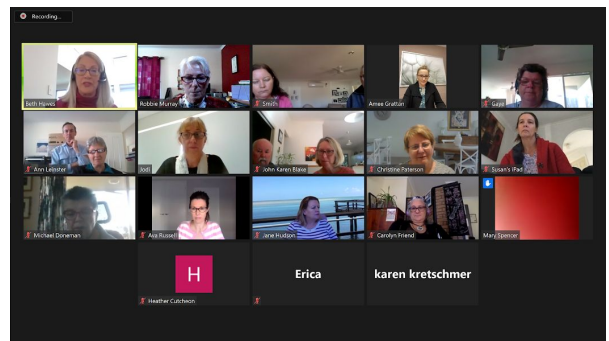
Thomas Spencer, October 2020



Payge from Loud and Clear during the Royal Commission briefing session







Loud & Clear with Sunshine Troupe celebrating International Day of People with Disability



Virtual morning tea

Contact Us

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