

2016 2017

Queenslanders with Disability Network Annual Report



Contents

Contents	2	• <i>Maryborough</i>	20
Part 1: Introduction	4	• <i>Deception Bay</i>	20
About us	4	• <i>Mackay</i>	20
Our vision	4	• <i>Toowoomba</i>	20
Our mission	4	• <i>Ipswich</i>	21
Our values	5	• <i>Sunnybank</i>	21
Our motto	5	• <i>Statewide Convenors</i>	21
Membership	5	Aboriginal and Torres Strait Islander Disability Network Queensland	22
Chairperson’s report	6	Formal Submissions	23
Chief Executive Officer’s report	8	Formal Consultations	23
Part 2: Our achievements 2016-17	11	QDN’s Peer leaders – Communities of Practice	24
Goal 1	12	Local Support Group Convenors	24
State wide member network	12	Ready to go Peer Facilitators	24
Membership privacy project.....	13	Bright Sparks Energy Champions.....	25
Building capacity of QDN members: Event Participation and Development Opportunities	14	Getting on the NDIS Grid Peer Leaders	25
Summary of events	15	Building capacity – Peer leaders communication and information.....	25
Building capacity: Leadership development	16	Goal 2	26
QDN’s Website	16	Community and stakeholder education	26
Building capacity: information and communication with members	17	QDN led and partnership events:.....	26
Disability Support Organisations – Local Support Groups	18	Presentations	26
• <i>Normanton</i>	19	Conferences, forums, workshops, and key events attended by QDN	27
• <i>Fitzgibbon and Kallangur</i>	19	Information/Referrals to people with disability	28
• <i>Gladstone</i>	19	Media engagement	29
• <i>Charters Towers</i>	20	Member e-blasts	30
		Social Media	30

National Disability Insurance Agency – Participant videos	30	Going for Gold: Accessible, Affordable Housing Now	38
Communications, marketing and media	31	Policy Submissions	39
Project delivery	32	National Disability Insurance Scheme	39
Ready to go project – NDIS Participant Readiness	32	Employment	39
NDIS Targeted Strategies: Getting on the NDIS Grid	32	Housing	39
Bright Sparks Project	33	Health	40
QDN Consultancy – QDeNgage	34	Transport and accessibility	40
Network Leaders Development Program – Uniting Care Communities	34	Advocacy and human rights	40
Engagement Forum with People with Disability – University of Sunshine Coast	35	Goal 4	41
Speakers Bureau – Workability Forums across Queensland “The Participant’s Perspective”	35	Board of Directors Business Planning	41
Goal 3	36	Quality Management System	42
Engagement with Government	36	Board development	42
State Elections	36	Staff recruitment and retention	43
Engagement with members of Parliament	36	Consultants/contractors	44
Peak Body Collaboration	37	Part 3: Financial overview	44
Policy leadership by and for people with disability	37	Income	44
Housing policy champions	37	Expenditure	44
Advance Queensland Community Digital Champions	37	Deficit	44
Housing systemic policy engagement and projects	38	Part 4: Appendix	45
		Organisational structure 2016-2017	45

Part 1: Introduction

About us

Queenslanders with Disability Network (QDN) is a Company Limited by Guarantee, governed by a Board of Directors, who are all people with disability.

QDN receives funding from State and Commonwealth Governments for undertaking activities around information, referral and systemic advocacy, and for specific projects that align with our work and values.

QDN's work includes:

- › informing people about important issues and working together to create change;
- › referring people onto other Government and community agencies;
- › supporting local groups of peers to lead a good life in their community;
- › helping people with disability to have a voice in disability policy; and
- › projects that help improve the lives of people with disability.

QDN is a member organisation. It has three membership categories:

- › Ordinary Members – people with disability
- › Supporter Members – family and others who support QDN's goals
- › Corporate Members – corporate bodies that support QDN's goals

Only Ordinary Members have voting rights and are eligible for election to the Board of Directors. New members are welcome. Membership is free.

Our vision

People with disability are active and valued citizens.

Our mission

Empowering people with disability to be fully included as citizens in the social and economic life of the community.

Membership Application

Who are we?

Queenslanders with Disability Network (QDN) is an organisation of, by and for people with disability.

Type of membership

Please tick the type of membership that

Type of membership	Who
<input type="checkbox"/> Ordinary member*	person with disability
<input type="checkbox"/> Supporter	support pe
<input type="checkbox"/> Support Organisation	organis

*By this application you are applying to be bound by its constitution.
**Ordinary members have the right to vote. QDN is covered for \$20 000 000 in Public Liability Insurance.

Nominee

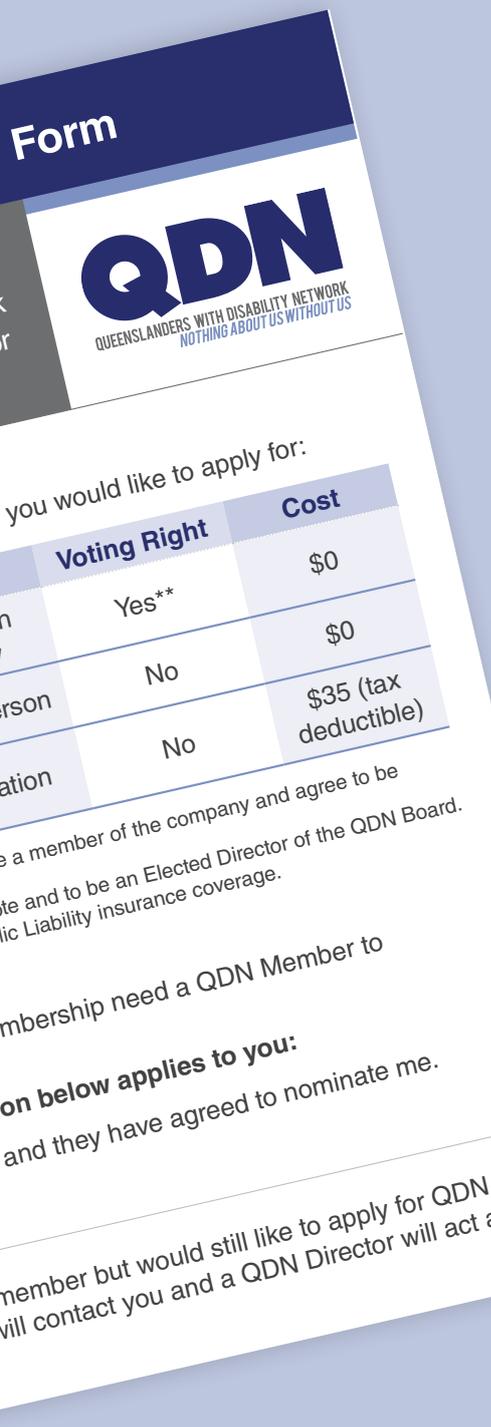
Applications for new QDN Members must be nominated by a current QDN Member. Please nominate them.

Please tick whichever option applies:

I know a QDN member
Their name is _____

I don't know a QDN member
Membership. QDN will contact you to nominate your nominee.

“Nothing about us without us”



Our values

AUTHENTIC VOICE: We are with, and for, all people with disability and ensure those with limited or no voice are heard and valued.

COLLABORATIVE ACTION: We work together to learn from the collective experiences, values and wisdom of people with disability.

RIGHTS: We believe in, and model a human rights approach that recognises disability as a social issue.

RESPECT: We value human difference and diversity and build mutual respect through openness and fellowship.

RESILIENCE: We are hopeful, even about the most complex challenges and are here for the long term.

Our motto

Nothing about us without us

Our strategic priorities include: successful implementation of the NDIS; accessible, quality and affordable housing, health, education, aids and equipment and transport.

Membership

QDN has the following membership numbers:

- › 842 Ordinary Members
- › An additional 600 members of the Aboriginal and Torres Strait Islander Disability Network who identify as Aboriginal people or Torres Strait Islanders
- › 523 Supporters
- › 36 Corporate Members

There are also an additional 70 organisations or individuals who receive our e-Bulletin. There have been 120 new members and supporters added to our network in this financial year, demonstrating a growing membership base.

Chairperson's report

This year marks 15 years since QDN became Incorporated and of course QDN has since become a Company Limited by Guarantee. QDN wants to acknowledge and celebrate our members and our collective achievements.

I wish to thank my fellow Board of Directors for their energy and commitment to their voluntary role and their willingness to be present in many network activities throughout 2016-17.

QDN has travelled to many places and spaces and the network is expanding our reach and membership. Group Convenors, Peer Facilitators, our projects Ready to go, Bright Sparks and Getting on the NDIS Grid have each contributed to improving QDN's members growth, raising our profile and strengthening our reputation amongst government departments, service providers and importantly within communities where we work and play.

QDN's CEO Paige Armstrong leads a team of wonderful employees and contractors to deliver strong systemic policy that leads to influence and change, with priorities informed by QDN members. National Disability Insurance Scheme, Housing, Health and Transport were key government portfolios where QDN has collaborated with members, allies and community to speak out, publish and campaign about.

QDN Housing Champions, our allies and partners have worked relentlessly to produce the "Going for Gold: Accessible and Affordable Housing Now" position paper and digital stories launched in March 2017. This initiative was a key influence in the Queensland Housing Strategy 2017-27 announced by the Queensland Government.

Transport options remain critical to QDN members, NDIS participants, older persons and families alike.

The changes to the Taxi Subsidy Scheme (TSS) that were introduced for those transitioning eligible NDIS participants really did highlight significant adverse impacts on participants throughout regional Queensland. Based upon feedback from QDN's Local Support Groups, QDN initiated work with our allies to lead engagement with Government, including Departments of Transport and Main Roads and Communities, Child Safety and Disability Services to have regular discussions about the impact this unintended policy decision was having on people with disability. QDN also met with both Transport and Disability Ministers to raise these issues. QDN is pleased with the announcement by the Queensland Government that the TSS would be reinstated for NDIS participants until July 2019. QDN calls on the National Disability Insurance Agency (NDIA) and the Queensland



Nigel Webb

QDN Board of Directors
– Chairperson

“QDN wants to acknowledge and celebrate our members and our collective achievements.”

“Inclusion of people with disability must be seamless, creating opportunities for our social and economic contributions to flourish.”

Government to continue working towards a long-term solution to transport supports given participant appeals and court decisions.

QDN has involvement with the Department of Transport and Main Roads Accessibility Reference Group (ARG). The ARG has provided advice regarding the access features of the New Generation Rolling Stock (train carriages) that will soon be a part of Queensland Rail. QDN has identified its concerns about passengers who will require ‘assisted boarding’ and we continue to work constructively with the Queensland Government to deliver accessible transport options for everyone.

QDN works closely in community with allies. Our projects like Bright Sparks are based upon a peer leadership model and provide opportunities for people to learn something new, develop their skills, meet new people and importantly even save money.

