

Changing Lives, Changing Communities Brisbane



28 & 29 NOVEMBER 2018

The Gabba

BRISBANE

About Changing Lives, Changing Communities



Changing Lives, Changing Communities are 13, two-day events across Queensland, creating new ways for people – citizens, community organisations, private sector and government representatives – to come together, envision and ask “what will it take to create communities where everyone contributes, matters and belongs?”

Changing Lives, Changing Communities is about bringing together all parts of the community to co-create solutions to ensure everyone is included in their community, and can access what they need; like a place to call home, good health, transport, education, and meaningful employment.

This document brings together the highlights of the two days in Brisbane in November 2018. This event, along with five other Changing Lives, Changing Communities events, is funded through Information, Linkages and Capacity Building (ILC) National Readiness Grants – National Disability Insurance Agency (NDIA) – a partnership between QDN, QCOSS and ADCQ.

Check-in: What inspired you to be here?



To be part of the conversation and action to make Brisbane a better place to live for everyone.

To experience participatory practice in action.
To better understand and to listen.
To enjoy.

Passionate community person, be involved and share and be a part of change.

To hear people's ideas about how we affect change.
To hear from a variety of people about their experiences.

I want to be as educated and exposed to ideas as I can be, to be an effective, knowledgeable professional who makes a difference.

I am interested to learn more about the challenges faced by communities in relation to inclusion and how I can contribute to solutions.

To meet my peers in the sector and network to discover best practice and make connections to better serve our community.

I want to make a contribution to changing lives and communities in a positive way that puts people at the centre of the discussion and the decisions affecting their lives.

Acknowledgement of Country



Willie Prince

Founding member of Aboriginal and Torres Strait Islander Disability Network Queensland

Proud Kalakdoon descendant and Wakka Wakka man, Willie Prince acknowledged the traditional custodians of the land on which we met. He thanked and acknowledged those who founded the Disability movement and those who had the courage to speak up and out loud.



A Human Rights Act for Queensland

Scott McDougall

Queensland Anti-Discrimination Commissioner

Queensland Anti-Discrimination Commissioner, Scott McDougall is looking forward to continuing the conversation and engagement on the Human Rights Act for Queensland. The Human Rights Bill, which has been tabled in Queensland Parliament, encompasses 23 rights which are protected, including the right to education and the right to access health without discrimination. While Scott admits the Act won't be a silver bullet for every situation, he says it has enormous potential for dramatic improvements in lots of areas that anti-discrimination laws don't cover.

The Brisbane context



Setting the Scene



Paige Armstrong

Chief Executive Officer, Queenslanders with Disability Network (QDN)

Paige said that many Queenslanders with disability would dearly love to be more socially and economically involved in their community. The NDIS provides an opportunity to enable more accessible communities so people with disability can get out and about, participate and step-up. Paige is committed to making cultural change, bringing people together to have the conversations about what needs to happen. She would love to see the ideas generated by people in the room at Changing Lives, Changing Communities come to life.



Mark Henley

Chief Executive Officer, QCOSS

Mark said we need to challenge attitudes in the community, to go beyond the political and media rhetoric and change the conversations to be more inspiring. Changing Lives, Changing Communities is about hearing peoples' stories and giving everyone a voice. It's important that we do this work together to build on relationships and strengths in the community and leverage every platform to shift attitudes. Mark challenged participants not to limit their aspirations for the conversations we would have over the two days: "The more aspirational, the better".

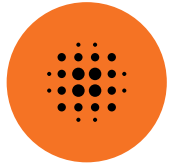


Jennifer Albright

National Disability Insurance Agency (NDIA)

Jennifer explained that the NDIS is not a program, it's a source of funding with the aim of increasing people's independence and participation in the community and workforce. It's up to everyone to take accountability to achieve a more inclusive community – people with disability, their families, other community members and all levels of government. It's important that we have the ground up conversations with one another to start informing how we achieve this.

