

# *Changing Lives, Changing Communities Gold Coast*



**5 & 6 MARCH 2019**

Gold Coast Sports and Leisure Centre

**GOLD COAST**

# About Changing Lives, Changing Communities

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Changing Lives, Changing Communities are 14, 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 March 2019 in the Gold Coast. This document is a record of a community conversation held as part of Changing Lives, Changing Communities. The views expressed in this document are a reflection of the conversation and are not necessarily the views of the host organisations.

The Changing Lives Changing Communities events in Toowoomba, Mackay, Caboolture, Brisbane, Gold Coast, and Normanton are funded through Information, Linkages and Capacity Building (ILC) National Readiness Grants - National Disability Insurance Agency (NDIA) – a partnership between Queenslanders with Disability Network (QDN), Queensland Council of Social Service (QCROSS) and Anti Discrimination Commission Queensland (ADCQ).

# Check - in: What inspired you to be here?



To make a positive difference in the community. For everyone to have the opportunity to live their best lives

Wanting to get out of the silo of my organisation and hear what is happening in the community as a lot of networks have disappeared of late due to NDIS roll-out

Listen, learn, understand, network, action

People with disabilities matter and they are not invisible

To learn from others, being present to hear conversations and taking my learning back to ensure what I have heard is transpired into actions

I want to contribute to the needs of the community – to leave a legacy. I want to learn the needs to understand them then be part of making a difference

Make a better community by collaborative work efforts

I already attended the Brisbane Changing Lives, Changing Communities event and absolutely loved it. I walked away feeling inspired and want to experience the Gold Coast community

Make a change. Have an opinion in the community, to better things. To listen to others. To be a part of the community and be a part of change

I want to help change lives

# Welcome to Country



## Mr Luther Cora

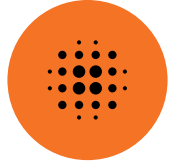
Luther is an inspiring and highly respected local advocate for Aboriginal and Torres Strait Islander communities on the Gold Coast. He is a member of the Bungarre family of the Yugambah people. Luther takes every opportunity to educate and inspire people of the Aboriginal and Torres Strait Islander peoples' rich heritage. Luther is also an artist and designed the Gold Coast Suns guernsey in 2018.

Luther works alongside Jellurgal Aboriginal Cultural Centre, which is the Gold Coast's only dedicated Aboriginal cultural centre, fully owned and operated by the local Aboriginal community.

Luther performed several songs, including Jingari (welcome), and a closing song on the didgeridoo.



# Setting the scene



## Panel



### **Councillor Hermann Vorster**

*Division 11, Gold Coast City Council*

Councillor Vorster spoke about the important role the council plays in creating a Gold Coast community that is inclusive and accessible to everyone.

“We know that an inclusive community benefits everyone – including parents pushing prams, a person using a wheelchair or mobility aid, a person with a temporary illness or injury, or a person with vision impairment,” Mr Vorster said.

He spoke about how the Accessible and Inclusive City Action Plan (AICAP) is working to remove barriers and increase access and inclusion to services, information, buildings and programs to create a more inclusive Gold Coast.



### **Zoe Gill**

*Assistant Director, Community and Mainstream Engagement  
Queensland, National Disability Insurance Agency (NDIA)*

Zoe is from Brisbane originally but lives on the Gold Coast. It was important for her to be at the Gold Coast forum as it is her community.

“If I listen to you, I am doing my job. This forum is an opportunity to challenge the system – bring it on! We don’t have a robust NDIS if we don’t have people challenging it. The old system was doing things we thought were good for people with disabilities. With the NDIS, now it’s your chance,” Zoe says.

Zoe also spoke about the opportunities with the Information, Linkages and Capacity Building (ILC) National Readiness Grants by the NDIA.

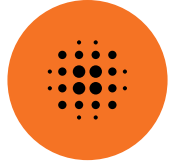
“There are 23 million Australians. Nearly half a million of those people will have an NDIS plan by the end of the year. The NDIS fund plans, but we must create inclusion opportunities for people with disability, their family and carers. That is why we have the ILC grants. It’s about enabling ordinary life.”

Zoe says the NDIA is listening to communities.

“We want to listen and do what you need. We are building capacity for people with disability, their families and carers to participate in community and economic life.”

If you would like more information about the ILC grants, please visit <https://www.ndis.gov.au/community/grants/current-and-future-grant-rounds>

# Setting the scene



## Panel



### **Michelle Moss**

*Business and Operations Manager, Queenslanders with Disability Network (QDN)*

"We acknowledge the Traditional Owners of the lands where we meet, pay respect to the Elders - past, present and emerging and acknowledge the importance Aboriginal and Torres Strait Islander people continue to play within the community."

QDN also acknowledges people with disability who have come before us and died in institutional settings, as well as those who are still trapped in institutions or silenced by institutional practices. We take on the responsibilities of being clear about the rights of ALL people with disability and, where necessary, speak in an informed and considered manner for those who cannot speak for themselves."

Michelle spoke about the importance of "the power of people coming together as changemakers of the Gold Coast".



### **Mark Henley**

*Chief Executive Officer, Queensland Council of Social Service (QCOSS)*

Mark spoke about the importance of the First Nations people and how we, as a community, can learn so much from the original inhabitants and people from other cultures. He also talked about the importance of all people in Queensland having equality.

"All people across the state have the right to live a good life - this means they have a home, they have opportunities for employment, and they have access to health services. But the most important element to a good life is connections to family, friends and the community," Mark says.

