



# 2024 ANNUAL REPORT

PRESENTED BY:  
Jodi Wolthers

# Table of Contents

03

**Acknowledgements**

04

**Message from our CEO**

05

**President's report**

08

**Finance report**

09

**Strategic planning**

10

**Organisation highlights**

11

**Projects**

40

**P.A.T.H.**

43

**Plan Management**

46

**Skills sessions**

47

**Payge's highlights**

53

**2024 World Down Syndrome congress**

56

**World Rett Syndrome congress**

57

**Inclusion Australia**

60

**Loud and Clear QLD**



# Acknowledgements

## Acknowledging the land and its people

Parent to Parent acknowledges the traditional owners of the land on which we work. We extend our respects to Elders past and present.

## Gratitude for an incredible team

We thank the Parent to Parent staff whose work is represented in this report.

## Sustainability in action

To reduce our impact on the environment, we have made this report available on our website instead of printing it.



*Every  
person  
matters*

# A Message From Our CEO

In 2024, we proudly continued our mission to champion the rights, voices, and choices of people with intellectual disabilities and their families across Queensland.

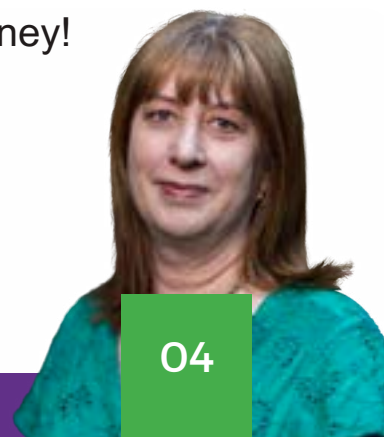
This report celebrates a year filled with meaningful connections and impactful achievements, all contributing to a society that listens to, respects, and values people with intellectual disabilities.

## Highlights of 2024:

- We delivered self-advocacy activities, helping people speak up for themselves and fostering a more inclusive community. A key highlight was the success of the Loud and Clear Qld conference and concert, bringing people together to learn, connect, and celebrate.
- Our Skill Sessions provided guidance on NDIS plans, Plan Management, and life transitions, offering vital assistance to people with disabilities and their families.
- Through P.A.T.H. Planning Sessions, we supported students with disabilities to create Pathways from school to employment, empowering them to take their next steps with confidence.
- Our Peer support groups brought families together, strengthened relationships, and created essential resources while fostering connections within local communities.

These achievements reflect the dedication and hard work of everyone involved. A heartfelt thank you to our Board, staff, and volunteers who made this possible. Your support and commitment drive our progress. Together, we are building a future where everyone's voice is heard, respected, and valued. Thank you for being part of this journey!

Jodi Wolthers  
CEO



# President's Report

It is my pleasure to present my seventh President's Report on behalf of the Parent to Parent (P2P) Board.

In June this year, we celebrated the success of four years of Stand by Me's work in Gladstone, Hervey Bay, Sunshine Coast, Moreton Bay, and Brisbane.

Highlights of this work include:

- Taum's fishing day being a finalist in the Hesta Excellence awards
- Gladstone's inaugural Employment 4 U forum
- Connections being built within the Hervey Bay region with the Health department
- Sunshine Coast members developing information sessions for people with intellectual disabilities and their families

I encourage you to read the [Stand by Me Final report](#), which is available on our website.

While our Plan Management service continues to grow it hasn't been without challenges, with the NDIA failing to increase fees for the 5th year in a row.

To address this, we expanded our fee for service offerings by introducing 1 on 1 skill sessions to assist and support participants to:

- understand their plan
- find and work with providers
- better budgeting through tools and tips
- understand supported independent living

Loud and Clear Qld has also had another successful year. A few highlights to mention include:

# President's Report

In January, members travelled to Brisbane to attend the NDIS Review Town Hall event and met Minister Bill Shorten.

In October, members successfully delivered their fourth annual conference/concert with the theme “Bee the best I can bee”.

It is with great relief that I announce that we received a last-minute extension to our Stand by Me and Loud and Clear Qld funding which has been extended to June 2025.

We are also pleased to be preparing to contribute to the delivery of exciting Inclusion Australia projects in Queensland. These include:

- Speaking up in the bush
- Self-advocacy knowledge centre
- Supported employment information and advocacy
- P.A.T.H. to Community Leadership
- DRO Policy reference group

Our Planning Alternative Tomorrow's with Hope (P.A.T.H.) Facilitators had a great year delivering P.A.T.H. for the Here Now Next Employment project and continue to support students with disabilities preparing to transition out of school. We look forward to sharing some exciting news about P.A.T.H. in 2025.

# President's Report

In April, the Board met to review the strategic plan and identify its focuses for the next two years. They are listed on page 9 of this report.

I would like to take this opportunity to thank all the P2P staff who diligently apply their empathy, knowledge, and skills to their roles in such a manner that every day they promote P2P as a caring, well-organised, and trustworthy organisation.

A sincere thanks is also extended to our CEO, Jodi Wolthers, and the P2P Leadership Team for guiding the organisation through the various challenges that have arisen this year. Your commitment is simply outstanding.

In closing, I would like to express my gratitude to my fellow Board Members for their dedication and commitment to the organisation's mission.

Eric Greentree



# Finance Report

## Balance Sheet



### Total Assets

How much money P2P would have if we sold everything we own

\$1,094,829

### Total Liabilities

How much money P2P owes or has received in advance to spend on providing services in the future

\$ 509,513



### Net Assets

How much money P2P would have if we sold everything and paid back everything we owe

\$ 585,316

## Income and Expenditure Statement



### Income

How much money P2P received

\$2,387,413



### Expenses

How much money P2P spent

\$2,312,493



### Surplus

How much money P2P has left over

\$ 74,920

Please email [manager@p2pqld.org.au](mailto:manager@p2pqld.org.au) if you would like to request a copy of the whole Audit report.

# 2024-2026 Strategic Planning

Planning  
For  
The Future



In April, the board came together to set strategic goals for the next two years. These goals reflect what matters most to our team and the community.

## Strategic Goals:

- Community Leadership: We are recognised as the go-to resource for disability sector information.
- Celebrating Contributions: We honour the contributions of people with disabilities, their families, and carers.
- Empowering Choices: We help people with disabilities and their families make informed decisions.
- Building Trust: People with disabilities and their families trust and engage with P2P.
- Achieving Goals: People with disabilities and families set clear goals and successfully develop the skills needed to achieve them.

# Organisation Highlights

- We tested the draft P2P Inclusion Plan with Loud and Clear Qld members.
- More Easy Read Guides were created and made available on our website.
- Staff surveys shaped a new cultural framework and informed our Reconciliation Action Plan and Child Protection Statement.
- We developed a Psychosocial Handbook in Easy English based on staff input.
- Staff participated in extensive training to enhance their skills.
- We met our goal of sending out monthly newsletters on a diverse range of themes.
- Our Workplace Health and Safety group met regularly to ensure a safe environment.
- We updated our website, making it more user-friendly and informative.
- We helped women re-enter the workforce as their children grew older.
- We upgraded our computers thanks to a grant from the Gambling Community Benefit Fund.