QDN Directors have developed and approved our business plan which focuses on building upon QDN’s strengths in delivering information, providing opportunities for connections, influencing change and delivering leadership in the Queensland community, by and for people with disability. QDN’s work going forward will include the Knowledge Network – our statewide network, QDeNgage – a consultancy business offering a range of services to Government, business and organisations, and LEAD Institute – delivering leadership development opportunities by and for people with disability. This work is critical in QDN’s future sustainability and viability as QDN will not receive funding in advance beyond July 2018 and we move into a competitive marketplace.

QDN welcomes the All Abilities Queensland: Opportunities for All State Disability Plan 2017 – 2020. QDN calls on government departments, agencies, businesses and community groups when developing their disability action plans to incorporate ‘disability impact statements’ when introducing changes to policy, regulations, infrastructure and programs and any such statements must highlight benefits, mitigate risks and unintended consequences and prevent situations and scenarios that clearly will be disadvantageous to some or all with disability. Inclusion of people with disability must be seamless, creating opportunities for our social and economic contributions to flourish.

The NDIS rollout has gathered some momentum in Queensland. The April-June 2017 NDIS Quarterly Report indicates 7188 eligible Queensland participants have NDIS approved plans in place. QDN is being regularly informed about participants’ transition through the scheme, implementation of plans (delivery of supports or otherwise) and the need for the reviews and appeals processes. QDN receives funding via the NDIA to facilitate the Local Support Groups led by peers sharing their NDIS knowledge and experiences to assist

participants to achieve their goals and aspirations. QDN calls on the Australian Government and the NDIA to continue to find innovative ways to fund Disability Support Organisations to enable, mentor and deliver upon the goals of the NDIS and the National Disability Strategy throughout the Australian community.

QDN anticipates a Queensland State Election announcement in coming months and invites each political party and candidate to consider their policy positions on issues to be inclusive of disability. Of course, our members are informing us of issues important to them in their communities. QDN will deliver our campaign as soon as the election date is announced.

If you want to know more about QDN please call us via 1300 363 783, visit www.qdn.org.au or www.facebook.com/QueenslanderswithDisabilityNetwork

Enjoy our celebrations.

Nigel Webb

QDN Board of Directors – Chairperson

Chief Executive Officer's report

The past 12 months have been a busy time for QDN, and we have delivered on a broad range of project and policy work in this ever changing environment. QDN is a small organisation with an amazing ability to contribute an enormous amount, fuelled by a passion and commitment to getting better outcomes for people with disability and a community that is inclusive and accessible to all people.

I would like to extend my thanks to QDN's members for your contribution this year – for continuing to support QDN's work, champion the issues at every opportunity and for sharing your feedback and views about what is happening for people in their day to day lives. While the rollout of the NDIS will deliver specialist disability support for 90,000 people with disability, all Queenslanders with disability will still be accessing the mainstream services in our metropolitan, regional, rural and remote areas of the state. QDN members continue to highlight to us the need for these mainstream services to deliver quality and accessible services. Housing, health, transport, employment, education and justice are all key services in the lives of all Queenslanders with disability who have the right to the same quality service as other members of our community.

There have been a number of key policy priorities this year informed by the voice of members. I am proud of the work that QDN has undertaken in regards to transport with the Taxi Subsidy Scheme (TSS) and housing to deliver our paper "Going for Gold:



Paige Armstrong

Chief Executive Officer

“Housing, health, transport, employment, education and justice are all key services in the lives of all Queenslanders with disability...”

Accessible, affordable housing now.” The paper offers a range of recommendations and actions to move towards solutions that deliver improved housing options for people with disability. I would like to thank QDN’s Housing Champions for their work in the housing area, and QDN’s staff and Board and our allies across both transport and housing. There is still a significant amount of work to be done to progress this and I look forward to continuing this work with members, and our allies and partners.

QDN’s work over the past few years to highlight the impacts of the public housing rent policy resulted in the reversal of the decision made by the previous Government about what constitutes rent-assessable income. Minister De Brenni announced this new policy at Nigel Webb’s family home and I was pleased to be able to attend and be part of this work. It has enabled many disadvantaged Queensland public housing tenants to be able to have money back in their pocket to use on what it was originally intended – daily cost of living expenses.

I am also proud of the achievements of our Local Support Groups and the work to establish and support 24 groups across the state. Peer to peer support is a powerful way of sharing information and support and a key part of the Information, Linkages and Capacity Building framework. It will be important to continue to consolidate this work and ensure the viability and sustainability of these groups into the future.

Our team of staff and QDN leaders across the projects have delivered quality outcomes and quality results. The Bright Sparks project helping people learn about energy and ways to save money on their bills has been a great project and we hope to be able to find other funding sources to continue this work. Ready to go has continued to deliver workshops to people with intellectual disability in preparation for the NDIS, and I was especially pleased that QDN, along with our consortia partners, QCOSS, Micah, Community Living Association and Community Resource Unit received funding for the NDIS Targeted Strategies Project which we have called “Getting on the NDIS Grid.” Throughout the Ready to go project, QDN has had a focus on ensuring people who might get left behind do not miss out on the opportunity to access the NDIS if they are eligible. Through “Getting on the NDIS Grid”, we are working with marginalised people with disability and the organisations that support them like community neighbourhood centres, health services, housing providers, child safety services, juvenile justice services to help them learn about the NDIS and how they can access it.

QDN has a team of dedicated staff and volunteers who work hard to deliver on a broad range of work, and I would like to thank them all for their commitment to QDN, our vision and values and for their tireless efforts to this organisation.

My thanks also go to the Board of Directors, for leading us through these uncertain times with wisdom and a relentless focus on what we are here to do, and who we are here to serve. I look forward to continuing this work into the new year, and to take the next steps in QDN's future business plan and opportunities to continue the work.

Thank you to our partners and allies. In looking at all that has been achieved in QDN's Annual Report for 2016-2017, the work clearly highlights our significant partnerships and work with allies. In times of market forces, it is positive to see that collaboration and working together is still valued and important and can achieve good outcomes and positive change.

Finally, my thanks goes to all our members, our QDN leaders who take on roles with our various projects and to members who participate in local support groups, QDN events, forums, workshops, facebook, the website, and connect with us in various ways.

The next year is going to be another busy year, with many challenges ahead no doubt and I look forward to continuing to work with everyone to ensure that policy makers, decision makers, organisations, business and community hear the voice and views of people with disability, listen and ensure it's 'nothing about us without us.'

Paige Armstrong
Chief Executive Officer

“QDN has a team of dedicated staff and volunteers who work hard to deliver on a broad range of work...”

Part 2: Our achievements 2016-17

“Nothing about us without us”

QDN’s Strategic Plan guides our work along with our vision, mission, values and motto.

There are 4 key goals in the strategic plan

Goal 1 To promote and maintain active, vibrant networks that inform our work

Goal 2 To let people know about the lives of people with disability and how to best talk with us

Goal 3 To influence governments and others to bring about full and equal participation and citizenship

Goal 4 To grow an effective, sustainable and accountable organisation that reflects our values, vision and mission

This Annual Report provides an overview of the activities, outputs and outcomes achieved by QDN over the 2016-2017 period, reporting against our 4 key goals.

QDN also has 4 key areas of focus as we go about delivering our work, the goals of the organisation and ensuring that it is nothing about us without us.

Information

Connection

Influence

Leadership

Goal 1

To promote and maintain active, vibrant networks that inform our work

QDN continues to undertake work to promote and maintain an active, vibrant member network that informs our projects, key activities and our systemic policy work.

A core element of the work of QDN is connecting people with disability together to share information, connect, influence and build leadership. QDN supports members with disability to come together in varying ways and locations across Queensland. QDN's state-wide network is a diverse range of people with disability with varying life experiences which contribute to informing QDN's work and key policy issues that impact directly on people in their day to day lives.

State wide member network

QDN's state-wide network is a network of people with disability with lived experience who live in all areas across metropolitan, regional, rural and remote locations across the state. It is a network and knowledge base by and for people with disability, who receive information about important issues, and give people an opportunity to have a voice around key systemic policy issues and experiences to deliver better outcomes for people.

Key issues for members in 2016-2017 have been transport, housing, employment and health, NDIS, and key to NDIS issues have been the interface with these mainstream services.

QDN's active engagement across the state has seen an increase in membership, and this will continue to be a focus so that we can strengthen the voice of people with disability and the diversity of lived experiences to ensure Queensland is inclusive for all of its citizens, and everyone has the opportunity to have a voice and be heard.



State wide member network attending promotional stalls

QDN has undertaken a number of key activities to grow and build the state-wide network including stalls holding promotional material at events such as:

- 8 August 2016, Griffith NDIS Symposia Series on Housing, Brisbane.
 - 24 August 2016, State Queensland Disability Conference 2016, Cairns, Toowoomba and Maryborough.
 - 7 September 2016, "Ipswich Fresh Futures Market Expo" to promote QDN events and projects, hosted by Ipswich Local Support Group Convenors Peter and Linda Tully.
 - 8 September 2016, "QCOSS Conference" to promote the QDN events and projects.
 - 11 October 2016, "Griffith University NDIS Symposia Series: NDIS and CALD Communities: Aiming high for equitable access" to promote QDN events and projects.
 - 4 October 2016, "Roundtable for People with Intellectual Disability Queensland" to promote QDN events and projects.
 - 27 October 2016, "NDCO Kingaroy Roundtable" to promote QDN and NDIS participant readiness.
 - 14 November 2016, "Switched on Communities Expo" to promote QDN and the Bright Sparks Project.
- 1 March to 3 March 2017, "IIMHL/IIDL Leadership Exchange 2017" to promote QDN and work in peer leadership development.

Membership privacy project

The Local Support Groups in 22 geographical locations across Queensland, and 2 virtual networks have been important ways to connect people with disability together for peer support and information. As a way of being able to connect with more members, Local Support Group Convenors raised a request to be able to make contact with local members in their local communities and be a personal connection. During 2016-2017, QDN contacted all QDN Ordinary Members to seek consent to share member details with group convenors in their local area. This was a significant project, and QDN has adjusted the membership form and policy and procedure to reflect this change. It provides another way for QDN to provide members with a service which offers information, connection and peer leadership.



(1) Willie Prince – Welcome to Country (2) Housing Minister Mick De Brenni opening

Building capacity of QDN members: Event Participation and Development Opportunities

Enabling people to engage and influence public policy is built on the foundations of access to information, skills development, and capacity building opportunities. QDN sees this as an essential way of growing the skills and knowledge of people with disability to be active contributors to public policy at all stages across design, development, implementation and evaluation.

One of the ways QDN supports this is through sponsorship of members to attend a variety of events including ones that QDN has led, and others that QDN has partnered with other organisations.

During 2016-2017, some of these events have included:

Griffith University NDIS Symposia Series 8 August 2016

QDN partnered with Griffith University and the Community Resource Unit (CRU) for the Housing Symposium. QDN launched *A Place to Call Home* Housing Position Paper at the event, and QDN's 22 Housing Champions from across the state had a central role in facilitating break-out sessions in the middle section of the

symposium. This focused on the 9 key topics in the issues paper with the 300 delegates at the conference. QDN supported Housing Champions to attend the event.