"We need to challenge the current systems and narratives. The current narrative from a federal level is jobs and growth. At the state level, it is all about jobs, jobs, jobs. There is more to life than jobs. People want more from their community. We expect more from politicians but we also expect more from each other. That is why QCOSS is focussing on place-based work, including these forums. QCOSS is invested in these conversations - this is the tenth out of 14 we will do. We have a few more to go. Then we will do it again and into the future. Social change takes time. There is an enormous appetite for people to come together - where real change happens. My ask from you is to give your all - everyone here. Keep your aspirations high."



# Sharing the local Gold Coast



Panel

## story



### David Leader

#### *parkrun Australia*

parkrun Australia believes in creating healthier and happier communities.

"We do this by breaking down barriers to regular physical activity, whether it be walking, running or volunteering. We support communities to deliver a free five kilometre event on Saturdays for people of all ages and are currently piloting two kilometre events for juniors on Sundays," parkrun Australia's David Leader says.

David says it is much more than a run in the park.

"It is a social movement with community as its beating heart. It is available to everyone - people who push prams, people with dogs, several generations participating together, and many parkruns are accessible to people with wheelchairs. Our events take place at 350 locations around Australia and new parkruns are launching every Saturday."

David says parkrun empowers people to get involved as volunteers.

"Volunteers are one of the cornerstones of parkrun. We have roles for everyone. Last week, we had a four-year-old marshal with his mum, signalling to everyone going past. It was great!"

David is passionate about parkrun. At the time of the forum, he had only been working for parkrun for a week but was ready to share his story of how it has helped him in his personal life.

"I have been involved in parkrun since an event opened in my suburb in 2013. I have run 160 times and volunteered 97 times. Volunteering was a chance to contribute to my community."

"A couple of years ago, I had health issues that meant I couldn't run. What I could do during treatment was parkrun. It was an opportunity to watch people out there. I felt I was still part of my local community by being there, rather than just sitting at home worrying about what I couldn't do. In the 47th week, I slowly completed my first parkrun. Everyone cheered."

"I am passionate because I can see the benefit to all participants and the community. It is a health enabler. After every parkrun, all participants, everyone is invited to the local café. It fosters real community spirit and helps anyone new become part of that community. It gives mental and physical health and happiness and a sense of belonging - I am the example of that. It gives people a chance to focus on what they can do rather than what they can't do."

parkrun is a worldwide concept and it has flourished in Australia since started in 2011. "52,000 people walked or ran a parkrun last week thanks to 3,500 volunteers. This works out at 2.7 million participations in a year" David says.

"parkrun is growing. Join others in the social movement. You don't need to run at all. Just be involved."

If you would like more information, please visit [www.parkrun.com.au](http://www.parkrun.com.au)



# Sharing the local Gold Coast



Panel

## story



### Amelia Gow

*General Manager, Bakery 6729*

Bakery 6729 in Broadbeach gives people with disability the chance to come in for 12 weeks to build their skills. "Whatever your disability is, in the right situation it's a strength," Amelia says.

Amelia gave various examples of employees who have built their skills through the bakery, like Stephanie. Stephanie has a vision impairment and was bullied through school. But at the bakery, everyone treats her the same. Stephanie's job at the bakery is world's away from her previous job.

"During school, her job was at the counter of a theme park. Part of her job was to read tickets and check people's I. D's. She's blind! After two weeks of working there, she overheard someone in the queue say, 'Trust us to get the blind chick.' She quit that same day. After that, it took her seven years to get a job. Seven years to know her skills are worthwhile. Now, Steph runs my bakery."

"We all have perceived barriers. But we can all succeed in life if its in the right environment," Amelia says.

"Caitlin has severe mental health issues and anxiety. She started working one day a week but is now working three days."

"Caitlin is an amazing cake decorator, but a job interview was not going to work for her. Instead, we asked her potential employer to come into the bakery and stand next to her while she makes cupcakes and cookies, to see what she can do. She was offered a job."

"Teagan has severe learning difficulties and Vitiligo, which is changing skin colour. She sent out 1000 resumes and sat 500 interviews. 500 times she was told she was not good enough. She just wanted to prove what she could do. I took her on as one of my bakery staff so she could gain the skills to get a bigger and better job," Amelia says.

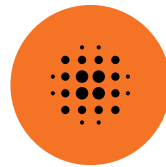
Amelia recalls Teagan spending four and a half hours counting a till after a shift. She eventually asked her what was going on.

"She said, 'I can't find it. I've lost your money and I can't find it.' I said, 'How much?' She said, '13 cents.' 13 cents! I didn't have the heart to tell her there isn't 13 cents in cash. I said to Teagan, 'if it's over \$20, maybe say something. 13 cents is fine.'"

Teagan couldn't multitask. Her mum helped her by counting monopoly money with her and she watched YouTube videos on how to multitask. Teagan now works at Gold Coast airport. Out of 4,800 people, she is the number one staff member. She has the highest sale and spend per customer rate and the third highest in the country. She now counts a \$13,000 till every day."

"Every person has a barrier or issues in some respect and nobody should be put down because of it. Don't hold perceived barriers against people."

# Sharing the local Gold Coast



Panel

## story

**Renee Lohan  
and Ethan**

*Gold Coast Titans*



Renee is a Community and Engagement Officer for the Gold Coast Titans. She has been working with the Gold Cost Titans across many programs for 13 years, including the community program which gives opportunities for inclusion and breaks down barriers. Renee says the community program started because one of the players wanted to work in the disability space and now all "35 giant rugby league players" are passionate about working with people with disability. During summer, players volunteer with the Gold Coast Disabled Surfers Association during their 'Let's go Surfing' days at Currumbin. In May 2018, the Titans launched the Titans Disability Team. The side has been introduced to the existing New South Wales Physical Disability Rugby League Association competition.