The Brisbane context



Panel



Greg Goebel

Chair, Inclusive Brisbane Board

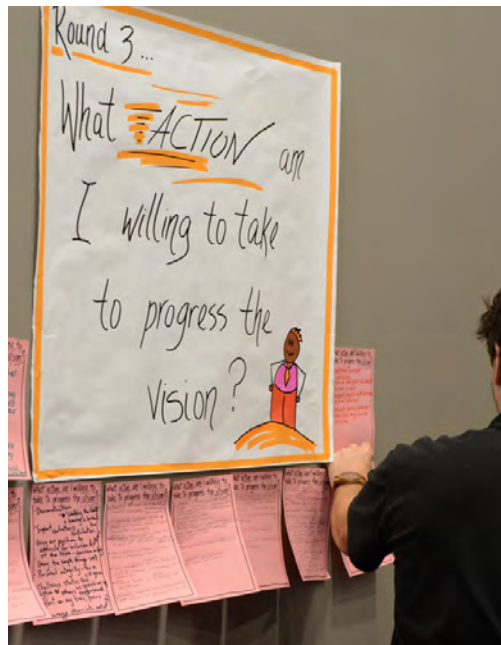
The role of Brisbane City Council's Inclusive Brisbane Board is to provide feedback and advice on policy matters with reference to issues concerning inclusion, to share information and generate ideas. Greg said if Brisbane doesn't have connectedness the city doesn't work. There is a huge advantage in making infrastructure and housing design accessible. Allowing better access means better communication, inclusion and everyone can contribute in the economy.



Nance Haxton

The Wandering Journo

Walkley Award winner Nance Haxton has a passion for giving people who don't have access to the media a voice. Through Project Open Doors, an initiative of Griffith University's Journalism Program, Nance teaches students to change the way people living with disabilities, their families, carers and support workers are represented in the media. Nance encouraged Changing Lives, Changing Communities participants to be proactive and not be afraid of approaching journalists as people really want to hear your stories. She said the best way to make policy reform more 'sexy' is to use case studies and put a face to the issue.



Sense-making



After the panel session, participants were asked to reflect on what they had heard. What do the stories from the panel tell us so far? And what do we need to focus on? Here are some of your responses:

Be confident
and
assertive

Recognise
that everyone
has a story

Collaborative
culture, rather
than
individualism

Hearing people's
voices is
important

There is more to be
done, but we need
to acknowledge
what is working

Making the world
more inclusive for
people with a
disability makes it
more inclusive for
everyone

Keep
advocating -
can't let guard
down

Inclusion

Action

Walk the
talk

Collaboration
with other
stakeholders

Organisations
need to band
together to
represent issues

Diversity

Social
equity

Stories of inclusion



Story tellers



Mathew Townsend

Social entrepreneur, public speaker, advocate and environmentalist, Mathew Townsend is passionate about creating space for everyone from all walks of life to experience social inclusion and connection. His focus has been on co-designing programs and projects for young people looking for meaningful ways to contribute to the environment and inclusive communities.

Mathew founded not for profit social enterprise Nature Freedom to inspire, connect and empower young people with disabilities and/or mental health to access, participate and lead with the environment. The project emphasises personal and professional development through self-discovery, adventures and environmental action.



Santiago Velasquez

When Santiago Velasquez was younger his parents told him “The only thing you cannot do is see” and this is what has made him who he is. He says, “I am disabled not because of my lack of sight or lack of other abilities, but because the world around me, who says they are abled, says I’m disabled.”

Through his Engineering degree at Queensland University of Technology, Santiago is working on developing technology to improve access – especially for people who can’t see. One of his projects currently in development is an electronic system to hail buses.

He argues that we need to be our own advocates, “Nobody is going to knock on your door and say ‘What would you like?’ If something doesn’t work for you, you have to speak up.”

Stories of inclusion



Story tellers



Rebecca Murphy

Rebecca Murphy is a parent and fervent advocate for inclusive education. She said while her son Rohan has 'GB Syndrome' – Gorgeous Boy Syndrome – other well-meaning professionals tend to see him as a mix of other labels, such as 18Q deletion syndrome, autism, complex communication needs, but this is not who Rohan is. After his experience in a special education unit where he was segregated from his peers, Rohan is now thriving in mainstream education and achieving good results, including A's in Maths and English, and has developed long-lasting friendships.