These achievements and goals drive our mission to empower, support, and celebrate people with disabilities and their families. Together, we are creating a more inclusive future!



# Stand By Me Moreton Bay



Zine making “A creative way to tell your story”

- Hosting information Sessions for members to gain insights, connection, and feel empowered to manage their supports.
- Round Table Meetings were held in an inclusive environment, encouraging sharing of stories and self-advocacy.
- Community Mapping and Local Resource Discovery helped members explore accessible resources and local facilities; promoting greater community awareness and access.
- Attending Special School Expos showcasing P2P services such as Personalised Projects, P.A.T.H., Now I’m 16/18, Plan Management and Stand by Me Project.
- Wellness event at Suttons Beach, featuring drumming, crystal bowls, meditation, kitemaking, speakers, and healthy grazing platters. It provided a space for peer support, self-care, relaxation, creativity, and meaningful connection, with over 35 people attending.

# Stand By Me Moreton Bay

- Collaborating with local community centres like Encircle Redcliffe, Deception Bay, and SANDBAG in Sandgate to create additional support networks for group members, awareness of P2P and furthering the work of the Stand by Me project.
- Holding workshops on Microboards, Friendship, Independent Living & Rights.
- Supporting peers to attend the Town Hall meeting in Brisbane about the NDIS Review.
- Organising a creative zine-making workshop facilitated by environmentalist and creative Jeremy Staples. It was held at Tribe, an inclusive space in Redcliffe. The workshop encouraged self-expression, skill-building, and storytelling with around 30 participants.

## Taum's Fishing Day catch



Taum's Fishing Day is a fortnightly inclusive group where Stand by Me members and friends connect through an interest in fishing.

# Peer Group Meetings

**Connecting  
through Peer  
Support**

Wellness Day at Suttons Beach



Guest speakers and connections



School Expos

# Hesta Excellence Awards



Taum's Fishing Day is led by Taum, an Indigenous woman who loves fishing. The event provides a space for people to relax, fish, and make friends—an inspiring adaptation of Stand By Me that strengthens community bonds.

We were honoured when Taum's Fishing Day became a finalist in the HESTA Excellence Awards! Attending the five-star Gala in Melbourne was unforgettable. While we didn't win, we felt like champions and gained significant interest in our initiative.

Taum's Fishing Day celebrates connection, culture, and the power of community.



**Taum, Tee and Matt travelled to Melbourne to attend the awards**

# Personalised Projects



Jen's Art Project

This year, we launched a range of Skill Sessions to help people with disabilities learn, grow, and achieve their goals.

Personalised Projects gives people with disabilities and their families the chance to explore what they need to reach their goals and maps how to get there.

To launch this program, Matt worked closely with a Brisbane-based artist and a local business owner, helping them build their profiles and expand their networks.

By mapping out their current connections, Matt helped them find ways to grow their networks and link with others in their industries.

Personalised Projects can be used to expand on existing and plan and create new businesses. This is done through developing new and strengthening existing skills and strengths.

# Personalised Projects



Jenny at the Gallery

Jenny, based in Strathpine, creates stunning acrylic paintings using layers, masking tape stencilling, and underpainting techniques.

With mentorship from Moreton Bay artist Louise Taylor, Jenny has developed a vibrant style inspired by her emotions, love of nature, and bold use of colour.

Her work has been showcased in exhibitions at local and state levels, including the "Reasonable and Necessary" group exhibition at Artel Studio. Jenny's art has earned commissions from organisations and individuals, reflecting her growing presence in the art world.

Join Jenny in her Studio.

Jenny offers fun and accessible creative workshops in her studio and welcomes commission requests. Whether you're looking to learn, create, or own a custom piece of art, Jenny is here to inspire you!

# Stand By Me Brisbane



A key cornerstone of our work is the use of graphics as an accessible means of communicating thoughts and ideas. Graphic facilitation is also known as visual storytelling.

Graphic facilitation is when someone draws pictures and words to help a group talk and understand ideas better.

The person leading the group (the facilitator) uses drawings to show what people are talking about.

The facilitator draws pictures and words as the group talks.

Everyone can join in and add their ideas to the drawings.

Graphic facilitation helps people understand and remember what's being discussed. It is useful in meetings, workshops, or during planning or problem-solving to make sure everyone is included.

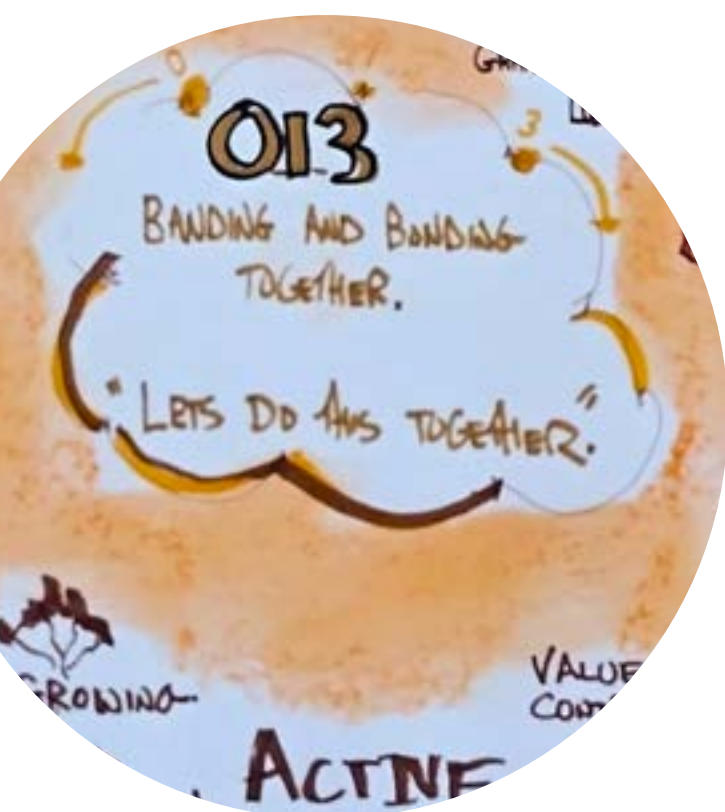
Planning is underway to host more of these workshops in South Brisbane in 2025.

# Graphic Facilitation

## Graphic Facilitation Workshops



## Visual Story Telling



### Highlights include:

- Caloundra Community Centre Inc. Team Workshop Day
- The We Recover Better Together Project (co-designed by the Community Praxis Co-operative and the Queensland State-wide Community Recovery and Resilience Officers (CRRO) Program in response to the 2022 floods)
- The Hinterland Community Development Association of Caloundra Inc.