The special guest at the event was Ethan. When Ethan finished high school, he started working with the Gold Coast Titans as the football and community assistant. Ethan works closely with Renee in the office.

"He has different jobs he helps out in during the day. As soon as it hits about 10.30am, which is the players lunch time, Ethan heads to lunch with the players and in the afternoon, he works in with all the office staff."

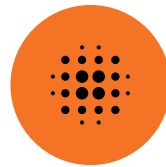
On Saturday 2 March, the Titans had their first home game against the Broncos. This was the first game Ethan has worked at. Renee wanted to share a story about it.

"Ethan is very open on how important the Titans are to him and how important it is that everybody support the Titans. The Brisbane Broncos Media Manager Trad, who has worked there close to 25 years, tried to come into our area because he knows many of our staff. Ethan started doing cross signs and telling him he has got the wrong gear on. Then he went missing for a little while and I couldn't find him. We had been packing showbags and different things to give out to all the members and he went and got a pack with a new shirt and a new hat to give to Trad and told Trad to put it on. You can't find one person more passionate about the Titans than Ethan," Renee smiles.

Renee wanted to share how important it is to have inclusion in our community.

"To everybody - what you guys do day in, day out is extremely important, and I just hope you know how valued you are and how important it is because this is such an important part of what Australia and the whole of the world should be doing. I know how extremely hard you work, how extremely dedicated you are, and I hope you know on behalf of the Gold Coast Titans we appreciate all of you and we hope that we can support you along the way."

# Sharing the local Gold Coast



Panel

## story

### Sue Lowry

#### *Southport Special School Drumming Ensemble*

Sue Lowry is the music teacher at Southport Special School. She runs four drumming ensembles at the school. At last year's Eisteddfod, the Steel Drum Band won Group Instrumental - Secondary in the Special Needs section. The Middle School Drum Ensemble was awarded a Highly Commended in the Primary Any Instrumental Ensemble - Mainstream. There has been a secondary drum ensemble in the school for seven years. There are now two secondary drum ensembles. The drumming group that attended the Changing Lives, Changing Communities forum was the Southport Special School Drum Ensemble who are a secondary school elite drumming ensemble. In 2018, they were awarded third place in the Secondary Percussion Ensemble - Mainstream. Sue says some of the children have been playing for five years, while the newest member has only been playing for three months. This ensemble play traditional African rhythms on djembes and duns duns.



# Sensemaking



After the panel session, participants were asked to reflect on the panel. 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:

Focus on what I can do, not what I can't do

Community engagement leads to better understanding and better participation in seeking to enact change

Community capacity - community shouldn't create barriers that prevent everyday living

Taking the time to listen to people with disability and trying to understand them

Seeing and understanding the person behind the disability

Not accepting 'no' - change makers

Change is a slow burn but we have to make sure the fire doesn't stop

What is contribution? We need to challenge our perception of what society/government consider contribution to be

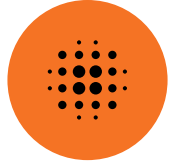
Make initiatives visible to the community

Building on the amazing stories told today and promoting the benefits of community inclusion

Attitude - focus on ability, not disability

There is no such thing as can't

# Stories of inclusion



## Panel



### Marlena Katene

Marlena is a music journalist, business owner and the world's first base jumper with cerebral palsy. Marlena has interviewed many celebrities, including musicians, sports stars, actors, comedians, and has even met and chatted to the Dalai Lama! You can see her interviews on YouTube channel - the AAC Journalist.

At the event, Marlena's message of inclusion was simple: start locally and go globally. She explained, clearly and succinctly, the differences between inclusion, segregation, integration and exclusion. Although Marlena thinks the Gold Coast is "pretty good" when it comes to inclusion, "we need to make it better." Marlena wants to see improved access for concerts and venues. "I am a music journalist, so it is important for me to access these venues alongside the general public," she explains.

One example of what the Gold Coast is doing well for inclusion is the beach mats at Burleigh beach. She explains that we need beach mats at each beach - having paths is not the same. "It's like giving a kid an ice-cream but telling them they are only allowed one lick," she says. Marlena said there is a common misconception around the expense of inclusion. "The reality is, these beach mats are used by the entire community. Older people, mums with prams, kids who want to get off the hot sand." "My dream is to have all patrolled beaches have these mats in five years or less. To finally have access to my beach - it would be incredible!" "The feeling of being on the beach is incredible and makes me feel welcome and part of the community."



### Darren and Ian Gibson

"My name is Darren Gibson. I'm 37 and I work at Versace."

As well as working at Versace, Darren is also an accomplished athlete. He represented Australia at the World Special Olympic Games 20 years ago, where he won gold, silver and bronze in gymnastics. He is now an accomplished golfer and competes in local and state competitions. Darren's father Ian explains that Darren dreamed of getting a job when he finished school so, 16 years ago, Darren started working with a support worker in the Versace canteen. Ian says Darren is very independent. He works one day a week at Versace and the rest of the week he does activities with Gold Coast Recreation and Sport (GCRS). Darren is now using public transport to Versace and GCRS by himself. At work, Darren prepares food in the canteen, cleans up the eating areas and mans the coffee station. He is very serious about his work - particularly when it comes to his coffee station.