Queensland State Disability Conference – Opportunities in our Backyard 24 August 2016

QDN sponsored 8 QDN members to attend the state conference which was held simultaneously across 3 regional locations, Cairns, Maryborough and Toowoomba. Matt McCracken (QDN Board Director and Caboolture Local Support Group Convenor) and Gary Matthews (Mackay Local Support Group Convenor) also were speakers at the Cairns Conference and QDN staff assisted the Department with the planning and design of key aspects of the conference.

Roundtable for People with Intellectual Disability 4 October 2016

QDN sponsored 8 members of Hot Topics Local Support Groups from Brisbane and Gold Coast to attend the event, and was a proud partner with our ally organisations WWILD-SVP, ADA, ASID and Community Living Association for the event. The Roundtables have been an important event to highlight the key issues by and for people with intellectual disability within the policy space and to ensure that people have a voice about what is important to them.



(1) Participants at roundtable. (2) Self-advocates presenting at roundtable

Griffith University NDIS and the Specialist Disability Accommodation (SDA) Forum

QDN sponsored 8 Housing Champions to attend and participate in the forum on Specialist Disability Accommodation within the NDIS forum. Housing champions were able to learn more about how this policy will be implemented and what it will mean for participants with disability in the NDIS who have specialist housing needs.

Griffith University and Queensland Advocacy Incorporated: Human Rights Forum – Walk the Talk: Realising the 2010-2020 National Disability Strategy and our human rights promises 20 March 2017

QDN sponsored 15 members to attend this forum about keeping human rights for people with disability on the agenda and refocusing the conversation back to the National Disability Strategy.

Summary of events:

A summary of events during 2016-2017 that QDN has supported members to attend include:

- › Griffith University NDIS Housing Symposia Series – A place to call home, Convention Centre, Brisbane, 8 August 2016
- › Queensland State Disability Conference – Opportunities in our Backyard, Cairns,

Maryborough and Toowoomba, 24 August 2016

- › Griffith University NDIS Symposia Series: NDIS and CALD Communities: Aiming high for equitable access, Brisbane, 11 October 2016
- › Roundtable for People with Intellectual Disability, Brisbane, 4 October 2016
- › Griffith University NDIA Specialist Disability Accommodation workshop, Brisbane, 27 October 2016
- › QDN Annual General Meeting, Brisbane, 29 October 2016
- › Labour Enable International Day People with Disability, Brisbane, 2 December 2016
- › Queensland Advocacy Incorporated and Griffith University: Human Rights Forum – Walk the Talk: Realising the 2010-2020 National Disability Strategy and our human rights promises, Brisbane, 20 March 2017
- › ADA Australia – Human Rights and Social Justice: Shifting Client Control, Gold Coast 23-24 March 2017
- › Going for Gold: Accessible, Affordable Housing Now – Position Paper Launch, Brisbane, 28 March 2017
- › Health Consumers Queensland 2017 Annual Forum – Townsville, 18 May 2017



(1 and 2) Group convenors training

Building capacity: Leadership development

**Ready to go Peer Facilitator Training –
Skill development and co-design training:
29 and 30 July 2016, Brisbane**

QDN's Ready to go peer facilitators came together for two (2) days for planning and alignment for the delivery of the Ready to go Project for 2016-2017. The two days also focused on skill development as facilitators, looking at what is important in facilitating and holding the space for people with intellectual disability to learn and participate well at our workshops.

**Bright Sparks – Energy Champions,
Co-Design and development days:
20 and 21 October 2016, Brisbane**

QDN's Bright Sparks Energy Champions came together at the start of the project to co-design the key content, process for the workshops, and receive training in how the energy sector works, key information to give to participants to increase their energy literacy and effective resources to share with others.

**Local Support Group Convenor –
Facilitation Development Day “Working
with groups” 28 October 2016, Brisbane**

QDN held a training day in Brisbane on 28 October 2016 for Group Convenors to share information with each other including working with groups, what was working well within the local support groups, as well as where they can find resources and up to date information.

**Getting on the NDIS Grid – Peer Leaders
Co-Design and development days:
2, 16 and 17 March 2017, Brisbane**

QDN's Ready to go peer facilitators came together for two (2) days for planning and alignment for the delivery of the Ready to go Project for 2016-2017. The two days also focused on skill development as facilitators, looking at what is important in facilitating and holding the space for people with intellectual disability to learn and participate well at our workshops.

QDN's Website

QDN's website continues to deliver up to date communications to members and the general public about key issues, events, members in action and important policy information. The website is also used as a channel for member input and feedback on consultations, representation and policy papers.

QDN website visitor traffic averaged 3,829 per month in 2017 compared to 1,799 per month for the same period last year. **An increase of 53% in visitors to our website per month.**



Getting on the NDIS Grid Peer Leaders

The number of website pages people *viewed* each time they came to our website increased by an impressive 78%. Page views increased from 3,675 per month to 17,154 page visits per month.

The number of pages people *visited* on average increased by 67% going from 2.03 pages per visit to 6.26.

The number of people who chose to convert (subscribe, sign up, email us) when visiting our website increased by 52.5% in the past 12 months.

Improvements to QDN website homepage included larger more accessible call to action boxes, increased use of visual effects, improved navigation and profile of key project information.

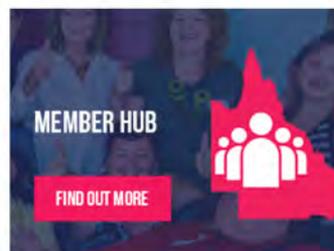
During this year, 45,948 visitor traffic to QDN website.

Building capacity: information and communication with members

E-Bulletin

During the 2016-2017 year, QDN produced **seven (7) e-Bulletins** to inform members of the work of the organisation.

Distribution to over **1500 people across Queensland**



QDN's range of information and communication with members has expanded this year to include a monthly events calendar, along with the bi-monthly e-Bulletin.

The QDN events calendar is distributed to about 588 supporters and allies and provides a summary and links to event information on all QDN events for the following month across all of QDN projects.

The e-Bulletin is an external publication distributed by both email and post to approximately 1500 people and organisations. It is also available through our website on a bi-monthly basis. The e-Bulletin includes messages from the Chairperson and CEO, updates on policy work, project updates, member profile, news from our allies and events information. Both the events calendar and the e-Bulletin achieve a high percentage open rate.

As well as being a way of delivering information to people with disability about important policy issues, they also provide a way of communicating and advocating the views of people with disability within the policy area, and decision makers.

Disability Support Organisations – Local Support Groups



QDN received funding from the National Disability Insurance Agency in 2015 to be a Disability Support Organisation and support the establishment of Local Support Groups in targeted areas throughout Queensland. QDN has now been delivering on this work for over two years, and these groups of peer led grass roots people with disability are integral to achieving the goals of the National Disability Strategy, the functions of Information, Linkages and Capacity Building and to supporting the work within Queensland around peer leadership, peer mentoring and support.

The achievements of the establishment and support of these groups demonstrates a great commitment by QDN, its members and new people with disability to the importance of networks and groups that are led by people with disability, for people with disability. Queensland is a very large and diverse state and the groups reflect a diversity of people and experiences, and come together around the NDIS, and also key local issues impacting upon people with disability in their local communities.



Brisbane Hot Topics Local Support Group learning about the media at the ABC studios at Southbank.

It has been another great year for the existing Local Support Groups:

Brisbane
Brisbane Hot Topics
Caboolture
Gold Coast
Gold Coast Hot Topics
Logan
North Lakes
Townsville
Virtual Local Support Group via QDN Facebook group
Women's Local Support Group via QDN Facebook group

The following provides a summary of the key activities of these groups.

In 2016-2017, existing Local Support Groups have been busy preparing for the National Disability Insurance Scheme (NDIS) in a number of ways. Not only have Groups been actively working together around planning for the NDIS, they have also been exploring other areas of the scheme like social inclusion. Townsville and North Lakes Groups have been involved in organizing community events to help the community get ready for the NDIS.



(1) Normanton Linkin' Up Local Support Group banner. (2) Paige Armstrong and the Normanton Linkin' Up Local Support Group members. (3) Fitzgibbon Group members with Stirling Hinchliffe MP, Member for Sandgate.

Gold Coast Hot Topics and Sunshine Coast groups have taken meetings out of the meeting room and are now enjoying a meal with each other at local restaurants. The Brisbane Hot Topics Group has been doing great work developing skills around engaging with the media. Caboolture, Logan and Brisbane groups have invited some informative speakers like the Office of Fair Trading, so they can be more informed about consumer rights when entering into contracts. The Gold Coast group invited an owner of a nearly driverless Tesla vehicle to come to their meeting so they could look at transport alternatives that will be available in the future. The virtual groups have also been actively discussing a variety of topics so members are well informed on what is happening with the roll out of the NDIS.

In 2016-2017, 14 new Local Support Groups were established:

Charters Towers	Sunshine Coast
Maryborough	Ipswich
Deception Bay	State-wide convenor
Normanton	Kallangur
Fitzgibbon	Toowoomba
Sunnybank	Mackay
Gladstone	Housing

The following is some of the highlights from the new groups.

NORMANTON

QDN staff travelled to Normanton to meet with some enthusiastic people in this community to talk about how we could work together for the Normanton Local Support Group to meet. It was an amazing response with the local community services providing transport, catering and the venue for the Normanton Linkin' Up Local Support Group.

FITZGIBBON AND KALLANGUR

Two new groups were established in June 2017 in Kallangur and Fitzgibbon. The Fitzgibbon and Kallangur Local Support Groups came on board with valued support from local people with disability and the community. To help promote the new group the Group Convenors for Fitzgibbon met with the Member for Sandgate Stirling Hinchliffe MP to talk about the group. Stirling Hinchliffe MP offered to have a photo to go with an article for the local paper. The Kallangur group has also been offered similar assistance by their local supporters including a free meeting room and catering through Marsden Families.



(2) David Collins, Co-convenor Gladstone Local Support Group (2) Members of the Charters Towers community.
 (3) Members of the Maryborough Local Support Group having a bit of fun.

GLADSTONE

The Gladstone Local Support Group has had a busy time since they started in 2016. With Gladstone being one of the next areas for the roll out of the National Disability Insurance Scheme, the group has been busy getting ready for the scheme. As part of their preparation, the group invited speakers from the NDIA to talk about the scheme as well as in meetings discussing their plans and individual goals. Group members wrote up what they would like to achieve on post it notes as part of the groundwork around NDIS planning. Group Co-convenor David Collins shares one of his aspirations in this photo, which is assistance with personal growth.

CHARTERS TOWERS

The community in Charters Towers came together to help form this local support group. People in the community were interested in hearing more about the NDIS and how the group could help people get ready for the scheme.

MARYBOROUGH

The Maryborough Local Support Group started meeting in September 2016 and has been busy doing great things in the community as well as having a bit of fun. The Maryborough group has been involved in some local expos to promote the work of the group and share information with the local community.