# Matt's Facilitation Highlights



## Reflections by Matthew

The North Star as a “visual anchor” (K. Pipi)

My P.A.T.H. was graphed by Jack Pearpoint and Lynda Kahn, way back in 2012. Here is the picture of my dreams (also known as the North Star).

## P.A.T.H. facilitated by Linda Kahn and Jack Pearpoint 2012

You often hear our team talk about the North Star of P.A.T.H. The North Star is a symbol (of stars) that helps a person find their way in life. It's not a goal to reach but something that is important to them and their family members.

It helps a person know which way to go. The person can share its meaning with others, but it is mostly for them to guide their own way forward, with the support of their family and friends.

Examples of the North Star we have heard include a person's love of sport, art, music, people, travelling, studying, and learning, etc. The pictures that make up my dreams of the P.A.T.H. haven't changed!

Seasons Greetings everyone, Matthew

# Stand By Me Sunshine Coast



- Successfully formed a peer support group with a small group of young men and their support workers on the coast
- Redesigned and updated the Now I'm 16 and 18 information guides
- Held group information sessions for families and carers/educators on Now I'm 16 information
- Collaborated with Insight Law during the Now I'm 16 info sessions
- Branched out to small group, 1:1 Now I'm 16 and 18 sessions to reach our community
- Louise's info sessions were held over Zoom as well as face-to-face in the office at Woombye, creating a very flexible approach
- Drew began working on increasing our social media presence
- Drew worked on creating stories, video clips and interviews that were relevant to our community and shared them to social media
- Stand by Me Sunshine Coast hosted the end-of-year event in Pelican Waters
- The work of Stand by Me over the last few years has helped to improve relationships, offer useful information, and bridge a gap in isolation for many people.

# Skills Sessions



## Highlights

This year we expanded our range of skill sessions to provide more opportunities for people with disabilities to learn and build capacity. This is what we offered:

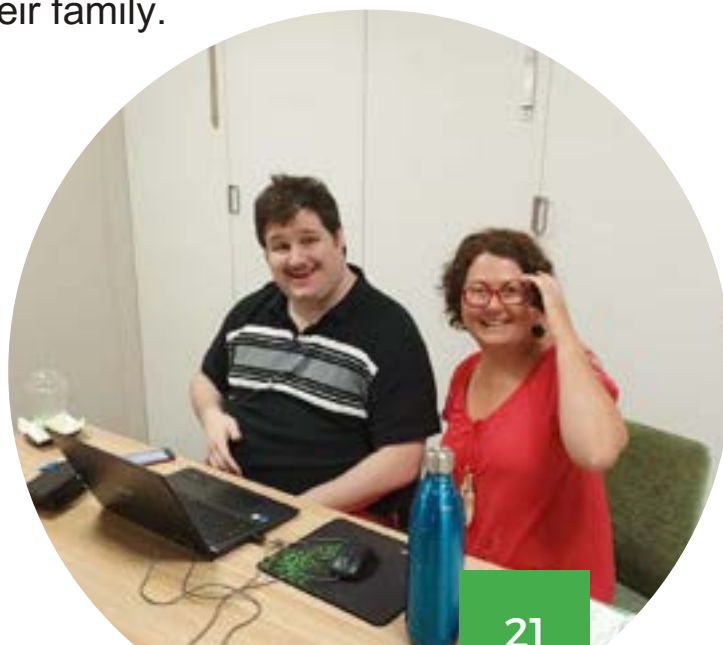
### Now I'm 16 and Now I'm 18

A lot changes when you turn 16 and again when you turn 18.

These workshops, which were started on the Sunshine Coast, were delivered face-to-face and online. They provided disability-specific information tailored to the person and their family.

Topics covered included:

- Disability Support Pensions
- Government services
- Finding a job
- Education and training
- Relationships / friendships
- And many more topics



# Drew's Highlights



## Drew's Highlights



Over the past year at P2P, I was a member of the Stand By Me Project team and also worked at the office doing admin work including checking policies and writing articles for the P2P newsletter.

As part of the Stand By Me project I helped deliver Now I'm 16/18 sessions for families. The project provided valuable resources to families on the Sunshine Coast as well as useful information and resources for the young person's future.

When not working on the Stand By Me project, I assisted in checking policies to ensure they were easy to read and understand. I would give notes on the best wording to use to help make the policies simpler and with an easier breakdown of the core values. Writing for the P2P newsletter is an ongoing monthly task. I include fun movie highlights for holidays, comment on awareness months, and discuss topics like disability, acceptance, and future planning. For example, my recent November article focused on accessible communication for National Disability Action Week.

My time at P2P has been a great experience. The environment is welcoming and homely, and I've built great relationships with staff and coworkers. I look forward to continuing this journey, contributing meaningfully, and learning more.

# Stand By Me Fraser Coast



## Highlights

### Peer group meetings - Wide Bay Hospital and Health Disability Plan consultation

Peer group members worked with the Wide Bay Hospital and Health (WBHHS) Team to provide feedback on their disability plan.

*The WBHHS Disability Plan ('the plan') describes the organisational approach to promoting inclusion and reducing barriers for people with a disability, their carers, and their families. The plan provides targeted strategies and actions to guide the work and key performance indicators to measure success.*

It was a very informative session for everyone. People with disabilities and their families noted that "we can't change the past, but we can share our experiences with hope to change the future".

# Stand By Me Fraser Coast



Karen, Jane and Carol at the Festible where they had a stall and encouraged people to share what makes them happy.

The Wide Bay Hospital and Health Services (WBHHS) team noted that “we’re on the brink of having a disability action plan put in place to assist medical professionals who care for people with disabilities. We recognise that our behaviours, attitudes, and actions influence how we engage and deliver healthcare. Our organisational culture is a key enabler for this plan.”

Peer group members liaised with Natalie Rice and Peter Nell as well as Nurse Navigators Gillian and Sarah and gave them feedback.

It was a great opportunity to sit at the same table and share our views and experiences, and vice versa.

# Stand By Me Fraser Coast

## What we got out of the project:

- Resilience
- Adaptability
- How to read a room
- Self confidence
- Stronger connections
- Understanding of others needs
- Understanding of others input
- Training was wonderful very informative
- Meeting other team members in other regions and differences of community
- Feeling of belonging
- Broadening connections in the community
- Seeing first hand unmet needs

## The power of connections:

- Building informal supports
- Feeling of not being alone
- Not judging yourself so hard
- Able to look at life through better glasses



## Peer Group Meetings



# Stand By Me Fraser Coast



## Peer Group Meetings



- Peer group participants identified that whilst we are connected by having a disability, everyone is different, and we learn from each other.
- Group members created a Facebook and a Facebook Messenger group, which was monitored and updated daily.
- We advertised through Facebook flyers, emails, Messenger, and word of mouth.
- Venues used for meetings were accessible for wheelchair users and had sound and temperature controls and access to public transport. They had spaces for people to go to take a break.
- Speakers included representatives from the Police, Services Australia, Office of Fair Trading, and QLD Health. The speakers noted that they were overwhelmed by the openness and honesty of the group members. This created a powerful two-way information sharing.
- We connected with families, built informal support networks, and shared knowledge to educate each other.
- We educated the community on diversity, communication needs, and supporting and understanding people with disabilities and their families.