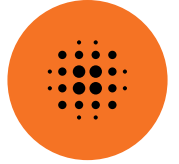
"He gets angry at staff who mess up his coffee station," Ian laughs.

Darren doesn't have an issue about breaking the ice with new people.

"He will go up to anyone and say, "Hello. My name is Darren Gibson. Who are you?"

"When U2 were staying at Versace, Darren got to sit in the Versace Bentley with Bono because he asked." At work, Darren gives as much as he gets back. "We are grateful to Versace for giving him the chance to prove his worth. All he wanted was an opportunity," Ian says.

# Stories of inclusion



## Panel



### Ben Haack

For Ben, growing up was hard. As a child, he was a chronic stutterer, he had motor skills damage and he walked on his tiptoes, which he has now been treated for. "Interacting with people can sometimes be hard," Ben explains. Ben also has hypersensitivity - including hearing things louder and smelling things more. When he is stressed, his hypersensitivity is heightened.

Ben went through mainstream education, but it was a "real struggle" for him because he was bullied for the first 16 years of his life.

After a particularly bad day where he was attacked by a group of children, a doctor assessed him and diagnosed him with Aspergers. Ben has a high IQ, which may be why he was not diagnosed earlier. Sport is Ben's outlet.

"I played football, but it was a challenge because of the kids. I started cricket at 13. I had a natural ability to spin but not really bat," he explains.

When Ben was 17, he found Gold Coast Recreation and Sport (GCRS). After attending his first Special Olympics, things changed for Ben for the better. "It has been an amazing journey since, competing at two world games," he explains. He also competed at the quarter finals for the World Cup.

Ben now works as at Gold Coast Recreation and Sports Assistant at Gold Coast Recreation Sport. He also works extensively with the Special Olympics - he is the Athlete Representative Director of Special Olympics Australia Board; the Athlete Representative on the Special Olympics Asia Pacific Region Leadership Council; Co-Chair of the Asia Pacific Athlete Input Council and the Athlete Representative on International Advisory Committee of the Special Olympics International Board of Directors.

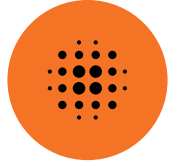
Ben is proud to advocate for people with disability. He said the Special Olympics inclusion program helping young people with disability be involved in sport is game changing.

"As a society, we are at the integration or segregation stage, not inclusion," Ben explains.

Inclusion means a lot to Ben.

"From where I started to where I am now - I am able to contribute now."

# Stories of inclusion



## Panel



### Lachlan Moyce

Lachlan is a peer mentor – he is a customer who gets support but also a human rights advocate.

"When I finished high school, I started working at House with No Steps. It is a privilege."

"I work with people with disability like myself who feel their rights are not being seen – not able to live the life they want to live."

Lachlan says it was interesting growing up.

"I was bullied in my youth. When I went into high school, it was a new beginning. No one knew me. But the high school was not doing enough to prevent bullying. I met two boys and I thought we could be good friends – they had the same interests and hobbies. On the second day of high school, I found out they were going behind my back and making fun of me about my vision impairment," Lachlan says.

"I felt like no one wanted anything to do with me. No one gave me a chance in high school. I stayed with the two boys until the end of Grade 9. I thought they may have considered me their friend eventually. But they never invited me to hang out on the weekends and they never came to my house."

"By the end of Grade 9, enough was enough. I stood up for myself and stood up for what I believe in. In Grade 10, my teachers believed I was going to fail high school – I proved them wrong."

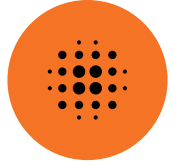
"I worked as hard as I could – I am equal. I have the same right to graduate as everyone else. I graduated and went to prom – I even had a date for the prom. I started at House with No Steps in a transition program on how to get a job. While in the program, one of the workers told me about the new peer mentor program. I felt I was going in the right direction by becoming a peer mentor. So I sent my resume, I went to the interview and I got the job! Since then, I have been working with House with No Steps. As a peer mentor, I help with community inclusion."

Lachlan is passionate about his work. He also has ideas to create a more inclusive community.

"When you go to a restaurant, there are no menus with braille. I can't read a menu with little writing on it. These are little issues that need to be fixed."

"Everyone is equal and should be included for who they are."

# Stories of inclusion



## Panel



### Tim Lachlan

Tim says he was inspired to study occupational therapy by his sister, who has autism. "After high school, I wanted a career where I could help others," he explains.

"My school forced me to do rank, not OP, because they said I wouldn't get in because of my autism."

After Grade 12, Tim decided he wanted to go to university. He heard about Southern Cross University offering a Preparing for Success bridging program.

"It helps bring you up to speed, so you can get into uni," he explains.

Tim is now in his third year of university. He is also a wheelchair skater, which means at the skatepark he uses his wheelchair instead of a skateboard.

"Refuse to listen to people's limitations," Tim says.

"Skate All Day reached out to me and said they would be really keen if I would come along and get people with disability to come too."

Tim now assists in running the program every Wednesday for people with physical and intellectual disabilities.

"It is great to see the people we work with go from shy and timid to launching themselves off a 13-foot ramp and having a great time and socialising," he smiles.

Wheelchair Motorcross (WCMX) is a form of therapy for Tim. It improves his social skills and wheelchair handling skills, and he is making leaps and bounds in the sport.

"I am the first person in Australia in a wheelchair who can land a wheelchair backflip," he proudly smiles.