As parents, Rebecca and her husband Travis have had to be very strong advocates to ensure Rohan has the same educational opportunities as his sister. Being a part of parent advocacy organisations has been pivotal in maintaining their vision for Rohan when presented with sometimes endless hurdles. Supporting other families through peer support networks, presenting at conferences, workshops and forums has helped Rebecca develop the advocacy and leadership skills needed to sustain the sometimes rocky path for an inclusive education for Rohan.

Rebecca finished by asking, without having an opportunity for an inclusive education, would we ever have experienced Rohan's insights? Rohan says he will do great things with his life, but without an inclusive education this would not be possible. His goal is to be a lawyer so he can represent people with a disability, to have a red Ferrari, and a good-looking wife.



Brotherhood of the Wordless

The Brotherhood of the Wordless is a group of writers with complex communication needs who use facilitated communication to get their voice heard. Members of the group presented some of their work.

Recipe for inclusion



While storytellers were sharing their experiences, we asked participants to listen to the ingredients for inclusion. This is what they heard.



Recipe

1. Advocacy
2. Co-design
3. Communication
4. Education
5. Equality
6. Opportunity
7. Passion
8. Perseverance
9. Respect
10. Tolerance

World Cafe



What will it take to create a community where everyone contributes, matters and belongs?



World Cafe



What are the elements
already happening
here?

Language
Collaboration
Culture
NDIS
Inclusivity
Access
Awareness
Events
Media
Connection



What action am I willing to
take to progress the
vision?



Appreciative inquiry



Making social change requires courage. We asked participants to share when they had to be courageous to create change. We asked what was inspiring/important and what helped it to happen? These are some of their stories.

What was inspiring/important?

- Having courage to step up and back your own beliefs
- Working collectively to achieve a specific goal

What helped it to happen?

- Being genuinely inclusive
- Extending opportunities through enhancing accessibility
- Trust in relationships

What was inspiring/important?

- Delivery of the story was authentic and genuine
- It was powerful and impactful for others

What helped it to happen?

- Courage
- Belief

What was inspiring/important?

- Commitment to make change and overcome challenges
 - Taking risks
 - Focus on people

What helped it to happen?

- Tenacity and perseverance
 - Being bold
 - Connection to others

What was inspiring/important?

- Putting it all on the line and not giving up
- Changing the life of others

What helped it to happen?

- Following your own intuition
- Didn't leave any stone unturned
- Having empathy and a good team

What was inspiring/important?

- Passion for the people and the community
- Can't sit back and see something that needs to change

What helped it to happen?

- Connecting the dots
- Bringing people together
- Getting buy-in



Open Space

Ideas to actions.....

Project 1



Host idea

Peer advocacy group for
'substitute decision makers'



✓ What do we know works...

- More people together create more awareness
- Informal supports are informative

What could this idea become...

- Workshop on decision making
- Proactive education
- Resource – building knowledge
- Conversation with new workforce, education for service providers
- QA – awareness raising, culture shifts

Who do we need to partner with...

- Existing advocacy groups – QAI, SUFY, Young Carers, CPL, Multicap
- National Disability Practitioners
- ILC funding
- Training organisations
- Qld Law
- Griffith University, Latrobe University
- Health – OT, PT, MD teams
- Training organisations

What are the risks and challenges...

- Scalability
- Culture change for families, communities

Project 1



What do we need to learn by doing?...

- Who are the key influencers/leaders?
- How to market the concept
- Clarify vision – case studies, story-telling
- Measure of personal affect
- What are impacts?

How do we make sure everyone is included?...

All media channels
Social media

What are our
next wise steps...

Group meeting to consider options

Open Space

Ideas to actions....



Project 2



Host idea

What needs to change so that health services provide inclusive and appropriate care?

What do we know works...

- Culture, language and access to information
- Get curious – asking about people's needs and tailoring care
- Care coordination and e-health
- Appointment burden coordinating appointments with multiple clinicians
- Consumer feedback and voicing needs
- Education and empowering consumers

Who do we need to partner with...

- Consumer advocates – QDN, people with disability, carers and families, HCQ
- Primary care – PHNs
- Professional peak bodies
- HHS – MSH, MNH
- Training – universities
- Political links for funding
- QCOSS

What could this idea become...