# Carol's Peer Facilitation Highlights



- An increase in confidence
- More knowledge: using a laptop, Programs, Wording, and doing Zooms
- Training and developing new skills
- Communication skills
- Being accepted for who I am
- Inclusion
- That it is a non-judgmental environment
- More connection to people
- Friendships
- Being more empowered to connect to people and services
- Being part of a supportive team - this is a huge piece for me
- Opportunity to learn from the guest speakers and use it in my own life
- Learning about Acknowledgement of country and gaining confidence to present this at meetings. This is now a skill I have
- Acknowledgement about history
- Personal Growth
- Being Part of a big Team across regions
- Your Service Your Rights training and being part of the Australia-wide Peer Facilitators was amazing
- Linking people to healthy choices

# Stand By Me Gladstone



## Highlights

- The awakening and development of Katrina and what the project was able to open up for her in her personal life
- The learnings about human rights, personal safety, and how to speak up
- Making community and personal connections, enhancing personal development and awareness of our community members and team members
- Sharing our resources, contacts, and other skills across regions
- The development of suitable and accessible documentation, training, onboarding, etc. that can continue to be used in future projects
- The inaugural Gladstone Disability Forum—for this to have been such a great success planned and executed in such a short period of time, with community connections, teamwork, and support for and from many
- Deciding upon this and the theme of employment" through co-design with the people with disabilities in our community. Being directed by the people with disabilities in what they are looking for

# Forum Highlights Gladstone



Tee's session about P2P's Personalised Projects.



Forum attendees participated in a sample Planning Alternative Tomorrow's with Hope.

## Forum Highlights



Nathan aka MC Wheels was one of the panelists sharing their employment experiences.



The forum was well attended by people with disabilities, their families and service providers from the Gladstone region.

# Forum Highlights Gladstone



# Concert Highlights



Gaye joins Ann and Yvette on the dance floor.



Locals let their hair down at the dance after a successful day.

## Concert Highlights



Diners and patrons were left in no doubt that MC Wheels was in the house.



Gaye, Nathan (aka MC Wheels), Jodi and Anita after the concert.

# Katrina's Peer Facilitation Highlights



My journey with the Stand By Me project has been one of growth, empowerment, and finding my voice.

Before joining Stand By Me, I felt stuck, unseen, and I didn't have a routine. I had been part of programs where I didn't feel valued or respected as a person. I didn't understand my rights or how to advocate for myself.

I used to be "the quiet person in the corner" who didn't talk much. I had potential, but I needed the right chance to shine.

At first, I didn't think I could be a peer facilitator. I doubted myself and felt nervous. But with help and encouragement, I decided to give it a go.

With practice, I learned new skills like:

- **Public speaking:** I can now talk confidently to groups.
- **Facilitation:** I know how to lead and share knowledge.
- **Advocacy:** I stand up for my rights.
- **Practical skills:** I can work in a team, plan, and solve problems.
- **Community awareness:** I've made wonderful connections with others.

# Katrina's Peer Facilitation Highlights



## Katrina's Highlights

As a peer facilitator, I help others learn and grow. I've run sessions on:

- Emergency services
- Relationships and boundaries
- Budgeting and employment
- Community safety

Since joining Stand By Me, my life is so much better. Now I have:

- **A strong voice:** I can speak up for myself and others
- **Control:** I manage my life and NDIS plan
- **Confidence:** I know I am important
- **Empathy:** I connect with people better
- **Pride:** I love sharing my story to inspire others

Being given the chance to be a P2P peer facilitator has been a great highlight because I have managed to overcome a lot in my life. I have the self-confidence to speak out and say 'no'. I know I can look at and explore other options. I have a greater understanding of the different ways people communicate I am confident and proud to showcase and share my story.

# Katrina's Peer Facilitation Highlights



## My Personal Highlights

### Here are some of my personal highlights

- Meeting and working with the Presenters at Stand by Me (SbM) Peer Group meetings
- Finding out that the SbM project has been extended for another year and having the opportunity to continue in my job
- Facilitation training and building my skills to share my experiences and empower others
- Co-facilitating a forum on Foundational Supports
- Having my story published in the Voice of Resilience magazine. You can read it here [Katrina's story](#).
- Delivering the Acknowledgement of Country at a Disability Action Week event
- Creating and selling my first yearly calendar showcasing my photos

My advice to others: If you're unsure, give it a try! You'll learn skills that can change your life. And with P2P, you'll never be alone.

Remember, "I CAN DO IT and so can you!"

# Katrina's Acknowledgement



## My Personal Highlights

Since being contacted by the Stand by Me Project to attend and have a chat to their peer support groups on a number of occasions regarding Police interaction and emergency services, I've had the pleasure of liaising and working alongside Katrina and watching her develop and grow.

She has come along leaps and bounds increasing in not only her confidence but her ability to face issues and situations that were previously challenging for her and it has been amazing to watch her turn into the leader she is and what she had accomplished with the project.

Dominic MARTIN

Senior Constable | Queensland Police Service | Capricornia District | Crime Prevention Coordinator

# Stand by Me Project **Wrap Up**



End of year celebration cake



End of year celebration cake

## **SbM Project Wrap Up**



Celebrating a great year!



All the regions coming together

# Primary Care Enhancement Project



Healthy Together - eLearning:  
Empowering Healthcare Professionals to  
improve health outcomes for people with Intellectual Disabilities

# Primary Care Enhancement Project

This year, Country to Coast, QLD, in partnership with Parent to Parent, proudly launched the Healthy Together eLearning modules as part of the Primary Care Enhancement Program (PCEP).

Funded by the Department of Health, this program helps healthcare professionals build the skills and knowledge needed to better support people with intellectual disabilities.

Developed collaboratively with a range of key stakeholders, the Healthy Together eLearning features five comprehensive modules. These modules cover essential topics such as Chronic Disease Management, Oral Health, Polypharmacy & Safe Prescribing, Reasonable Adjustment Supports, and Consumer Stories. Each module has been crafted to address the unique needs of people with intellectual disabilities, enhancing healthcare professionals' capacity to deliver compassionate, effective care.

A standout feature is the involvement of the Loud and Clear Qld group, who share their experiences through videos. These stories, shown in role plays and vox pop interviews, offer powerful insights into real-life challenges. By sharing these authentic voices, the program helps healthcare providers better understand the needs of individuals with intellectual disabilities and deliver more compassionate, effective care.

The Healthy Together eLearning modules are a significant step forward in promoting inclusive, high-quality healthcare, ensuring that healthcare professionals are well-equipped to provide the care and support that every individual deserves.