"Disability isn't a negative thing. I like the strengths-based model of disability.

Disability does come with its challenges, but it makes us stronger, more determined and stubborn enough to not give up on our goals," he says.

"WCMX and Adaptive Skating can seem scary sometimes, but it teaches you that it's okay to fall, and if you get back up and keep trying you can achieve anything."

"It helps people realise their potential."

"We aren't hindered by our disability - it is something that boosts us, if anything. It gives us resilience and a never give up mindset."

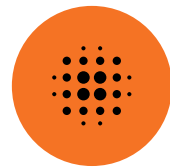
If you would like to know more about the work Tim does, please visit his Facebook or Instagram page: WCMX & Adaptive Skate Australia.

You can also watch the video of Tim landing the wheelchair backflip on the Community Door YouTube page: <https://youtu.be/eT9FdBov1v4>





# 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. Focus on abilities
2. Connection
3. Courage
4. Education
5. Positive attitude
6. Opportunity
7. Listening
8. No limits
9. Respect
10. Equality

# Blue Skies Scenario (2009)



The Blue Skies Scenario was a community response to the call for an alternative future for people with disability, their families and supporters.

It started with a **core group**, a dedicated group of community members working together who had power to influence, commitment and 'natural authority' across the stakeholder groups. The group included:

- Valmae Rose - National Disability Services
- Brad Swan - Assistant Director General - Department of Communities
- Lesley Chenoweth - Professor of Social Work - Griffith University
- Kevin Cocks - Director - Queensland Advocacy Incorporated
- Ann Greer - Manager - Community Connections
- Mark Henley - CEO - Spinal Injuries
- Nino Lalic - Advisor - Minister of Disability Services
- Grahame Schlect - Carers Queensland
- Fran Vlcarj - Coordinator - Queenslanders with Disability Network
- Alissa Phillips - Executive Director - Space
- Margaret Ward - Strategic Planning and Policy Officer - Mamre
- Ian Plowman - Registered psychologist - independent facilitator

The core group had a **shared purpose** - they were clear about what they were doing, why and how we are going to achieve it. **The Champions** were a group of supporters who believe in what the core group were doing, who spread the word, talked to others about it and built the momentum. An integral part of the process was hosting community **conversations** with community members to develop shared values, purpose, and build the vision. This helped to develop a **shared vision** through conversations about what it needs to look like, and what will it take? **The scenario** was the clear articulation of what the alternative future will look like. Another important part was connecting with the **community** and getting their buy in, see how it benefits and getting people to care about it. It was also important to have **influential buy in** - People who could make decisions and influence on the board.

This led to the end goal - **Deliver an outcome that makes good sense, socially and economically.**

For more information about Blue Skies, please visit: <http://blue-skies.info/videos/blue-skies-video/>

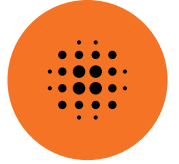
# World Cafe



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

Knowledge  
limitations  
Respect  
Role  
Challenge  
Tolerance  
Support  
Attitude  
model  
Education  
assumptions  
Accountability  
Equality  
Listening  
Voice  
Beyond  
Safe  
Welcoming

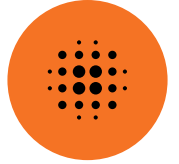
# World Cafe



What are the elements  
already happening  
here?

Inclusive  
Leadership *experience*  
Choice  
Active  
Storytelling  
Lived  
Accessibility  
Agenda Flexibility  
Advocates  
Change

# World Cafe



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 their stories.

## What was inspiring/important?

- Something different/different approach
- Selfless/courage/passion

## What helped it to happen?

- Passion/creativity
- Energy

## What was inspiring/important?

- Doing things with love and not fighting against the tide
- Little bit at a time to reap wonderful results (even without evidence)
- Be like a gardener - sow the seed, do things differently, one step at a time to nurture the garden. Make the earth fertile. Prepare for the storm and changes in the season.

## What helped it to happen?

- Concept of win-win models
- Strengths based
- Goal focussed, give a little bit of care
- Being gentle, self-aware, do things differently

## What was inspiring/important?

- Taking a step into the industry
- Encouraging others to communicate
  - Effective
  - Relating to others
- Getting people back to work

## What helped it to happen?

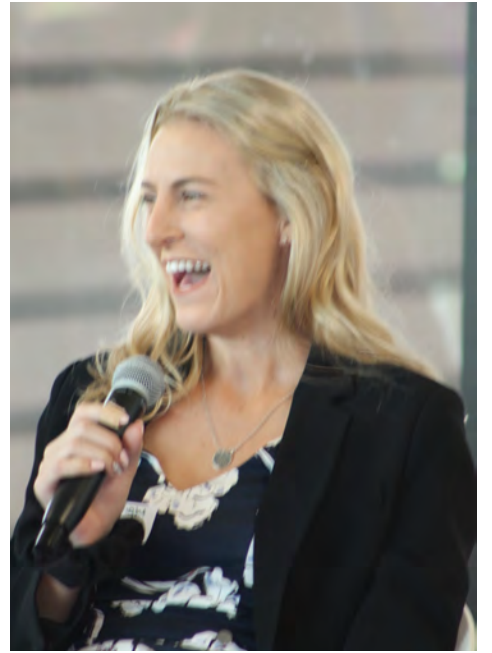
- Understanding
  - Listening
- Look at what they can do
- Knowing limits of others

## What was inspiring/important?

- Dispelling the myths re: Islam to a group of people who did not have any knowledge and were being abusive, rowdy and disrespectful

## What helped it to happen?

- Kill them with kindness
- Talking and engaging with people, one on one.