Training for health workers about the needs and preferences of people with disability, involving people with disability in the delivery

What are the risks and challenges...

- Not valuing (and paying for) lived experience
- Stereotyping and not recognising diversity
- Patronising and valorising
- Risk is OK – as individuals
- Reflecting diversity
- Risk of not doing it or not getting interest
- Time poor

Vision

Project 2



What do we need to learn by doing?...

- Appetite and interest and uptake
- Best delivery methods – face to face, technology, mentoring
- Case studies by disability, or by key needs
- Curious questions from both perspective of a consumer and health workers
- What are health workers' interests?

How do we make sure everyone is included?...

- Video, electronic media
- Accessible information
- Involving lots of people on steering groups and consultation
- Actively involving subgroups – young, old, LGBTIQ, CALD, Indigenous
 - Ancillary health – pharmacy, diagnostics, ambos
- Hospital staff – clinical and non-clinical, volunteers
 - Student reps
 - Police

What are our next wise steps...

- Formally ask organisations if they are interested
- Crowdfunding to pay speakers

Open Space

Ideas to actions.....



Project 3



Host idea

A million motivated marchers!
(Dis)ability awareness
spectacular

What do we know works...

- Inspired by Mardi Gras, Invictus Games, Para-Olympics
- Attracting a celebrity, ambassadors
- Personalise the campaign to get involved

Who do we need to partner with...

- Every Australian Counts
- QCOSS
- QDN
- NDIA
-please sign up

What could this idea become...

- March for social change for all people impacted by disability to show how important this group is and achieve a disability awareness movement
- Inclusive entire movement that becomes a movement
- Drive social change
- Ability awareness
- Celebration!!!

What are the risks and challenges...

- Maintaining its integrity
- What do we call it? – the language when we speak of it and how we display it to ensure its fully inclusive
- Momentum – turning ideas into action

Vision



Project 3

What do we need to learn/trial by doing?...

- Putting it out to QDN (local support groups) and seek the advice on how we develop this idea
 - Develop this in a fun and participatory way
 - Put it out there!
 - Gather people and ask them

How do we make sure everyone is included?...

- Open invite via social media and all media
 - Research and email CALD groups

What are our next wise steps...

- Seek meeting between our group, QCOSS, QDN, BEC to discuss the idea and how to contribute

Open Space

Ideas to actions.....



Project 4



Host idea

Web spaces where people can review public spaces on access issues



What do we know works...

- Peer experience is valuable, sometimes the most valuable, to others
- The power of social media online review to motivate better outcomes

What could this idea become...

- Web spaces hosted by local councils for peer review and comment on the accessibility of businesses, public spaces and venues

Who do we need to partner with...

- Brisbane City Council Inclusion Unit
- LGAQ
- Josh in Toowoomba
- Organisations like QDN, QCOSS, QFCA

What are the risks and challenges...

- No-one contributes
- Possible conflict of interest or resistance of councils
- Getting councils or other potential hosters/maintainers of the local space on-board

Project 4



What do we need to learn by doing?...

- Learn whether there is support and where that support is
- Need an area to use as a test bench for the project

How do we make sure everyone is included?...

- All online accessibility features incorporated
 - Beta testers of site features
- Leverage contacts in local communities such as QDN local support groups to start ball rolling

What are our next wise steps...

- Go back to inclusivity team peers with this expanded proposal
- Contact BCC Inclusion Unit

Open Space

Ideas to actions.....



Project 5



Host
idea

Explore reverse inclusion



Vision

What
could this
idea
become...

✓ What
do we
know
works...

- Sporting wheelies
- Bus
- Race to Meet

- Set the game up
- Flip the invitation
- Leadership

What are
the risks
and challenges...

- Message needs to be clear

Who do we need
to partner with...

- Business
- Sporting organisations
- Schools
- Local councils
- LGAQ



Project 5

What do we need to learn by doing?...

- Co-design with Council

How do we make sure everyone is included?...

- What are the measures
- KPIs for reverse inclusion
 - Peer review

What are our
next wise steps...

- Letter/Email submission

Open Space

Ideas to actions.....