# Primary Care Enhancement Project



Beth and Jade filming a regular morning routine for the Oral Health Module



Payge filming role plays in a GP Practice with the Doctor to show improved ways of communication

## Primary Care Enhancement Project



Taum filming on location at the fishing pier to highlight the importance of each individual and their likes/dreams



Ethan filming for the pharmaceutical module and dispensing of medication

# Planning Alternative Tomorrow's with Hope (P.A.T.H.)



## Peer Group Meetings



## P.A.T.H. in schools

The Community Engagement team continued their work in schools in our regions, facilitating P.A.T.H. Planning with Year 9-11 students and their families.

This work enabled students to envisage a future beyond Year 12 by identifying goals and mapping a way forward, completely driven by what interests them.

## Individual P.A.T.H. Plans

This year the team facilitated P.A.T.H. alongside people with intellectual disabilities, their families, and supporters to set and achieve personal goals. This work happened across Brisbane, Sunshine Coast, Fraser Coast and Gladstone

Individual P.A.T.H. plans can be facilitated in your home, in our office, or online.

It's a very flexible approach to succession planning that:

- Sets goals
- Maps a way forward, showing how you can achieve your goals
- Identifies who needs to support you
- Acknowledges the things that can block progress and identifies ways to address them

# P.A.T.H. Highlights



## Collaborating with Equity Works to deliver the Here Now Next project

Here Now Next (HNN) is a government-funded project aimed at empowering young adults by using the P.A.T.H. tool to map out their career goals, aligning with a model of customised employment. P2P was funded to deliver 50 HNN P.A.T.H.'s aimed at helping students explore future employment opportunities.

Working alongside schools within the Caloundra and Glasshouse Mountain electorates, P2P introduced P.A.T.H. to students. This work was met with positive feedback from students and school staff. Through this initiative, a strong demand emerged to continue supporting two independent schools and two state schools. Once the initial project funding concluded, the P.A.T.H. team met with local members from these electorates. They presented a request for additional funding to sustain this valuable program for students at risk of disengagement.

We are thrilled that our requests have been successful, and we will be working with four schools over the next three years. This will sustain our very important P.A.T.H. program.

# P.A.T.H. Highlights



Feedback from P.A.T.H. participants.

## Wishlist and young people

With funding from Wishlist, the P.A.T.H. team continues to work in partnership with Queensland Health, Queensland Education and the Adolescent Mental Health Day Program.

P.A.T.H. planning has equipped young people with the skills and confidence needed to envisage and pursue their future directions.

P.A.T.H. has provided a sense of hope to the families and young people who have participated in the planning.



SUNSHINE COAST HEALTH FOUNDATION

# Plan Management



The P2P Plan Management team has been busy in 2024 as we often are.

There have been many changes impacting the sector and participants this year. We have worked hard as a team to navigate these changes and help to bring our participants with us and build their understanding of these changes.

We are very proud of our work this year, which is reflected in our claims processing numbers.

Our efforts continue to grow year by year as we continue to develop into a strong and informed Plan Management organisation.

You can see key statistics of the payments we have claimed on page 45.

# Plan Management



## Plan Management

### Key Achievements

- We grew our processing numbers by an average of 2,000 invoices per month.
- 9 months of claims numbers were higher than ever claimed in the previous year's monthly totals.
- Grew our Plan Management Participant numbers by 1.57%
- Transitioned to the new NDIS Portal - PACE
- We were invited as members of working consultation groups for the NDIA to improve their services regarding their website development, PACE system, conflict of interest resources, and the process for managing overspends.
- Launched skills-building sessions for participants on 4 NDIS topics.
- We created over 25 online resources, which are available to access on our website.
- We continued to help support our participants and their families navigate the significant changes that are occurring in the NDIS legislation.

# Plan Management Statistics



78,279,304.45

Claimed from NDIS funding.  
Equal to average \$7,000,000 per month.



133,507

Invoices Processed.  
Equal to average 12,000 per month.



Phone Calls Recieved

8,755



Phone Calls Made

6,143



Emails Received

197,000



Emails Sent

13,300

## Difference from 2023



Funds Claimed

Increased by 6.42%



Invoices Processed

Increased by 8.10%



Emails Received

Increased by 3.74%

The P2P Plan Management team is proud to see increased growth in our processing claims.

Thank you to the whole team for their hard work and to our participants for their continued support. We are looking forward to working with everyone in 2025.

# Building Capacity



We also introduced skill sessions to build people's capacity to get the most out of their NDIS Plan.

We met with families to discuss ways that they can find service providers. We discussed tips for working well with providers and how to work through negotiations and conflicts.

We held sessions for families who want to improve their understanding of the NDIS.



We worked with families wanting to build their knowledge of budgeting tools and tips to manage their NDIS funding effectively.

For families who have a person thinking about moving out of home, we discussed supported independent living options and the ins and outs of home modifications.

Some families met with a member of our Plan Management team to talk through their NDIS plan in detail and look at the supports and funding categories that have been included. Some families visited us at our Woombye office, and some preferred to join online from the comfort of their home.



If you are interested in finding out more about this work, you can look at our website, send us an email, or phone us.

# Payge's Highlights



## Payge's Highlights

I gave a presentation on Connecting with the Community to a group of young people with disabilities at Steps Pathways College.

I talked about connection with your community and how that leads to more opportunities. I talked about my experience from leaving school to being a member of Loud and Clear Qld, getting my job, and making lasting friendships.



I presented to a group of support workers on learning how to be a good support worker when working for an organisation with people with disabilities.

# Payge's Highlights



## Charis Mullen MP Meeting

I met Hon. Charise Mullen, the Queensland Member of Parliament for Disability and Aged Care, at the Sunshine Coast Community Cabinet. I told her about Loud and Clear Qld and what people with intellectual disabilities do, and that we need to be more included in the community.



# Payge's Highlights



**Having  
A Say**

I went to Geelong, Victoria, with Our Voice, a program for people with intellectual disabilities who represent each of their states. I represent Queensland.

Having a Say conference is a national conference held each year. It is for people with intellectual disabilities. The aim is for everyone to have a say about issues that are affecting them and to celebrate their abilities and achievements.

At the conference, I had a few jobs to do. As an Our Voice member, I worked on the Inclusion Australia information table. We shared information about Our Voice and Inclusion Australia and what we can do for people with intellectual disabilities.

The Our Voice committee gave a presentation on the importance of being involved on boards and committees, the good, the bad, and being included to have a say.

I attended presentations where I learnt new things. There were also activities where I got to go on my first Harley ride and I made a dreamcatcher. Going to a conference is a good experience because we get to travel, listen to presentations, and celebrate inclusion, abilities and achievements.

# Payge's Highlights



## CYDA - Child Safe Organisations Project

CYDA: Children and Young People with Disability Australia is a non -profit community organisation. I am the only one with an intellectual disability, while the other members have physical disabilities. I have been working with CYDA on a project to develop resources for Child Safe Organisations.