DECEPTION BAY

The Deception Bay group has been busy since they formed in May 2017. The group has jumped right into community engagement by hosting an Expo in the local shopping centre. The group organised stall holders who shared information on the latest disability services and equipment, a dancing wheelies display as well as having some great supporters come along from the Local, State and Federal members' offices.

MACKAY

With Mackay being in a roll out area, the group was very busy getting ready for their planning conversation. The group engaged early with the NDIA by having a representative regularly come to their meetings to talk with members about the scheme. The Group also participated in a stall at the local shopping centre to promote the Mackay group and share information with the community on the introduction of the scheme.

TOOWOOMBA

As a group, the Toowoomba Local Support Group have been busy getting ready for the NDIS, which started in the area in January 2017. The group worked together to explore the planning process so they were ready when it started. Once members received their NDIS plans the group invited the Local Area Coordinator to come along and show them how to use the NDIS portal to start accessing their plans.



(1) Deception Bay Local Support Group members. (2) Group Convenors around Queensland
 (3) Peter Tully Local Group Convenor

IPSWICH

The Ipswich group has been busy in their community. The group has not only been getting ready for the NDIS but also participating in community expos in this area. To help people in the Ipswich community get ready for the NDIS the group has done a range of different activities including being part of community expos like the Fresh Futures expo. The Group Convenor has also provided a personal story for the local paper. The group has been meeting monthly to discuss getting ready for the NDIS with the help of guest speakers like the NDIA engagement officers.

SUNNYBANK

Since their formation in December 2016, the Sunnybank Local Support Group has had informative meetings to help build their individual and group capacity. The Sunnybank group invited Peter Russo MP, Member for Sunnybank so they could talk about local issues and get some support around road concerns in this area. The group has continued being active consumers by having a workshop on saving money on their energy bills. The group is also fitting in some NDIS planning during their action packed meetings.

STATEWIDE CONVENORS

The Statewide Convenors local support group meetings are held monthly via teleconference. These teleconferences are an opportunity for all group convenors throughout Queensland to connect together so they can share ideas and tips on running local support group meetings. The Group convenors are also sharing useful information with each other on the NDIS roll out throughout Queensland so this information can be shared with local group members.

A snapshot of highlights for 2016-2017 Local Support Groups

- › 2278 members across all the groups in geographic locations who meet regularly face to face
- › 14 new groups established
- › Ongoing developmental support to existing groups
- › 174 face to face meetings held across Queensland by peer led local support groups



Aboriginal and Torres Strait Islander Disability Network Queensland



ATSIDNQ

Aboriginal & Torres Strait Islander
Disability Network of Queensland

QDN has auspiced Aged and Disability Advocacy (ADA) Australia (formerly known as Queensland Aged and Disability Advocacy – QADA) to operate and support the Aboriginal and Torres Strait Islander Disability Network Queensland (ATSIDNQ). QDN receives funding from Department of Communities, Child Safety and Disability Services for this network.



A snapshot of 2016-2017 highlights:

- › 607 members
- › 6 newsletters produced and distributed
- › 406 posts to ATSIDNQ Facebook pages (126% increase)
- › Engagement with an estimated 7,000 people across a wide range of communities across Queensland
- › 9 yarning circles
- › 3 email blasts
- › 3 email distributions via Aboriginal Social Media and Communication Network of Australia which has membership of over 5000 people
- › ATSIDNQ Facebook page has 1038 followers
- › An email distribution via Brisbane City Council Indigenous Lifestyle Unit which has a network of over 1000 people
- › Appointment of 3 ATSIDNQ Network Champions, Uncle Willie Prince (Brisbane), Ted Thorburn (Maryborough) and Semah Mokak-Wischiki.
- › 5 formal policy submissions made
- › Representation at 5 policy consultations

The Network completed the following formal submissions and participated in the following formal industry contributions:

Formal Submissions:

ATSIDNQ has informed a range of policy submissions and consultations on the issues impacting Aboriginal and Torres Strait Islander people with disability in Queensland. Policy submissions informed or developed by ATSIDNQ reflecting member feedback in 2016/17 include:

- › Joint submission with ADA Australia in response to the Aged Care Legislated Review consultation
- › Submission to the Department of Communities, Child Safety and Disability Services Consultation, *Towards an All Abilities Queensland*.
- › Joint submission with ADA Australia in response to the National Disability Insurance Scheme – Code of Conduct Discussion Paper.
- › Joint submission with ADA Australia in response to discussion paper titled *Improving the delivery of advocacy for Aboriginal and Torres Strait Islander people with disability*
- › Support for the QDN report to the Minister for Transport and Commonwealth Games on the removal of the Taxi Subsidy Scheme.

Formal Consultations:

Over the past year ATSIDNQ participated in the following consultations:

- › Advisory Group for the Queensland Review to address domestic and family violence on people with disability (facilitated by People with Disability Australia)
- › The First and Second Brisbane Region NDIS Yarning Circle facilitated by Department of Communities, Child Safety and Disability Services
- › National Disability Coordination Officer Regional Queensland Advisory Committee
- › Consultation on the review of the Recognised Entity Program, facilitated by the Queensland Aboriginal and Torres Strait Islander Peak in Partnership with the Department of Communities, Child Safety and Disability Services
- › Northern Queensland Primary Health Interagency Indigenous Aged Care Community Forum which sought feedback on policy regarding Aboriginal and Torres Strait Islander health and aged care.
- › The Network has also engaged in discussion with the Brisbane North Disability Network about how mainstream services engage with Aboriginal and Torres Strait Islander Communities and with the Community Visitors Program about how collective collaboration works between ATSIDNQ and CVS Program.

QDN looks forward to continuing to work with ADA Australia, and the work it is doing to increase member communications and engagement facilitating a stronger voice for Aboriginal and Torres Strait Islander people with Disability in Queensland.

QDN's Peer leaders – Communities of Practice

QDN's leaders have continued to demonstrate the power of peer support and peer leadership as a way of influencing change in individual lives and local communities. QDN's work in 2016-2017 has continued to focus on an approach of peer leadership and peer support.

QDN has been strongly identifying the importance for our community to invest in our leaders with disability, through training and development opportunities, as well as communities of practice – to share information, ideas and learnings as leaders in their own lives as well as the community.

To help facilitate this, QDN provides regular opportunities for our 'peer networks' across the different projects to come together. This includes:

- › Local Support Group Convenors – peer led networks to enable people with disability to learn about NDIS, and bring about change in their local communities;
- › Ready to go peer facilitators – peer led education and mentoring through the provision of workshops and learning activities focused on people with intellectual disability getting ready for NDIS.
- › Bright Sparks Energy Champions – peer led education and mentoring through the provision of workshop and learning activities focused on energy literacy and being able to save money on energy costs

- › Getting on the NDIS Grid – co-design of project activities by peer leaders, and delivery of engagement activities with participants of the project

Local Support Group Convenors

Local Support Group Convenors come together via teleconference for monthly meetings to assist members to provide peer mentoring, support, and space for reflective practice in what they are doing in their local communities. It is also an opportunity for members to discuss and action local issues and to provide feedback on “bigger picture” policy issues in line with QDN's Strategic Plan.

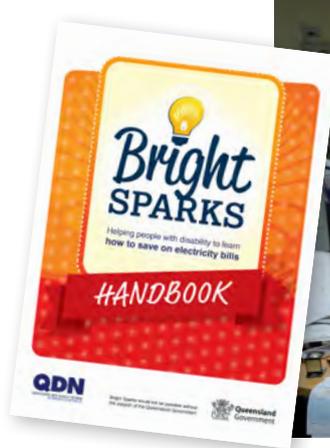
Ready to go Peer Facilitators

QDN's Ready to go peer facilitators are a group of 15 people with disability, including intellectual disability who have been working together since 2014. They continue to deliver workshops and activities across the state, helping other people with disability learn about the NDIS and what it means for them.

Throughout the time on this project, the Peer Facilitators have engaged in processes of co-design to ensure that the end product is one that meets the learning needs of the audience, and is delivered in an engaging and fun way. There is an ongoing process of building both the capacity of participants in the workshops to be 'in the driver's seat' in their own lives, and the peer facilitators have been showing how they can lead change in their own lives as well as inspiring others.

Bright Sparks Energy Champions

QDN's Bright Sparks Energy Champions are a group of 8 peer educators who have come together to co-design workshop content and process to deliver to other people with disability in various locations across South East Queensland. The group have engaged in a process of co-design and delivered a quality product that has influenced the energy habits and energy choices of the participants who have attended the workshops to get better outcomes.



Bright Sparks Energy Champions training day

Getting on the NDIS Grid Peer Leaders

The 14 Peer Leaders on the Getting on the NDIS Grid Project have come together to co-design and co-deliver the varying activities of this project which is focused on engagement with marginalised people with disability who are not connected to the formal disability service system.

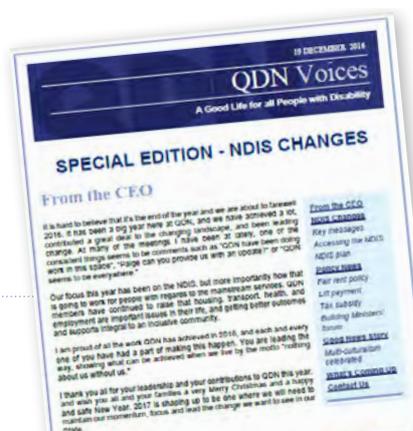
Community of Practice	Activity	Total
Local Support Group convenors	Teleconference	5
	Training and development	2
Ready to go facilitators	Training and development	3
Bright Sparks Energy Champions	Training and development	3
Getting on the NDIS Grid	Training and development	4
TOTAL		17

Building capacity – Peer leaders communication and information

QDN continues to distribute QDN Voices, a bi-monthly publication for members of QDN's Leaders Community of Practices. QDN Voices is an internal communication emailed to 55 people and its primary audience is regional facilitators, group convenors, policy champions, bright sparks, peer facilitators, staff and board members. The purpose of QDN Voices is to share more specific capacity building information.

This publication has the purpose of building the knowledge of emerging leaders about key policy issues, and important messages and content information to support them in their work. It gives members key information when they are taking on the different voluntary roles including giving people information about the NDIS, the changing policy environment, and what is important to people with disability.

Local support group convenors are now also being provided with an increased level of member information to enable them to more actively engage their group members.



Goal 2

To let people know about the lives of people with disability and how to best talk with us

QDN has undertaken a wide range of activities to raise awareness about the lives of people with disability and how to engage with us.