Project 6



Host idea

Public policy is inclusive and accessible of all people in its development and communication

✓ What
do we
know
works...

- Providing combination of styles for end user
- Education/feedback
- Plain English, focus on end user

What
could this
idea
become...

- Understand through utilizing primary learning style
- Finding common ground
- Education of available resources – self empowerment
- Tailoring to end user
- Guidelines for policy development

Vision

What are
the risks
and challenges...

- Confidential section of certain plans – restrictions/censorship
- Mistakes being OK/trials
- Joint goal or multi?
- Legacy issues of policy
- No appetite
- Dialogue/engagement
- 'Messiness' with other groups

Who do we need
to partner with...

- Peak bodies
- Government (all levels)
- Universities
- Community engagement experts

Project 6



What do we need to learn by doing?...

- Creative engagement tactics
- Reviewing good case studies e.g. renting project
- Talking to others and using it every day (keeping it live)
 - Storytelling/lived experience
- Finding the 'why' in grabbing people's interest
 - Empathy in doing

How do we make sure everyone is included?...

- Education around what's next in policy development which is using different platforms
 - End users in co-design process
- Increase networks to ensure sample is varied and end user in mind
 - More collaboration/partnerships/information sharing
 - Acceptance

What are our next wise steps...

- Review
- Co-design
- Toolkit
- Pilot
- Share contact details with relevant people for further networking
- Use new vote online tool for policy development
- Develop guideline for meeting purpose of policy

Open Space

Ideas to actions.....



Project 7



Host ideas

Harnessing collective differences for inclusive outcomes for all groups/people

What do we know works...

- Murri Court – workshops
- Get the fundamentals right first
- Accessing existing networks
- Communication broad and clear
- Leadership is required
- Shared vision and ownership
- Getting in the with right people
- Relationships are central, rapport
- Building credibility
- Building a vision

What could this idea become...

- Fertile environment
- All inclusive, cross interest group
- Community reference group at the table – government, community, governance in-place



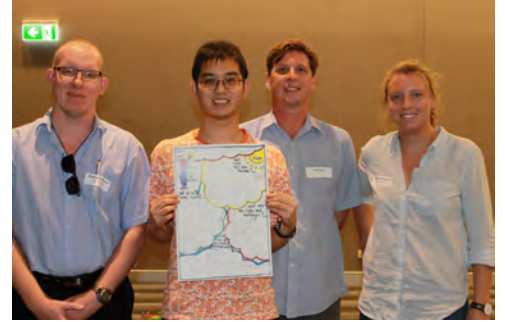
What are the risks and challenges...

- Individual and group needs will also be different
- Barriers in defining people by their different needs/labelling identities
- Demonstrating inclusiveness through the process
- Information clear
- How do people find out about us?
- Non-authentic participatory actions

Who do we need to partner with...

- Advocacy groups of different sectors
- Law Society
- Anti-Discrimination Commission
- QCOSS
- Local community groups
- Interest groups and their expertise
- Researchers
- Every Australian Counts

Project 7



What do we need to learn by doing?...

- Raising up intersectionality, people of multiplicity
- Validating different and different need – balance
 - Social impact feasibility
- Community decision making matrix
 - Sustainability
 - Theory of change
- Link to proposed Human Rights Bill

How do we make sure everyone is included?...

- A space designed inclusively that everyone can participate in and build community, rapport, conversation, choices to participate or not
 - Community connections
- Children can be children, families can be families

What are our next wise steps...

- Formulate the idea further
- Test the idea, keep talking, talk to Anti-Discrimination Commission
 - Research – methodology
- Identify advocacy groups in different sectors and peak body or government body

Open Space

Ideas to actions....



Project 8



Host
idea

\$1 off petrol

Vision

What
could this
idea
become...

✓ What
do we
know
works...

\$1 off petrol on all shopping dockets

What are
the risks
and challenges..