CYDA has been working with the NDIS Review to improve the needs and interests of children and young people with disabilities that are represented better within the community.



## Inclusive Connection Network

I am the co-facilitator of a online network group that I started with people with intellectual disabilities called Inclusive Connection Network.

We try to meet every fortnight and discuss what we want to achieve and what is important to us.

# International Day of People With A Disability Morning Tea



In November, Payge and Jodi attended Minister Amanda Rishworth's morning tea at Parliament House, Canberra, marking the International Day of People with Disabilities (IDPwD).



The event featured impactful video stories from eight 2024 IDPwD Ambassadors, sharing their personal experiences and achievements. Their stories offered valuable insights into the challenges and successes within the disability community. Ministers Amanda Rishworth, Penny Wong and Bill Shorten highlighted the importance of leadership opportunities for people with disabilities and the role leaders play in advancing understanding and advocacy for disability rights.



The event showed the need to foster leadership in the disability community to drive systemic change and promote inclusion and empowerment in society. Our participation reflects our commitment to supporting leadership development and advocacy for people with disabilities, and we look forward to continuing this work.

# Providing Information



**Providing  
Information**

We're proud to have offered free and independent information and referral services to people with disabilities and their families.

Our information and referral work is an important resource for families and people with intellectual disabilities.

We provided information to people who contacted us by phone or email.

We offered unbiased information to help people with disabilities and their families find the right resources to make informed decisions.

Even though we don't get funding for this service, we continued to give high-quality support to everyone who needed it.

We are proud to be a trusted source of information.

If you need information, you can call or email us. We are here to assist you.

# 2024 World Down Syndrome Congress



I had the pleasure of presenting a PowerPoint presentation at the World Down Syndrome Conference in July 2024 on behalf of P2P.

I talked about how P.A.T.H. can assist people with disabilities; their families and allies come together to create a plan for a life that the person wants to live, where they have control over what they do and where they live. There were approximately 70 people at the talk. Attendees were family members, professionals, and other interested people.

There were some questions at the end, and many families shared their experiences of having a P.A.T.H. done for their son or daughter and how it had helped the person attain a rich and fulfilling life.

The theme of the conference was: Together, we can.

# 2024 World Down Syndrome Congress



The conference was well attended by people with Down Syndrome, families, allies, and professionals. People with Down Syndrome presented talks, acted as guides and ambassadors, and participated in every aspect of the conference.

This included being part of the early planning, design, and decision-making processes of the conference.

As the parent of a young woman with Down Syndrome, the conference was an uplifting reminder that people with disabilities can and should be included in all aspects of life.

This picture is of my daughter in her own home doing something she loves - cooking!

Emma B

# 2024 World Down Syndrome Congress



It was my first time going to the World Down Syndrome Congress that was held in Brisbane from 9 - 12th July.

This international conference brings together people with Down Syndrome, family members, and friends to showcase their lived experience.

I was on the stall and also handed out our Loud and Clear Qld conference flyers.

Payge

**World Down  
Syndrome  
Congress**

# 9th Annual World Rett Syndrome Congress



## World Rett Syndrome Congress

The 9th Annual World Rett Syndrome Congress, held on the Gold Coast, was a remarkable event that brought together a vibrant community of researchers, clinicians, families, and advocates dedicated to advancing the understanding and treatment of Rett Syndrome.

The congress was impeccably organised, featuring a diverse lineup of speakers who shared the latest research findings, innovative therapies, and personal stories that inspired and uplifted attendees.



The atmosphere was filled with hope and camaraderie as participants connected with one another, sharing experiences and knowledge.



# Inclusion Australia

**Inclusion  
Australia**



P2P is the Queensland member and our CEO Jodi is a Director and the Company Secretary.

Together, P2P and Inclusion Australia have many achievements to celebrate in 2024. Below is a report from the CEO of Inclusion Australia, Catherine McAlpine, sharing the highlights of this important work.

The 2023-24 year marked Inclusion Australia's 70th anniversary, celebrating decades of dedicated advocacy for people with an intellectual disability and their families. Throughout the year, Inclusion Australia strengthened its role as a representative voice, amplifying and integrating our members' local experience into impactful nationwide projects and systemic advocacy.

Some of our highlights this year included:

### **Support for the First Nations Voice to Parliament:**

Despite the disappointing referendum outcome, Inclusion Australia is proud of the collaboration with the First People's Disability Network and the NSW Council for Intellectual Disability to create an Easy Read version of the Uluru Statement, ensuring people with an intellectual disability could participate in this nationally significant discussion.

### **NDIS Review:**

Conducted 30 workshops nationwide, covering essential topics like supported decision-making, home and living, and necessary supports. Submissions focused on safeguarding, pricing, and quality assurance, emphasising our commitment to a more inclusive and equitable NDIS.

### **Disability Royal Commission:**

The release of 222 recommendations in September strengthened our ongoing advocacy for stronger protections and better services for people with an intellectual disability.

### **Employment advocacy:**

Employment remained a core focus, with Inclusion Australia making submissions on the Disability Employment Centre of Excellence, the design of the new disability employment service, and the Quality Ratings System.

### **Make Decisions Real:**

This multi-year project was completed in June, with the release of many co-designed accessible resources to improve supported decision-making for people with an intellectual disability and their families. We also created resources about making decisions about money and worked with our member organisation in Tasmania, Speak Out, to create an animated video series.

Make Decisions Real was strengthened by the valuable input of our members throughout the life of the project.

### **Your Service, Your Rights:**

This major national project was completed this year. We achieved the project goal of increasing people's understanding of their rights when accessing services. The success of this project was made possible through close collaboration with every member organisation across Australia.

Heartfelt thanks go to all member organisations and to each facilitator, who formed an exceptional team to engage 92 service providers and deliver educational workshops to 852 participants.

We look forward to continuing our collaborative efforts, guided by the valuable insights of our members and community. Powered by our members, Inclusion Australia's national voice will continue to build lasting, positive change.

Catherine

# Loud and Clear Qld

A Parent to Parent Initiative



**Self  
Advocacy**



**Inspiring Inclusive  
Communities through  
Self Advocacy**

**LOUD AND  
CLEAR  
QLD**

# Loud and Clear Qld

A Parent to Parent Initiative



**Having  
Our Say**

Payge was a panel member with Minister Bill Shorten and Elly Desmarchelier

In January, Loud and Clear Qld members went to Brisbane by train to go to the NDIS Review Town Hall event. Payge was a panel member and asked Bill Shorten his plans to ensure the NDIS can be understood by everyone.

It was good to catch up with Minister Shorten after the session.

Meeting Minister Bill Shorten



Loud and Clear Qld Self Advocates



# Loud and Clear Qld

A Parent to Parent Initiative



The Loud and Clear Qld Annual Conference and Dance Party was held on October 9th and 10th at The Station in Birtinya. The conference is designed by people with intellectual disability for people of All Abilities.