Community and stakeholder education

QDN led and partnership events:

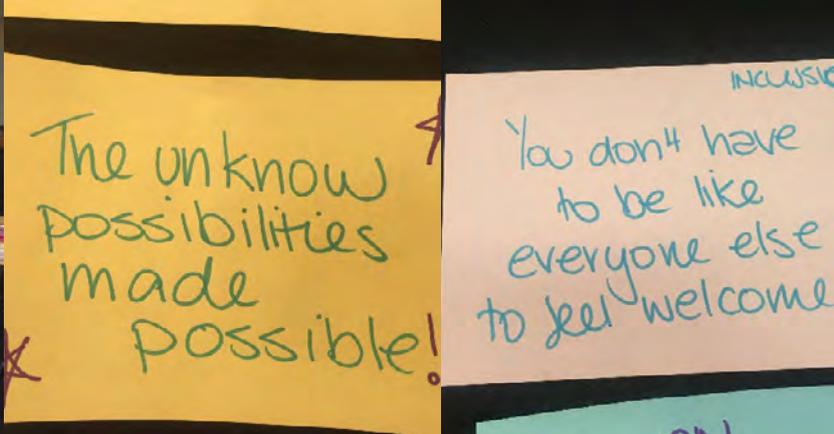
- › Griffith University NDIS Housing Symposia Series – A place to call home, Brisbane, 8 August 2016
- › Roundtable for People with Intellectual Disability, Brisbane, 4 October 2016
- › Labour Enable International Day for People with Disability, Brisbane, 2 December 2016
- › Going for Gold: Accessible, Affordable Housing Now – Position Paper Launch, Brisbane, 28 March 2017
- › Changing Lives, Changing Community in partnership with QCOSS and Townsville City Council, Townsville, 15 and 16 May 2017

Presentations

- › QShelter State Conference, “A place to call home”, Joint presentation with Adrian Pisarski from National Shelter, Cairns and Paige Armstrong, 14 and 15 July 2016.
- › Griffith University NDIS Symposia Series “Housing Champions Panel – What people

with disability want in their housing”, Brisbane, *Housing Champions*, 8 August 2016

- › Workability Forum Toowoomba, “Participant perspective on workforce expectations”, Mackay, Gary Matthews, August 2016.
- › State Queensland Disability Conference 2016 “Leading my own life and driving change in my community”, Matt McCracken, Cairns, 24 August 2016
- › State Queensland Disability Conference 2016 “The many faces of the housing conversation”, Gary Matthews, Cairns, 24 August 2016
- › Queensland’s Digital Divide Conference “Bridging the Digital Divide”, Michelle Moss and Karin Swift, 15 November 2016
- › IIMHL International Leadership Exchange 2017, “Market Place Stall Holder and Presenters”, Sydney, 28 February to 2 March 2017
- › Workability Forum Toowoomba, “Participant perspective on workforce expectations”, Toowoomba, Sharon Boyce, 6 October 2016.
- › Roundtable for People with Intellectual Disability Queensland – Having a voice, Donna Best, Brisbane, 4 October 2016.
- › Cost of Living Expo – Presentation “Bright Sparks”, Sunshine Coast, Peter Tully and Troy Wolski, 23 February 2017
- › “My life” *Changing Lives, Changing Community*, Townsville, QCOSS, QDN and Townsville City Council, Peter Gurr, 15 and 16 May 2017



Changing Lives, Changing Community – Townsville (1) Peter Gurr, (Townsville Local Support Group Convenor) Josh Chudleigh Cowboys player and Tania Hornberg (Charters Towers Local Support Group Convenor).

- › “Power and Passion: Culture Change through Consumer Engagement and Partnerships” Health Consumers Queensland 2017 Annual Forum, Townsville, Peter Gurr, Daniel Flynn and Michelle Moss, 17 May 2017.

Conferences, forums, workshops, and key events attended by QDN

- › QShelter State Conference, Cairns, 14 and 15 July 2016.
- › Griffith University NDIS Housing Symposia Brisbane, 8 August 2016
- › Queensland State Disability Conference – Opportunities in our Backyard, Cairns, Maryborough and Toowoomba, 24 August 2016
- › Tender writing for Government, Brisbane, 1 September 2016
- › QCOSS Conference, Brisbane, 8 September 2016
- › Roundtable for People with Intellectual Disability, Brisbane, 4 October 2016
- › Griffith University NDIS Symposia Series: NDIS and CALD Communities: Aiming high for equitable access, Brisbane, 11 October 2016
- › Health Consumers Roundtable, Brisbane, 11 October 2016
- › Switched on Communities Induction, Brisbane, 13 October 2016
- › Griffith University NDIA Specialist Disability Accommodation workshop, Brisbane, 27 October 2016
- › NDCO Kingaroy Roundtable, Kingaroy, 27 October 2016
- › Queensland’s Digital Divide: Discussion and workshop, Brisbane, 15 November 2016
- › Digital Communication, Brisbane, 16 November 2016
- › QCOSS AGM Breakfast, Brisbane, 30 November 2016
- › Increasing Choice Across Human Services – Current and future impacts for consumers, Brisbane, 30 November 2016
- › Labour Enable International Day People with Disability, Brisbane, 2 December 2016
- › 2016 Annual Cabinet Christmas Reception, Brisbane, 12 December 2016
- › Groundwork workshop, Brisbane, 9 January 2017
- › Graphic Facilitation workshop, Brisbane, 10-11 January 2017
- › Disability Services Consulting – NDIS ILC Workshop, Canberra, 3 February 2017
- › Cost of Living Expo, Sunshine Coast, 23 February 2017



Conferences and Forums: (1) Graphic Harvest State Disability Conference (2) Presentation Digital Divide Forum

- › IIMHL International Leadership Exchange 2017, Sydney, 28 February to 2 March 2017
- › ILC Forum, Brisbane, 2 March 2017
- › ILC Forum, Brisbane, 14 March 2017
- › Queensland Advocacy Incorporated and Griffith University: Human Rights Forum – Walk the Talk: Realising the 2010-2020 National Disability Strategy and our human rights promises, Brisbane, 20 March 2017
- › ADA Australia – Human Rights and Social Justice: Shifting Client Control, Gold Coast 23-24 March 2017
- › TDSA Symposium: NDIS and Transport, Brisbane, 24 March 2017
- › Going for Gold: Accessible, Affordable Housing Now – Position Paper Launch, Brisbane, 28 March 2017
- › Australian Housing and Urban Research Institute: Homelessness and housing solutions, Brisbane, 31 March 2017
- › Changing Lives, Changing Community in partnership with QCOSS and Townsville City Council, Townsville, May 2017
- › Health Consumers Queensland 2017 Annual Forum – Townsville, 18 May 2017
- › Disability Support Organisations Capacity Building Initiative National Meeting, Melbourne, 13 June 2017

Information/Referrals to people with disability

Throughout 2016-2017 QDN continued to provide information and referral support to people with disability, family members and service providers. People have sought information, referral and advice on the following issues:

- › Advocacy/ civil rights
- › Child protection/ custody
- › Disability services/ staff training
- › Discrimination/ Unfair treatment
- › Emergency relief
- › Employment/ voluntary work/ Centrelink issues/ post-school options
- › Equipment
- › Health
- › Housing/ Accessible accommodation/ rental arrears/ Building Code/ homelessness
- › Mental health
- › NDIS/ Support with planning/ Support with appeals/ Over 65
- › Older parent carers
- › QDN projects/ Membership
- › Recreation/ social activities
- › Sexuality and disability/ engaging sex workers/ LGBTI issues
- › Social isolation
- › Transport/ TSS/ Interstate TSS vouchers/ Qld Rail



Launch Fair Rent Policy

Media engagement

QDN has been engaged proactively with the media through the release of four (4) media releases around key policy issues, as well as engagement initiated by media outlets where QDN featured in 10 media articles/interviews to get the perspective and voice of people with disability.

A summary of media engagement activities during this financial year includes:

Media Releases:

- › 23 November 2016 – Fair Rent Policy announced for public housing tenants
- › 9 February 2017 – Stopping preventable deaths of people with disability
- › 28 March 2017 – Action to address the abuse, violence and neglect of people with disability
- › 11 May 2017 – Member Update Federal Budget Update

Summary of media related interviews and comments across newspapers and radio:

- › 15 August 2016 – Maryborough Newspaper Maryborough Community Conversation (Ted Thorburn, Maryborough Local Support Group Convenor)
- › 18 November 2016 – Toowoomba Chronicle Toowoomba Community Conversation (Sharon Boyce, Board Director)

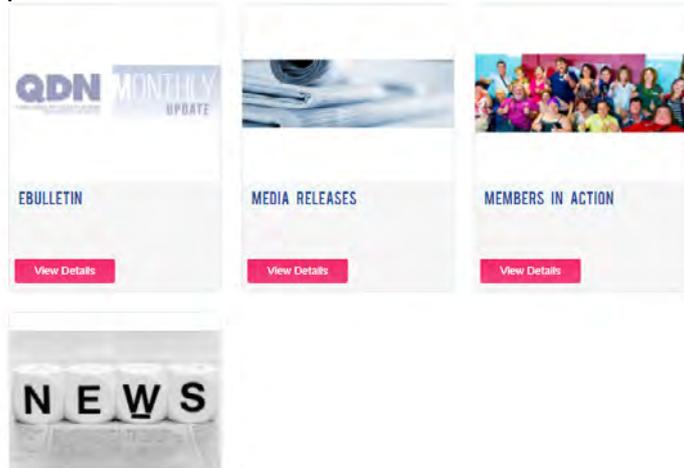
- › 18 November 2016 – Townsville Local Support Groups helping people prepare for NDIS (Peter Gurr, Board Director and Townsville Local Support Group Convenor)
- › 19 November 2016 – Fair Rent Policy Release with Minister Mick DeBrenni (Nigel Webb, Chairperson Board Directors and Paige Armstrong, CEO)
- › 30 November 2016 Ipswich Times – Ipswich Local Support Group article
- › 9 December 2016 – People with disability to get tax cuts, Bribie Weekly (Matt McCracken, QDN Board Director)
- › 19 March 2017 – Deaths in Care Report 1 Year on, Brisbane Times (Paige Armstrong, CEO)
- › 10 May 2017 – Budget Response ABC Radio, (Nigel Webb, Chairperson Board Directors and Paige Armstrong, CEO)
- › 22 May 2017 – Knowing your Neighbour digital story Caboolture, (Matt McCracken, QDN Board Director)



- (1) Launch of NDIS Targeted Strategies – Getting on the NDIS Grid with Assistant Minister Jane Prentice
- (2) QDN promotional materials

Member e-blasts

As well as regular ebulletin communications bi-monthly to members and supporters, QDN pushes out e-blasts to members as critical issues or news arises that is important to people with disability. During 2016-2017, QDN delivered 37 e-blasts to members and supporters about particular issues.



Above: Website tiles

Social Media

QDN continues to grow its social media footprint, and have a QDN and Ready to go project Facebook page. QDN also has a closed Facebook page for members to share information, ideas, and engage in conversations together with what matters most, share tips and views, and interesting articles.

As at 30 June 2017, the **QDN Facebook** page had **845 likes** and the **Ready to go Facebook** page had **776 likes**, and **QDN's Member Facebook page** (Virtual Network) had **396 members**.

National Disability Insurance Agency – Participant videos

The National Disability Insurance Agency (NDIA) produced a series of videos about participant stories. Peter Gurr (QDN Board Director and Townsville Local Support Group Convenor) has a video produced highlighting his story, available on the NDIA website.