# Open Space

## Ideas to actions....



### Project 1



## Host idea

How can we be more inclusive of people with challenging behaviours?

## Vision

What could this idea become...

✓ What do we know works...

- Educating staff, organisations, community
- Confident people, caring, not fearful support
- Least restrictive practices to gain trust

- Community knowledge
- Behaviour in communities
- Current supports from NDIS – Human Rights

Who do we need to partner with...

- Organisation, community businesses, support staff
- Education for people in authority positions police (e.g. ambulance etc.) and health providers
- People to listen attentively
- NDIS – to keep as high complex, not drop to 'standard'

What are the risks and challenges..

- Potential incidents, due to triggers, people not communicating
- Client not feeling safe
- Generally community not feeling safe



## Project 1

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

- Right conversations with the right people

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

- Provide quiet places for people

What are our next wise steps...

- Develop partnerships

# Open Space

## Ideas to actions....



### Project 2

Create an inclusive network



## Host idea

✓ What do we know works...

- Framework and mindset is there
- Services are there, just not connected
- Done well in small amounts

## Who do we need to partner with...

- Schools
- Service providers
- NDIS
- NDCL
- Councils
- Corporates
- Disability organisations
- Change agents

What could this idea become...

## Vision

- Ultimate goal: for people with disabilities to be truly connected to the communities and have services they want/need

## What are the risks and challenges..

- Funding
- Well supported and properly managed
- Time factor
- Lack of education/fear
- Lack of communication database
- Transport
- Getting the resources



## Project 2

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

- Find out the services
- Communicate that out to schools and service providers
- Start trying to connect the various stakeholders
- Need to create a campaign for: awareness, funds, champions
- Connect services to NDIS – teach services how to understand the NDIS landscape

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

- Mapping out services, needs, wants, disabilities
- Speak to everyone collaboratively. Example – football. Speak to Football Gold Coast, people with disability, individual clubs, disability sports clubs, schools, universities and TAFE.
- Research on what is needed
- Create an online network of services and way to communicate

### What are our next wise steps...

- Create a map of key stakeholders
- Start with sport. Build from there
- Create an online network
- Reaching out and starting process with mainstream sport and local disability clubs
- Post the AFL opportunities:
  - Schools, Inclusion championships, competitions, training day down at Nielsens Road, opportunities to volunteer/coach
- Get on the Gold Coast Disability Network website
- Post Special Olympics:
  - Training, calendar of competitions, opportunity to volunteer
- Find out the stuff that is available
- Ask schools what they offer/need
- Intent/purpose
- Collaborative network meeting
- Gold Coast post schools expo: creating a map, networking, use it to create a network
- Libraries offer free facilities
- Ask to contribute
- Disability champions.
- Apply for a grant

# Open Space Ideas to actions....



## Project 3



### Host idea

Include people with disability in disaster management planning from start to finish



What could this idea become...

- Active and continual participation of people with disability in implementation and reviews of disaster management planning
- Annual practical drill, hosted by City of Gold Coast (lower the anxiety of people faced by this occurrence)
- Carer for a range of special needs
- Forum (drill, Q&A)
- People know where to access disaster management information
- Great community accessible format

What do we know works...

- We don't know?
- Format of information communicated in different formats, depending on disability

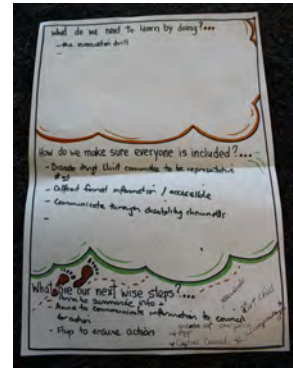
Who do we need to partner with...

- City of Gold Coast – Disaster Management Unit
- People with disabilities
- Emergency services
- Disability organisations/groups to distribute information

What are the risks and challenges..

- Could cause some to worry unnecessarily doing a drill. Drill communication information to be positive
- Ensure everyone's perspectives are heard

## Project 3



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

- The evacuation drill

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

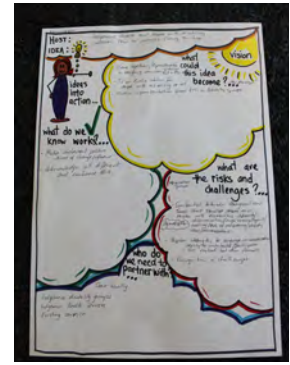
- Disaster Management Unit Committee to be representative of all
- Different formation for information – accessible
- Communicate through disability channels

What are our next wise steps...

- Anna to summarise information and communicate to council for action
- Follow up to ensure action
- Brisbane floods
- Care packages
- Emergency app
- Cairns council

# Open Space

## Ideas to actions.....



### Project 4



### Host idea

How can Aboriginal and Torres Strait Islander peoples and people with disability co-design services that will meet their needs?



What could this idea become...

✓ What do we know works...

- Media involvement positive – drivers of change/influence
- Acknowledge all differences and embrace this

- Come together/representation in designing services
- Co-design – people with disability and Aboriginal and Torres Strait Islander peoples
- TV or radio station for people with disability and all others
- Media representation from Aboriginal and Torres Strait Islander peoples or disability groups

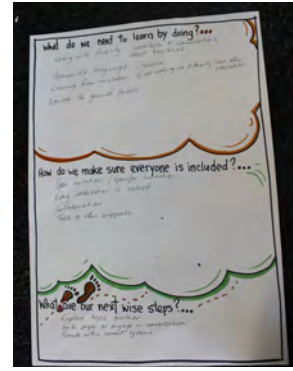
Who do we need to partner with...