This year's theme was **Dream Big: "Bee the Best I Can Bee"**. It was developed by the members to encourage people with disabilities to grow and reach their own unique potential.



The conference has grown a lot since it started. It is an important event that lets people with disabilities speak up about their experiences and advocate for their rights. It reaches people across Australia and has a mix of people with disabilities, advocates, support workers, and people from the community attending.

# Loud and Clear Qld

A Parent to Parent Initiative



The conference was a “HIVE” of activity with guest speakers, come and try activities and workshops, and meeting new people. It was a “buzzing” opportunity for people with disabilities to share their stories, learn from one another, and inspire the community to be more inclusive. The success of the conference meant members could showcase to the community the abilities of people with disabilities and the importance of self-advocacy.



Launch of the  
Healthy Together Project.  
A collaboration between  
Country to Coast Qld  
and  
Parent to Parent Qld



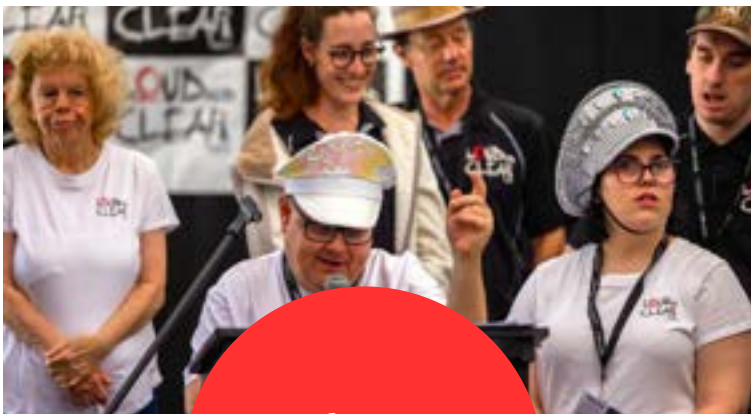
Launch of Team Musicare  
Sunshine Coast



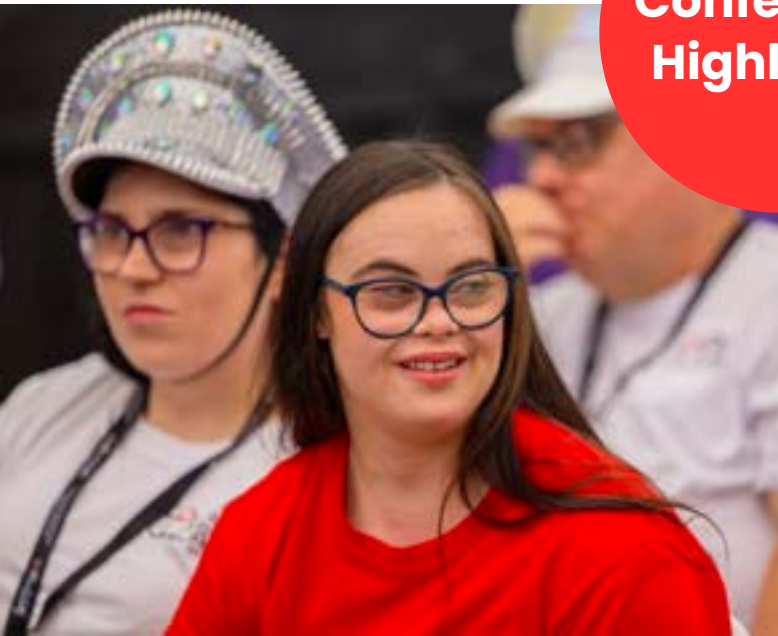
Launch of National Self  
Advocacy Day by  
Self Advocacy Resource Unit  
(SARU)

# Loud and Clear Qld

A Parent to Parent Initiative

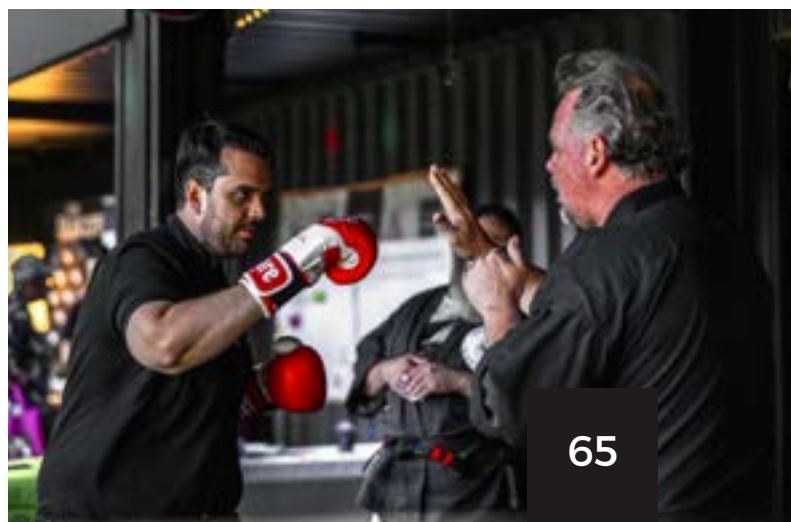


Conference Highlights



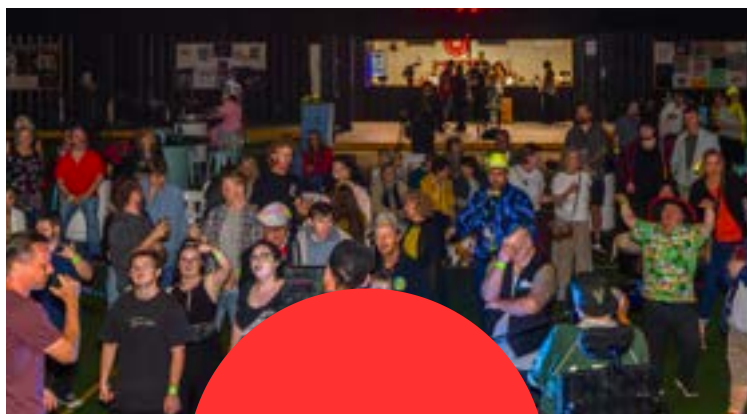
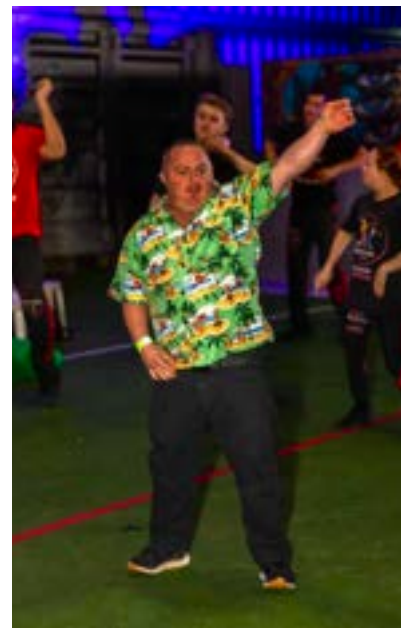
# Loud and Clear Qld