(1) QDN promotional materials. (2) QDN Board of Directors

Communications, marketing and media

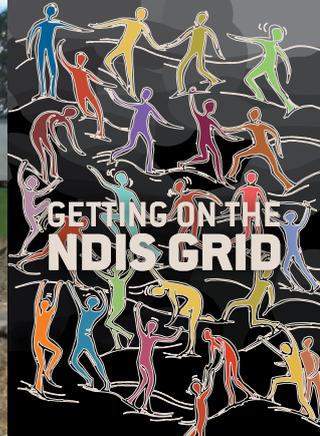
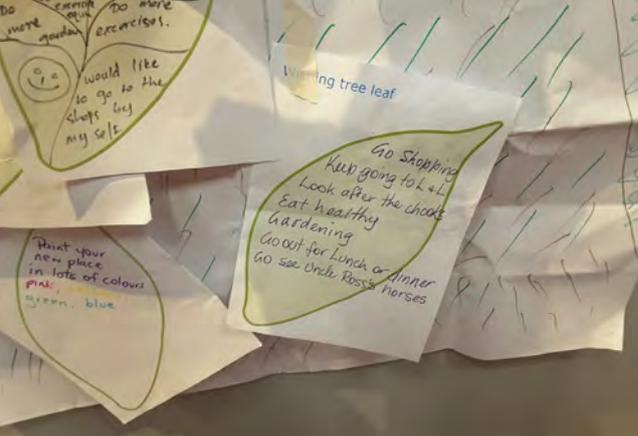
QDN has a strong focus on strengthening our public profile, with a significant increased footprint on social media platforms, our raised profile through physical presence of marketing and branding, our communications, and our branding across our programs. During 2016-2017, we have made enhancements to our website which have resulted in increased traffic, expanded our publications to include a monthly events calendar and grown our members in our virtual network. We have expanded our marketing material range to include QDN membership drive postcards, local support group postcards, balloons, additional banners, 15th anniversary pens, wristbands and stress balls. It has been great to see the visual imagery when QDN members are collectively at events with our new marketing materials.

We have been actively promoting our 15th anniversary since incorporation through weekly reflections on facebook, on email signatures and branded marketing materials.

Local support group convenors have been provided with an increased level of member information to enable them to more actively engage their group members.

A portfolio of professional photographs of all Board members has also been acquired and has improved the professional image we present.





(1) Photo: Wishing tree.(2) Ready to go workshop participants (3) Getting on the NDIS Grid image

Project delivery

Ready to go project – NDIS Participant Readiness

QDN continued to operate the state-wide **Ready to go** project, an NDIS Participant Readiness Initiative funded by the Department of Communities, Child Safety and Disability Services during 2016-2017. The project has now been in operation since 2014 and engaged with a wide range of people with intellectual and learning disability and their family and supporters across the whole state. Over the period of time since the project commenced in 2014 as a pilot, **QDN has delivered a total of 309 activities and a total of 5,972 contacts with participants and their families and supporters.**

The Ready to go project has continued to deliver a quality interactive and accessible workshop for participants, to assist people to commence their journey on the NDIS, learn about how they can get ready and be a leader in their own life, having choice and control around how, when, and where they receive their supports.

The workshops are delivered and led by people with disability.

During 2016-2017, Ready to go delivered:

112 activities across Queensland, to **2,216 participants** including people with disability, and their supporters

NDIS Targeted Strategies: Getting on the NDIS Grid

In December 2016, QDN, along with a consortia of partners QCROSS, Micah Projects, Community Living Association (CLA) and Community Resource Unit (CRU), were successful in applying for funding to assist people to understand about the NDIS who may not otherwise engage with services. The target group is people with disability who currently do not receive disability support services and who are:

- › Transient, in supported accommodation, living in caravan parks and/or experiencing housing challenges
- › Homeless, or at risk of homelessness
- › Exiting the child safety, juvenile justice or criminal justice systems
- › from the LGBTIQ community

14 peer leaders, who were nominated from across the consortia group, were engaged to inform the project work and to co-design the program activities. The project peer leaders have both lived experience of disability and



(1) Co-design workshop with Peer Leaders and Consortia Members (2) Morning Hub – St Peters Wynnum Safe by the Bay Art Project

experience of the life experiences of the target groups.

The initial phase of the project has focused on a co-design process with peer leaders and project consortia to inform the work including engagement with target cohort, stakeholder mapping and networking, resource and activity development and contractor recruitment for specialist skills.

The project has been funded by Department of Social Services in the Queensland context, however has a national focus on taking the learnings from this work to inform future work in other states. QDN and the project consortia are delivering innovative ways to engage with people who are the focus of this project, including street art and visual art, beading, poetry competitions, visual pre-planning activities, photography and the use of Facebook and YouTube for storytelling. These methodologies are designed to help people know how the NDIS could support their life and how to access the scheme. The project is also focusing on providing information to the services that naturally engage with the target group such as tenancy managers, caretakers, neighborhood Centre staff and volunteers, legal Centre staff, street van services and church services.

The project will run activities in the Gold Coast, Logan and Redlands, Brisbane, Moreton Bay, Sunshine Coast, Fraser Coast and Burnett regions throughout 2017-18.

Bright Sparks Project



In 2016-17, QDN was successful in obtaining funding through the Switched On Communities Grants Program, to help people with disability gain a better understanding of the electricity market in South East Queensland. We were pleased to receive this funding given our membership has concerns over the rising cost of electricity and the complex market making it difficult to make good choices as a consumer.

QDN's project, called Bright Sparks, engaged with 8 Energy Champions from the membership who co-designed the resources, workshop format, key processes used and also facilitate the project based on their lived experiences as energy consumers with disability.

The project was able to directly engage with **801 people with disability** who participated in **38 co-facilitated activities**. A further **5829 people engaged with the resources developed by the team**.

The project also produced a digital story to inspire others to become energy literate and learn how to make positive choices about their energy use and energy providers.



Participants at Sunshine Coast Bright Sparks Workshop

Key Outcomes reported by workshop participants:

91% of attendees are likely to change bill reading habits

90% of attendees are likely to change energy consumption habits

78% of attendees likely to enquire about concessions and rebates

43% of attendees will look to switch plans or providers

95% of attendees feel more empowered overall about electricity

99% of attendees will tell others about what they learnt during Bright Sparks

QDN will be seeking funding opportunities in 2017-18 to continue to support people with disability in the energy sector.

QDN would like to thank AGL, the Department of Energy and Water Supply and QCOSS for their role in providing the Switched On Communities Grants. We would also like to acknowledge the 8 Energy Champions who contributed to the success of the project: David Swift, Donna Best, Geoff Cooper, Josey McMahon, Meriel Stanger, Peter Tully, Rebecca Bellis & Sharon Boyce.

QDN Consultancy – QDeNgage

Network Leaders Development Program – Uniting Care Communities

QDN was engaged by Uniting Care Communities (UCC) to undertake a leadership development program with people with intellectual and learning disability supported by UCC Disability Services in May 2016 in the Brisbane region. As a follow on from this work UCC engaged QDN to provide another leadership development program to a second

People who attended the workshops could save on average about \$200/year. This means over \$160 000 can be saved from the electricity bills of people with disability in South East Queensland, a wonderful result for the hard work of the team. One workshop attendee said:

“thank you so much for the information provided today, I feel like I can breathe again now I know how to get support and the pathway to getting out of electricity debt”.

group of people living in the Ipswich and Toowoomba regions. This program was delivered in February – April 2017, and QDN worked with 12 participants over 8 days to support their learning and development as peer leaders within their organisation, and their communities to help other people with disability learn about the NDIS.

It was great that the first group of Network Leaders were able to be part of the program as Peer Mentors and have been a positive influence for the new Network Leaders on the learning journey to helping others get ready for the NDIS.

Engagement Forum with People with Disability – University of Sunshine Coast

The University of Sunshine Coast (USC) contracted QDN to host a consultation/workshop to engage with a group of people with disability from the Sunshine Coast community to explore USC's role, leadership and support to people with disability, the sector and the community in this stage of transition to the NDIS.

A two hour consultation was held on Monday 6 March 2017 at the University of Sunshine Coast. The consultation was attended by 29 people with disability and their supporters, representing a diverse range of disability including physical, intellectual, cognitive, and sensory disability. Consultation participants were from a wide geographic representation of the Sunshine Coast area ranging from Caloundra through to Noosa and inland. Don Maconachie, Director of the Office of the Vice-Chancellor, welcomed participants and gave an overview at the start of the consultation. The forum provided feedback from the perspective of people with disability about the key issues for the Sunshine Coast to enable the successful implementation of the NDIS and social and economic participation for people with disability.

PARTICIPANT QUOTE

“Thanks so much for the invitation to the consultation at USC yesterday. Really glad I went, it was so insightful and I felt I was heard and my voice made a difference. Thoroughly enjoyed myself. Usually I would feel very awkward as well as self-conscious about my speech impairment and I don't enjoy speaking, however it felt to me as if I knew everyone for years. I felt so comfortable, relaxed and inspired to share my thoughts with everyone.”

Speakers Bureau – Workability Forums across Queensland “The Participant's Perspective”

Through QDeNgage, QDN is pleased to provide a range of services including speakers for key events. Workability, a joint project by QCOSS, National Disability Services (NDS), Health and Workforce Council, and Community Services Industry Alliance (CSIA) engaged QDN to provide speakers at Workability Forums in various locations across the state, to provide a perspective by people with disability to workshop participants about what is important to people with disability in delivering the workforce needed as we move to the NDIS.

Goal 3

To influence governments and others to bring about full and equal participation and citizenship



Housing Minister Mick DeBrenni with QDN Chairperson Nigel Webb and CEO Paige Armstrong

QDN continues to influence across Local, State and Commonwealth levels of Government through its activities of systemic policy and advocacy to ensure the voice of people with disability is represented and heard.

2016-2017 has continued to be a significant year in policy reforms affecting people with disability. QDN's members, supporters and allies have played a critical role in informing our systemic policy work, and providing grass roots information to inform decision makers about the direct impacts in the day to day lives of people with disability of these significant policy decisions.

During 2015-2016, QDN made contributions at

21 policy consultations/forums and
Submitted 8 policy submissions.

QDN also engaged with members of parliament, departmental representatives and key decision makers about issues important to our members and the lives of people with disability.

Engagement with Government

State Elections

QDN has started engaging with members through the 2017 member survey to seek feedback about the key priority issues in the lead up to a Queensland State election in the next 12 months.

Engagement with members of Parliament

QDN has met members from major parties (the Liberal National Party, The Australian Labor Party Queensland) including Hon. Sterling Hinchcliffe Minister for Transport, Premier the Hon Anastacia Palaszczuk, the Hon Coralee O'Rourke Minister for Disability, the Hon Mick De Brenni Minister for Housing, and Ms Ros Bates, Shadow Minister for Disability. At the Commonwealth level, QDN has met with Assistant Minister for Social Services, Jane Prentice on a number of occasions.

These meetings have provided QDN with the opportunity to raise the issues brought forward by members, and ensure that the voice of people with disability is heard within Governments.