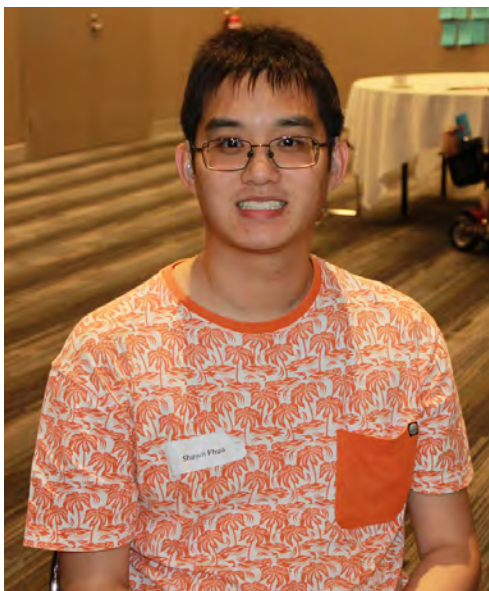
Who do we need
to partner with...

How do we make
sure everyone is
included?...

What do we need
to learn by
doing?...

What are our
next wise steps...





Open Space

Ideas to actions.....



Project 9



Host idea

How do we bring a Human Rights Act to life?

What do we know works...

- Storytelling, practical examples
- Identify key stakeholder groups
- Test cases
- Targeted publications – Koori Mail, QNews, National Indigenous radio service
- Network – two-way approach
- Use existing conferences as a platform
- Social media campaign
- Tools for frontline workers

What could this idea become...

- Collective leadership – community movement
- Call to action

Vision

What are the risks and challenges...

- Spread ourselves too thin
- Burn out
- Misleading messages
- Lack of resourcing
- Train the trainer – QA
- Government departments won't be ready for complaints
- Statements of compatibility will be bad
- Timeframes are a challenge
- Resistance to change
- Being able to convey the need
- One size fits all messaging
- Mistrust of system
- Not planning long term

Who do we need to partner with...

- Peaks • Community Legal Centres
- Neighbourhood Centres
- QCOSS • Councils
- Cultural leaders – advisory group
- Government training portal
- Community Door
- PHN – My Mental Health Portal
- Insight – Queensland Health training
- Dovetail – AOD Youth
- Libraries – community hubs
- Dept of Housing



Project 9

What do we need to learn by doing?...

- Test cases
- Conversion of what it does, what it means
- Sector interface – test situations against Act

How do we make sure everyone is included?...

- Stories and information on milk cartons, cereal boxes etc
 - Radio usually gets to people who are isolated
 - Co-design – nothing about us without us

What are our
next wise steps...

- Follow up with suggested contacts/partners –
confirm commitments, capacity and reach
 - Develop products

Open Space

Ideas to actions.....



Project 10



Host idea

How does Queensland build a strong self-advocacy voice on an international stage?

Vision

What could this idea become...

✓ What do we know works...

- Value people with disability and CALD people with lived experience
- Include everyone
- Shared ownership
- Stand up and speak up
- ILC funding
- Educate
- Digital stories
- Trust
- Easy English
- Dreams
- Roundtable

- People from all over Queensland together to discuss disability issues, CALD issues
- Advocacy groups for people with disability (intellectual) – extensions to CALD
- People advocate for themselves
- Attend and speak at Glasgow conference
- Share journey
- Change in legislation

What are the risks and challenges..

- Communitify
- Pro Bono
- NDIA
- CRU
- Amparo
- Willow
- MDA
- Micah
- Minister for Disabilities
- WWILD
- Anglicare
- Griffith University
- ATSI DNQ
- QAI
- Kyabra
- Access Community Service
- Go Fund Me
- Westpac

- People think our opinions don't matter
- Ignorance
- Things won't change, fixed ideas
- Burnout
- Depression
- Abuse of power
- Return on investment
- Ownership

Project 10



What do we need to learn by doing?...