A Parent to Parent Initiative



# Loud and Clear Qld

A Parent to Parent Initiative



**Concert  
Highlights**



# Loud and Clear Qld

A Parent to Parent Initiative

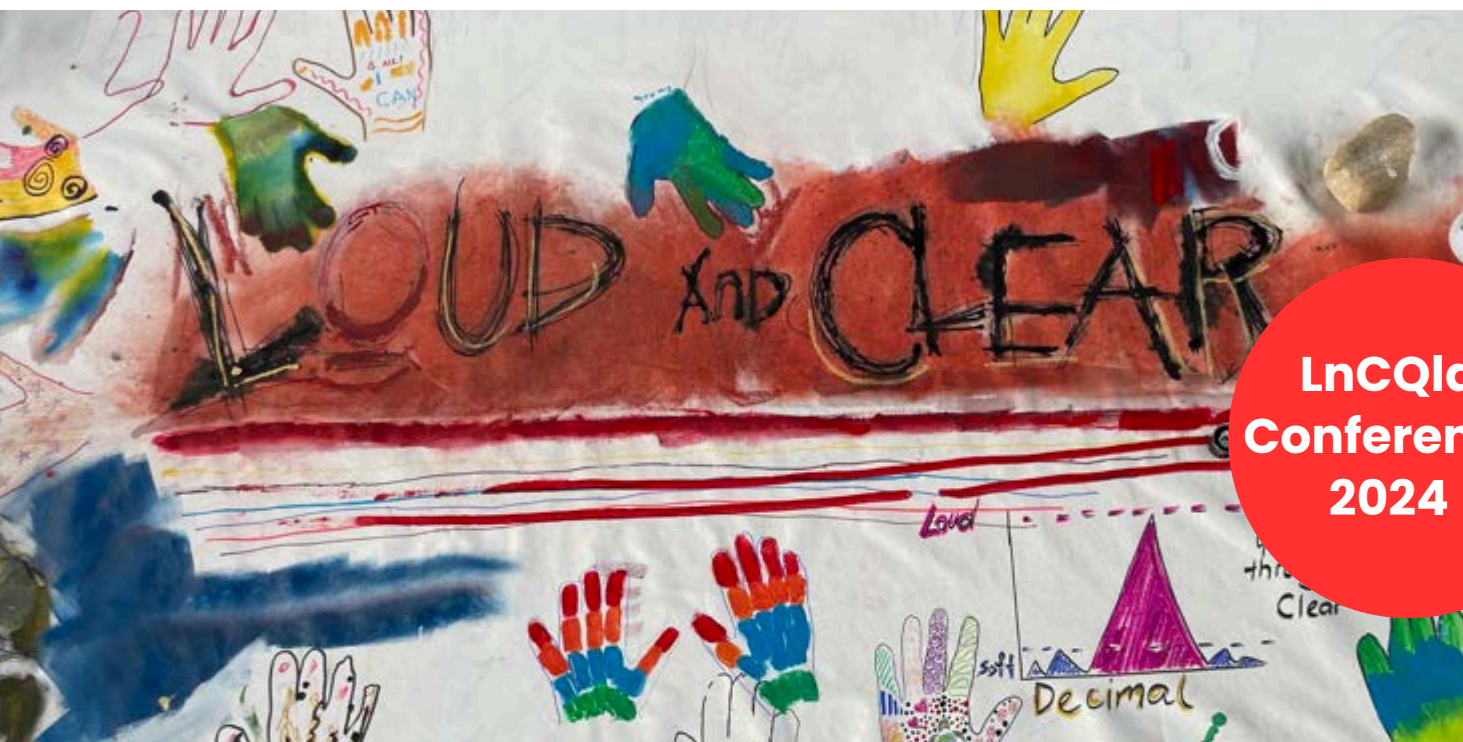


Concert Highlights



# Loud and Clear Qld

A Parent to Parent Initiative



**LnCQld  
Conference  
2024**

## Conference and Concert Sponsors

Loud and Clear Qld would like to thank all of our Sponsors who gave us the "Wings to Fly"



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Proudly supported  
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TRENDING  
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**EQUITY  
WORKS**



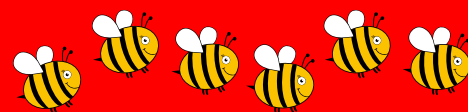
**ZALETA**  
Home, sweet home.



# Loud and Clear Qld

A Parent to Parent Initiative

## sBEEkers and Workshops



Our guest speakers and workshop coordinators were dynamic, engaging and inclusive. Thank you for giving up your time to support the event with so much passion and enthusiasm.

Cr Tim Burns, Division 3 Sunshine Coast Council

Bamboo Projects

Health Therapy Australia

The Social Deck

Self Advocacy Resource Unit

Allycia and Olivia

Country to Coast Qld

Tee Lovell

AbiliTV / Trending Media

Sunshine Coast Bee Keeper Assoc.

Bendigo Bank

Mix FM: Mark and Caroline

Our Voice Committee

Jasper Dental

Steps Pathways

NDIA

Tthink Creative

Carers Qld

Team Musicare

### Come and Try Activities

Jamming sessions with Team Musicare

Be a Newsreader with AbiliTV

Videos by Bus Stop Films

Mural Art by Matt Armstrong

Light Box Story Telling by Tthink Creative

Performing Arts by Spiral

Supported BMX Bikes by Epic Outdoors

Martial Arts by NAYILS

All Abilities Skateboarding by The Station

Hip Hop Workshops by Inside Outside Dance



Special Mention to  
**Trending Media / AbiliTV**  
for your support of the Loud and Clear Qld  
Conference 2024 with media coverage, videos and  
footage, guest speaker and workshops.  
**James Norquay Photography**  
our 2024 photographer  
(That Blind Guy)  
**Tim Burns and the Sunshine Coast Council**  
for continued support throughout 2024.

 **Sunshine Coast**  
COUNCIL

# Loud and Clear Qld

A Parent to Parent Initiative



## National Self-Advocacy Day: Celebrate and Speak Up!

Self Advocates Cameron and Janet as well as Sally and Mel from SARU (Self Advocacy Resource Unit) travelled from Melbourne to present at the conference and officially launch National Self Advocacy Day.

From now on, this special day will be celebrated the second Wednesday of October to honour the achievements of self-advocates. It highlights the power of self-advocacy and empowers people with disabilities to raise their voices on issues that matter. The next National Self-Advocacy Day is Wednesday, October 8, 2025. Start planning now to be part of this incredible day!

Whether you advocate for yourself, work with a group, or support others, this is your chance to celebrate progress, unite, and keep driving change.





## Contact us

If you would like more information on anything in this report, please contact us.



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