(1) Getting on the NDIS Grid expo (1) QDN Members out and about. (3) QDN Housing Policy Champions

Peak Body Collaboration

QDN has continued to engage with the Queensland peak organisations strategic futures group to work collaboratively around key issues, projects and collectively influence Government around key priorities during 2016-2017.



GRIFFITH UNIVERSITY NDIS SYMPOSIA SERIES
Housing for people with disability: Let's take action

Policy leadership by and for people with disability

QDN believes that it is essential that people with disability are leading the policy changes and reforms that affect them in their lives. Good governance is derived from having all parts of the system involved in planning, designing, delivering and evaluating policy and services. As part of its work this year, QDN has focused on developing policy leadership from our membership in the area of housing.

Housing policy champions

QDN's Housing Policy Champions are a group of people with disability with a key interest in achieving better housing outcomes for people with disability, and a strong collective knowledge base about issues and solutions for housing by people with varied and wide lived experiences. The Housing Policy Champions have continued to progress the work in the area of housing during 2016-2017 and have undertaken a broad range of activities to shape the agenda and influence solutions into the future.

Advance Queensland Community Digital Champions

As part of Queensland Government's Advance Queensland initiative, the Advance Queensland Community Digital Champions program aims to encourage Queenslanders to explore and enjoy the benefits of the digital age – through the stories and activities of inspirational champions.

Geoff Cooper (Brisbane Local Support Group Convenor and Bright Sparks Energy Champion) and Nigel Webb (Chairperson QDN Board of Directors and Convenor QDN Facebook closed page) are QDN's two community digital champions as part of the 2017 round.

Digital literacy and digital access are critical issues for people with disability and this project is bringing awareness to people about the need for increasing people's knowledge and skills of the digital world.



(1) Housing Position Paper Launch. (2 and 3) Position Paper cover and Digital Story Cover.

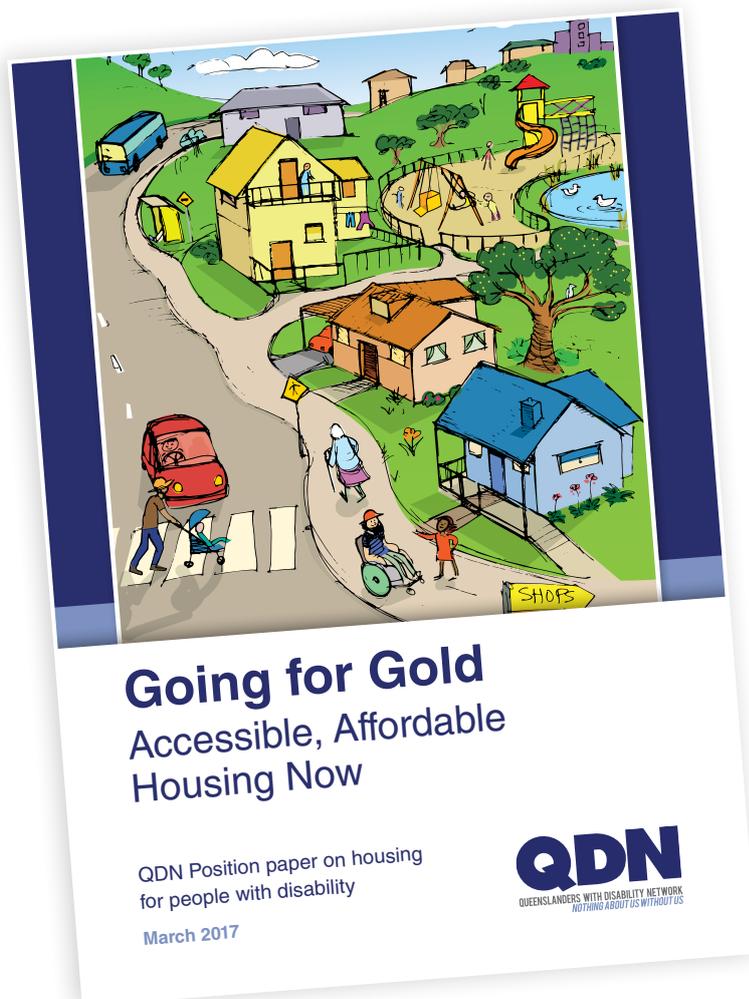
Housing systemic policy engagement and projects

Going for Gold: Accessible, Affordable Housing Now

QDN members have identified housing as the number one challenge facing people with disability across the state, and over the past 18 months, QDN has undertaken a range of important work to generate solutions to deliver accessible, affordable, safe, well located housing for people with disability in communities across Queensland.

Significant focus is occurring at both state and commonwealth levels on achieving affordable housing. QDN has advocated for this to also be accessible, and has delivered two key policy positions from the voice and perspective of people with disability. This includes the Paper “Going for Gold” and the five digital stories, by QDN members about their experiences in having a place to call home.

The paper and digital stories were launched on 28 March 2017 at Riverside Reception Rooms, with over 50 people attending.



Policy Submissions

QDN has undertaken a wide range of consultations with members to inform our policy and big picture policy work during this financial year.

QDN continues to speak with an informed and considered voice. We have undertaken a wide range of consultations to ensure our policy submissions are informed by members' lived experience.

Members have been consulted by email, post, interviews both in person and by phone, survey, at focus groups and at regular group meetings. QDN has also regularly consulted with Regional Facilitators, Local Support Group Convenors, Housing Policy Champions.

Additionally, QDN collaborated with key sector organisations aligned with QDN's values, within the disability sector in Queensland, to inform the development of QDN's work.

National Disability Insurance Scheme

Consultations, committees and presentations

- › Ministerial Advisory Group member: QTAG – Queensland Transition Advisory Group, National Disability Insurance Scheme (NDIS)
- › Department of Communities, Child Safety and Disability Services – Participant Readiness Initiative organisational planning group
- › Department of Communities, Child Safety and Disability Services Partnership forum member
- › Queensland NDIS Workforce Strategy Advisory Group – Workability Strategy
- › Participant Readiness Providers - Director General Department of Communities, Child Safety, and Disability Services
- › Queensland Audit Office, NDIS Review

- › Roundtable hosted by Ms Ros Bates, MP, Shadow Minister for Disability

Submissions

- › Written submission to National Disability Insurance Scheme Quality and Safeguarding Framework

Employment

Consultations, committees and presentations

- › Disability Employment Services Consultation

Submissions

- › National Disability Employment Services, Department of Social Services (DSS)

Housing

Consultations, committees and presentations

- › Australian Network for Universal Housing Design (ANUHD)
- › Queensland Action for Universal Housing Design
- › Liveable Housing Working Group Member
- › Queensland Building Plan consultation Department of Housing and Public Works, Caboolture
- › Member Ministerial Housing Council

Papers

- › Going for Gold: Accessible, Affordable Housing Now: QDN's Housing Paper
- › Going for Gold: 5 Digital Stories by people with disability

Submissions

- › Queensland Building Plan, Department of Housing and Public Works

Health

Consultations, committees and presentations

- › Metro South Hospital and Health Disability Advisory Committee
- › Metro South Hospital and Health Service Disability Action Plan
- › Metro North Hospital and Health Service Community Board Advisory Group
- › Metro North Hospital and Health Service Health Service Plan consultation
- › Queensland Health Strategic Policy Unit meeting – health needs of people with intellectual and learning disability
- › QDN Member – Consumer Representative Barrett Centre Recommendation #6 Reference Group

Transport and accessibility

Consultations, committees and presentations

- › Queensland Rail DDA Advisory Group
- › Transport and Main Roads Access Reference Group
- › Public Transport Focus Group
- › Bus Stop DDA Compliance Consultation
- › Opportunities for Personalised Transport (OPT) Review Taskforce Panel
- › The Whole Journey: A Guide for Thinking Beyond Compliance to create accessible public transport journeys
- › Queensland Rail Assisted Boarding Member delegation with Queensland Rail
- › Preview of Industrial Design Consultation – Wheelchair

Submissions

- › Response to Opportunities for Personalised Transport Review Green Paper

- › The Whole Journey: A Guide for Thinking Beyond Compliance to create accessible public transport journeys
- › Response to the Draft Technical Specifications for Motorised Wheelchairs and Scooters

Advocacy and human rights

Consultations, committees and presentations

- › Hosted four focus groups in Caboolture, Logan, Gold Coast and Townsville to inform Queensland Government's review (which People with Disability Australia awarded contract to deliver) to address the impact of family and domestic violence on people with disability in Queensland.
- › Advisory Group Member, Review to Address the Impact of Domestic and Family Violence on People with Disability Queensland Government project delivered by People with Disability Australia
- › Hosted 10 focus groups in January – February 2017 to inform Queensland Government's State Disability Plan Consultation "Towards an all abilities Queensland". QDN consulted with over 110 members in Brisbane, Logan, Sunshine Coast, Toowoomba, Sunnybank, North Lakes, Gold Coast, Townsville and Maryborough. QDN was pleased to collaborate with staff from the Department of Communities who were able to attend most of our community meetings to hear first-hand our members' views on all five priority areas from the plan.

Submissions

- › Response to Disability Discrimination Commission, "Shaping our Future: Discussions on Disability Rights"
- › Response to Queensland Government's State Disability Plan Consultation "Towards an all Abilities Queensland"

Goal 4

Grow an effective sustainable and accountable organisation that reflects our values, vision and mission



QDN 2016-2017 Board of Directors

QDN's Board of Directors and staff's dedication and focus during 2016-2017 to deliver an effective, sustainable and accountable organisation true to the values, vision and mission of the organisation has continued.

QDN as an organisation started over 15 years ago with a group of committed people, passionate about ensuring that the voice of people with disability is part of the conversation, and contributes and influences decision making both within community and within Governments. As the organisation moves into its 15th year celebration of incorporation, QDN acknowledges the work and contribution of previous committees, board, staff and members that have strived to ensure that it really is 'nothing about us without us.'

During 2016-2017, QDN's Board of Directors have undertaken the role of corporate governance with rigor and commitment, contributing each of their skills and expertise to position QDN now and into the future.

Board of Directors Business Planning

Building on the work undertaken by the Board of Directors during 2015-2016, business planning has continued to be a key focus of the work of the Board during this financial year. The Directors have approved a business plan and structure for the organisation going forward, which focuses on QDN's strengths as an organisation, and prioritises the key activities and areas that the organisation sees as critical areas to continue. On the 10th of December 2015, the QDN Board of Directors met to review QDN's strategy and begin the process to identify the core elements and strategic direction of the organisation over the next 1 to 2 years.



Photo: Board Directors Planning Day

Quality Management System

QDN operates under ISO9001:2008 and ensures that quality practices are part of the work and day to day operations of the organisation.

QDN underwent re-certification against the ISO Framework in May 2017, and again was successful and received a positive report. We will be moving to ISO:2015 this following year and undertaking a process of transition to the new framework in preparation for a full audit in 2018.

Board development

QDN's Board of Directors met regularly during the year to make decisions on strategic direction, governance, staffing and financial matters.

The Board of Directors have worked alongside staff to develop strong plans for the future of QDN.