- Learn from mistakes
- Learn from experiences
- Everyone has a story to tell – ‘hot topics’
- Support each other
- Passion for story
- Have a voice – important (individual)
- Someone might feel the same
- Fresh ideas
- Spend a day in my life, walk in my shoes
- Mutual respect
- Involvement
- Educate by doing
- Patience and time are important
- Different ‘mediums’ for expression

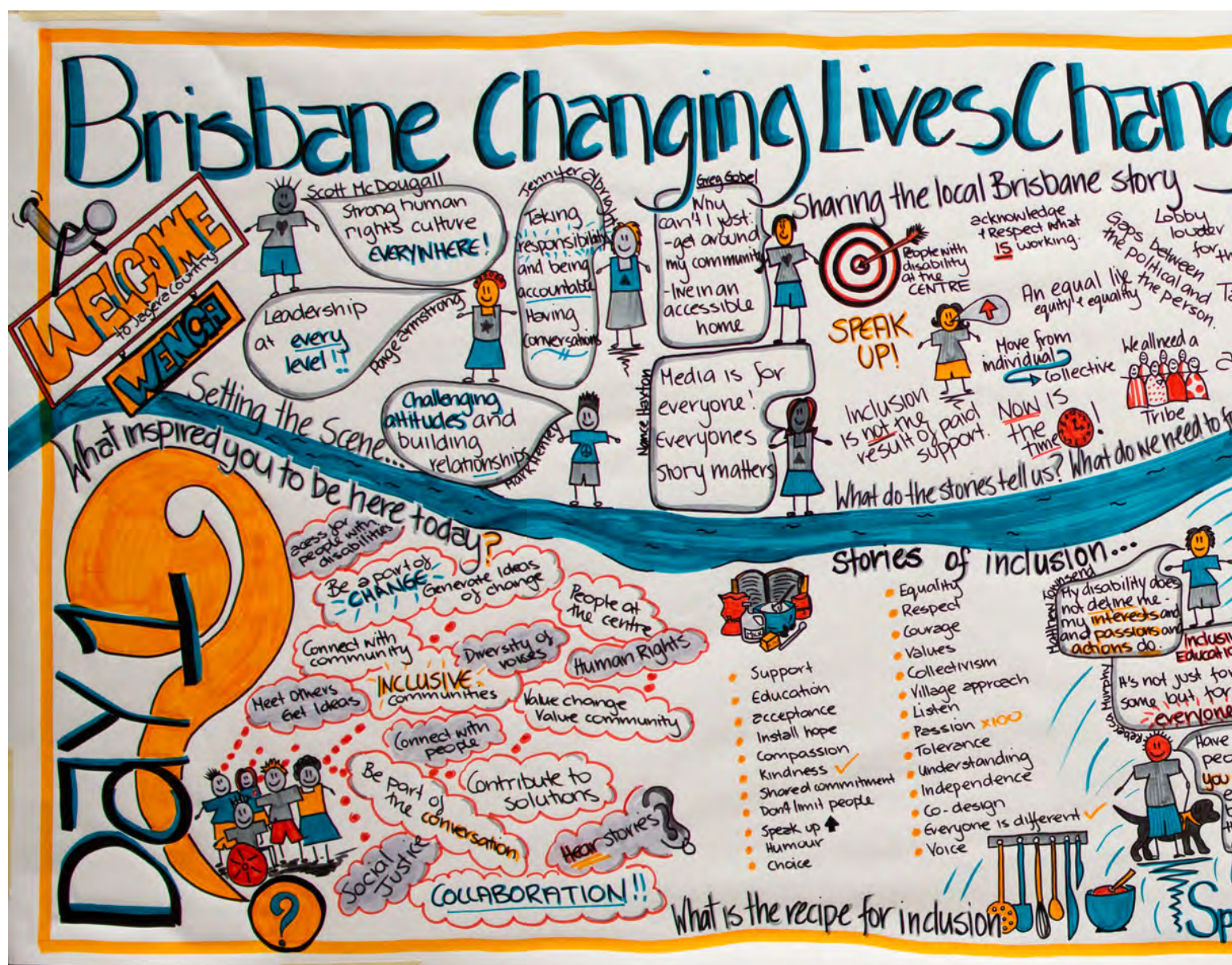
How do we make sure everyone is included?...

- Communication
- Social media
- Bringing people together
- BBQs and social get-together
- Use networks and partners
- Showcase
- Role-playing
- Radio and TV
- Work with Nance
- Other newsletters
- CALD organisations
- Broad range of sectors
- Ensure people have the right support

What are our next wise steps...