- Start locally...
- Indigenous disability groups
- Indigenous health services
- Existing services

What are the risks and challenges..

- Similarities between Aboriginal and Torres Strait Islander people and people with disabilities: marginalised groups - adversity/discrimination/high unemployment/housing/lack of acceptance/sceptic ideas/preconceptions/stigmatisation
- Peoples strengths to engage in conversations:
  - Ability to contribute/participate
  - Not verbal but other formats
  - Recognition of challenges

## Project 4



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

- Working with diversity – contribute to conversations about themselves
- Appropriate language/inclusive
- Learning from mistakes...if not working, do differently/seek other alternatives
- Educate the general public

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

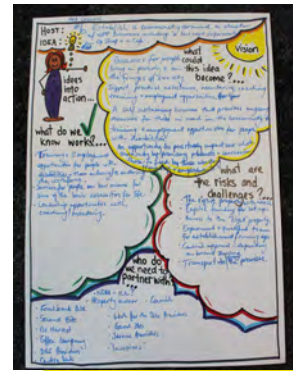
- Open invitation/specific invitation
- Every conversation is valued
- Collaboration
- Talk to other supports

### What are our next wise steps...

- Explore topic further
- Invite people to engage in conversation
- Promote within current systems



# Open Space Ideas to actions....



## Project 5



### Host idea

Establish a community around a cluster of not for profit businesses including a low-cost supermarket, an op shop, and a cafe

What could this idea become...

Vision

What do we know works...

- Training and employment opportunities for people with disabilities and those entering/re-entering the workforce
- Services for people on low income for some of the basic necessities for life
- Leadership opportunities with coaching/mentoring

- Resources for people living in poverty and on the fringes of society
- Support, practical assistance, mentoring, coaching training and employment opportunities
- A self-sustaining business that provides ongoing resources for those in need in the community and training and employment opportunities for people with disabilities
- An opportunity to positively impact our whole community by providing products and services for those wanting training and employment

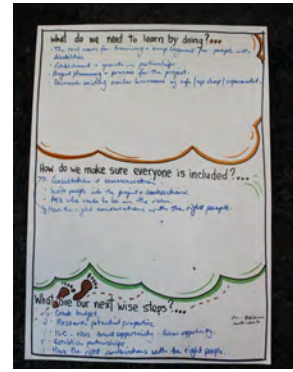
What are the risks and challenges..

Who do we need to partner with...

- NDIA – ILC?
- Property owner
- Council
- Foodbank Queensland
- Second bite
- Oz Harvest
- Coffee company
- DES providers
- Centrelink
- Work for the dole providers
- Good 360
- Service providers
- “Investors”

- The right property with access
- Capital funding the set up
- Access to the ‘right’ property
- Experienced and qualified team for establishment/running operations
- Council approval – depending on current zoning
- Transport to/from the premises

## Project 5



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

- The real needs for training and employment for people with disabilities
- Establishment and growth in partnerships
- Project planning and process for the project
- Research existing similar businesses e.g. café/op shop/supermarket

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

- Consultation and communication
- Invite people into the project and conversations
- Ask who needs to be in the room
- Have the right conversations with the right people

### What are our next wise steps...

- ILC – NDIS grant opportunity – review opportunity
- Research potential properties
- Have the right conversations with the right people
- Create budget
- Establish partnerships

# Open Space

## Ideas to actions....



### Project 6



Host  
idea

Independent affordable  
communal living

Vision

✓ What  
do we  
know  
works...

- Currumbin Valley M.O – slightly different principal thought
- Community houses

What  
could this  
idea  
become...

- A space for young adults to engage and live independently while learning in a supported environment!
- Have fun and make friendships

Who do we need  
to partner with...

- Community to create financial independence
- Queensland housing
- Builders
- Designer
- Investor – family – community services
- Disability specific
- Planners – certification and approval
- Websites – re: Investment on PODS – re Domain

What are  
the risks  
and challenges..

- Council approval
- Financially on-going support/creation of income



## Project 6

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

- Finding out exactly what people are willing to pay
- Sustainable living

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

- Constructive conversation with all
- Advertising/to all stakeholders
- Meetings

What are our next wise steps...

- Council approval/market demand
- Price guides

# Open Space

## Ideas to actions....



### Project 7



Host  
idea

Platform for people with  
disability needs



Vision

What  
could this  
idea  
become...

✓ What  
do we  
know  
works...

- Reviews
- Ride share/car pool with existing people with disability helping others
- Facebook groups
- Ebay
- Uber
- Air BnB

- Match people with disability equipment with needs
- Reuse equipment
- Commercial endeavour - profitable
- Similar to air tasker
- Incorporate – care, equipment
- Trials
- Benefits supplier, user, occupational therapy, physiotherapy, rideshare

Who do we need  
to partner with...

- Matches carers to clients
- App creation – stand along app
- Uber, Air BnB, Ebay

What are  
the risks  
and challenges..