Name	Position	Location	Board member since
Nigel Webb	Chairperson	Brisbane	2009
Philia Polites	Vice Chairperson	Brisbane	2015
Peter Gurr	Board Director	North Qld	2015
Grahame Robertson	Board Director	Brisbane	2015
Sharon Boyce	Board Director	South West Qld	2013
Matt McCracken	Board Director	Caboolture	2014
John McPherson	Board Director	Brisbane	2002
Colleen Papadopoulos	Company Secretary	Brisbane	2015

Staff recruitment and retention

QDN had a stable team of staff members during this financial year with some changes with project staff during 2016-2017. QDN's staff team have worked collaboratively to deliver on a wide range of outcomes, and deliver on our achievements reported on in this document.

QDN farewelled a number of staff during 2016-2017 including Lynda Alsop and Cindy Hannam, and we welcomed and farewelled Joanne Galvin, Damien Jones, Catherine Goodall and Melody Edwardson who were undertaking short term contract work for QDN. All staff have contributed greatly to the outcomes that QDN has achieved, and we take this opportunity to thank them for their hard work, efforts and role in delivering on QDN's outcomes during this year.

We also welcomed new staff during the year including Sharyn McManus, Mark McKeon, Sharon Turner, Paul Gabbert, and Julie Van Oosten, and thank you for being part of the team and the work we are undertaking.

Staff		Status
Chief Executive Officer	Paige Armstrong	Current
Business Development Manager	Michelle Moss	Current
Project Support Officer	Margaret Micale	Current
Project Officer (Networks)	Karin Swift	Current
Project Officer (Local Support Groups)	Olivia Spadina	Current
Marketing and Comms Officer	Sharyn McManus	Current
Project Officer (<i>Ready to go</i>)	Lynda Alsop	To February 2017
Acting Projects Manager	Damien Jones	Nov-Dec 2016
Acting Projects Manager	Melody Edwardson	Jan-June 2017
Projects Lead	Catherine Goodall	To March 2017
Project Officer	Denise Sands	Current
Project Officer/Projects Lead	Troy Wolski	Current
Financial Administration Officer	Joanne Galvin	To February 2017
Administration support	Cynthia Hannam	To March 2017
Project Officer	Paul Gabbert	Current
Project Officer	Julie Van Oosten	Current
Finance and Admin Coordinator	Mark McKeon	Current
Administration and finance support	Sharon Turner	Current

Consultants/contractors

A number of consultants worked alongside QDN staff during 2016-2017 and we thank them for their valuable contribution in assisting QDN with our work. Thank you to Jen Barrkman, Elissa Farrow, Peter Tully, Maree Fairbanks, Rebecca McElroy and Clare Locke (Clocke Design) for your dedication and commitment to QDN, our members and producing quality work.

Part 3: Financial overview

Income

QDN's total income for the 2016-2017 financial year was \$1,413,520. This was primarily comprised of:

\$ 393,769	QDN core business
\$ 420,000	<i>Ready to go</i> project
\$ 164,167	Disability Support Organisation
\$ 90,000	Bright Sparks project
\$112,250	Other income

Expenditure

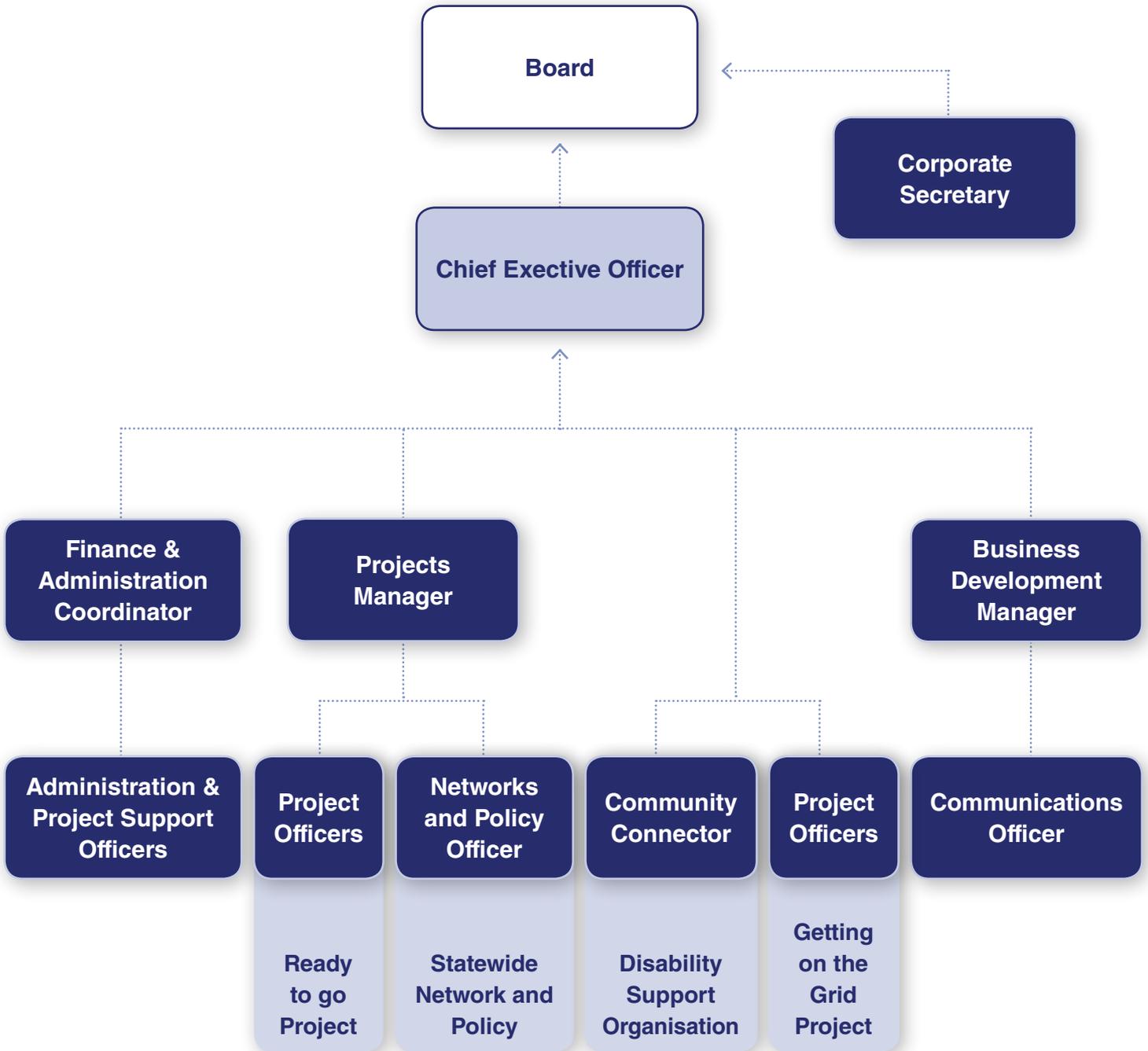
QDN's total expenditure for the 2016-2017 financial year was \$1,505,716

Deficit

QDN incurred an operating deficit of \$92,196 for the 2016/17 financial year, principally as a result of QDN's investment in business development activities and funding from Disability Support Organisation (DSO) grant that was carried forward from previous year.

Part 4: Appendix

Organisational structure 2016-2017





Vision People with disability are active and valued citizens



Leadership

- > 4 leadership development events for QDN members
- > 22 Housing champions who have co-designed and shaped QDN's Housing Position Paper "Going for Gold: Accessible, affordable housing now" and key recommendations
- > 15 Peer Facilitators for the NDIS Participant Readiness Project – Ready to go
- > 8 Energy Champions for the Bright Sparks Project
- > Two QDN members appointed as Advance Queensland Community Digital Champions
- > 14 Peer leaders for the Getting on the NDIS Grid project
- > 18 new Local Support Group facilitators

Policy Contributions

- > 21 policy consultations and forums
- > Submitted 8 policy submissions



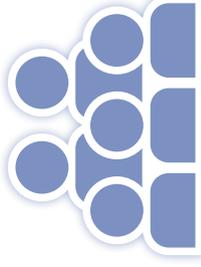
Information and Communication

- > 7 E-Bulletins
- > 6 QDN Voices
- > 12 QDN events calendars
- > 37 e-blasts
- > 45,948 visitors to QDN website
- > Increase of 53% in visitors to our website
- > Website pages visited per site visit increased by 67%



Membership

- > 842 Ordinary members
- > 523 Supporters
- > 36 Corporate members



Community and Stakeholder Education

- > 9 stalls holding QDN promotional materials
- > 5 QDN lead and partnership events
- > 12 presentations by QDN at forums, conferences
- > 32 key events attended by QDN
- > Information and referral support provided across 17 issues



Governance and Operations

- > Board governance and renewal strategic planning
- > Quality Management system recertification
- > Privacy Act compliance



ATSIDNQ

- > 607 members
- > 9 yarning circles
- > Engagement with an estimated 7,000 people



ATSIDNQ
Aboriginal & Torres Strait Islander
Disability Network of Queensland

Local Support Groups



- > 14 new Local Support Groups established
- > 2278 members across all groups
- > 174 face to face meetings held
- > Ongoing developmental support to existing groups



NDIS Targeted strategies

- > 14 Peer leaders engaged
- > 15 Staff/volunteer interagency trainings engaging with 187 staff
- > 8 Events for potential NDIS engaging with 202



Statewide Member Network

- > 11 events members supported to attend
- > 5 stalls at Expos



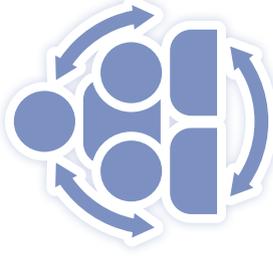
Social Media

- > 845 likes on QDN facebook page
- > 776 likes Ready to go facebook page
- > QDN's Member Facebook page (Virtual Network) had 396 members



Peers leaders - Communities of Practice

- > Regional facilitators, Ready to go Peer Facilitators, Local Support Group convenors
- > 12 state wide tele-conferences
- > 17 meetings to build skills, learning and capacity
- > 6 QDN Voices published



Rural and remote

- > Engagement with 241 community, disability and government organisations
- > Capacity building and NDIS info sessions in 17 rural and remote communities
- > 221 participants



QDN Consultancy - QDeNgage

- > QDN worked with 12 participants over 8 days to support learning and development
- > Consultation with University of Sunshine Coast
- > QDN speakers at a range of key events

Ready to go NDIS Participant Readiness

- > 112 activities across Queensland
- > 2,216 participants including people with disability, and their supporters



Bright Sparks

- > Engaged with 801 people with disability
- > 38 co-facilitated activities
- > 5829 people engaged with the resources developed by the team



Nothing about us without us

QDN

QUEENSLANDERS WITH DISABILITY NETWORK
NOTHING ABOUT US WITHOUT US

Queenslanders with Disability Network is an organisation by and for people with disability.

**NOTHING
ABOUT US
WITHOUT US**

 3252 8566 or 1300 363 783

 www.qdn.org.au

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