- Sit and talk to Michelle Moss and Morrie O'Connor about writing a submission
- Meeting with key stakeholders to work on self-advocacy framework and name of group
- Network – spread the word

Four pictures, two days



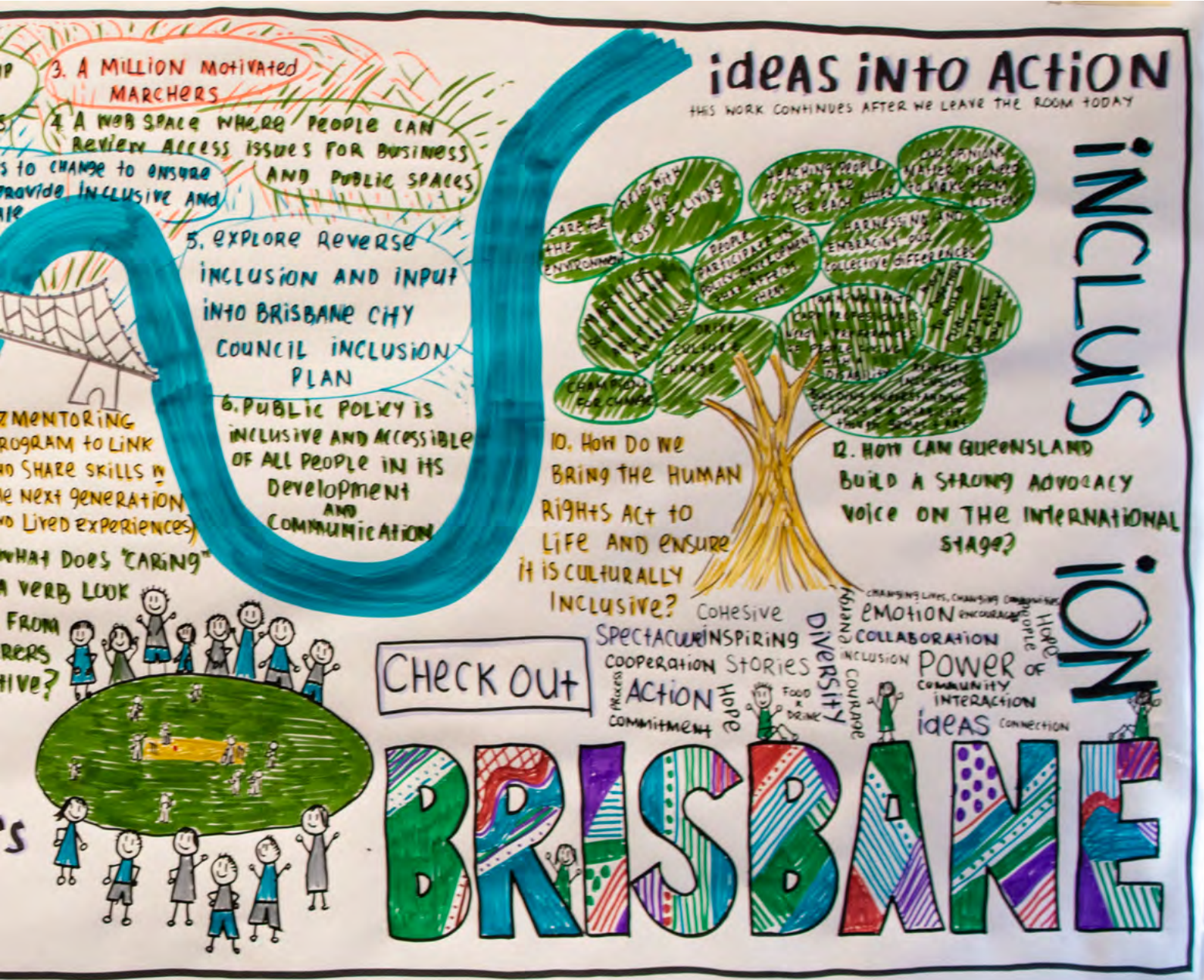
Four pictures, two days



Four pictures, two days



Four pictures, two days



Thanks to everyone who came along to Changing Lives, Changing Communities Brisbane.
We know you have made a difference!



Changing Lives, Changing Communities Brisbane

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