- Accountability
- Privacy protection
- Process through technology to cater for all people with disabilities e.g. photo description
- User friendliness
- Profile, links



## Project 7

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

- Mistakes, trialing, reviews, feedback
- Modelling, focus groups, finding who/which
- Parties to involve
- Identify stakeholders

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

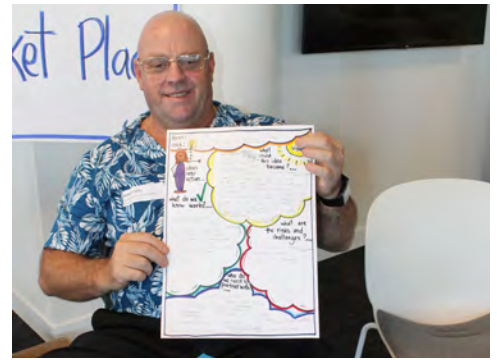
- Promotion, as easy as possible
- User friendly, KISS principle
- Communication and access to all people with disability

What are our next wise steps...

- Finding a developer that is a person with disability
- Funding

# Open Space

## Ideas to actions....



### Project 8



## Host idea

How can we educate the police services on how to engage with people disability in the Gold Coast community?

## Vision

What could this idea become...

### What do we know works...

- Explaining to people wherever possible – talking nicely and openly
- Sharing our stories and experiences with people helps them to understand
- Training

- Police understand disability – policy not just assuming
- Police are better educated
- Visiting stations, talk to police
- Police don't just 'act first' and then ask questions – trusting people when they answer questions
- Better able to identify people with disability
- Police stop and think first
- A module in police and training on understanding police with disability
- Training courses for police delivered by people with disability and handbook at Gold Coast police station
- How to talk to people
- Educating people with disability on their rights

### Who do we need to partner with...

- Police – Queensland Police Service, Gold Coast Police stations
- Human Rights Commission
- Government
- Council
- Disability organisations
- People with disability who have had problems with police
- Queenslanders with Disability Network and other organisations
- Families of people with disability
- Neighbours – other community members to get opinion/educate

### What are the risks and challenges..

- No interest in training/conversation
- Denial of issues
- Risk in the community



## Project 8

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

- Talking to police – having a conversation with a police officer about people with disability
- Talking to organisations about partnering for training
- Talking to other people about their experiences with police
- Having a conversation with the Queensland police headquarters
- Create a presentation, flyer etc.

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

- Hearing from everyone about their experiences
- Letting people have their say
- Not talking over people
- Including experiences of people with disability who are non-verbal and school kids

### What are our next wise steps...

- A follow up meeting
- Find out what training is given to police already
- Find out what's working in other places/communities
- Building a network of people to support us
- Connecting with other people who want to educate

- Inviting a police community liaison officer to Gold Coast group to listen
- Talking to an organisation about training
- Talk to Human Rights Commissioner (Anti Discrimination Commission Queensland)



# Open Space

## Ideas to actions....



### Project 9



## Host idea

More accessible forms of communication accessible in public places eg. braille on restaurant menus



✓ What do we know works...

- There are many forms of assistive technology to help with communication
- Using large fonts
- Using easy English
- Visual questions

What could this idea become...

- At all times people can communicate
- Assistance technology (eg. Text to voice)
- Give people knowledge and awareness so people with a disability always feel included
- Easy English – simple so everyone can understand
- Universal visual communication

Who do we need to partner with...

- Gold Coast City Council
- State government
- Federal government
- Anti Discrimination Commission Queensland
- Business network

What are the risks and challenges..

- Ensuring translations are correct
- Language barriers
- Getting in front of the right people
- Educating people with correct/current knowledge
- Emergency alerts – how these are communicated



## Project 9

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

- Approaching restaurants/cafes/shopping centres
- Approach councillors to help drive message to venues/entertainment industry

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

- Make sure communication is accessible to everyone
- Use all styles of communication

What are our next wise steps...

- Research progressive/leading countries
- Research Members of Parliament – advise of ideas/plans
- Get disability support services on board/put pressure on decision matters

# Open Space

## Ideas to actions....



### Project 10



## Host idea

How can we bring the Human Rights Act to life in the Gold Coast?

What could this idea become...

**Vision**

✓ What do we know works...

- Working in partnership with respected and valued organisations
- Best practice audit/risk assessment tools

- More resources available for deaf/vision impaired and senior communities – mailouts not necessarily connected to technology
- Use simple English!
- Training of staff/departments
- Human Rights taught in schools as a module/unit (both private and public schools)
- Community focus groups/workshops on Human Rights
- Having a review/accreditation (star) for public entities meeting the standards
- Content of transition to work programs
- Training the trainer model

Who do we need to partner with...

- Community sporting clubs
  - Mining companies
- Local business groups
  - Council
- Who's going to benefit from it

What are the risks and challenges..

- Support workers/local area coordinators not understanding the information on Human Rights
- Recognise and consider/reach out to communities falling through the cracks!
- Focus on the clients needs eg. Gender/culture presenters



## Project 10

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

- More diverse resources
- Develop and provide useful resources and examples
- Identifying best practice sharing

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

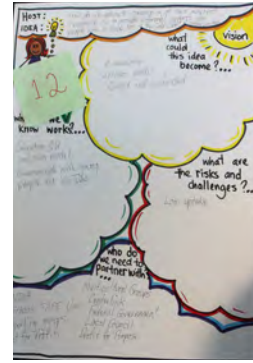
- Resources available for those with impairments, seniors

What are our next wise steps...

- Partnerships
- Resource development

# Open Space

## Ideas to actions....



### Project 11



## Host idea

How do we educate community of their inherent responsibility to provide support for people with disability in the Gold Coast Community?



## Vision

What could this idea become...

- A community inclusion model 'funded' and unfunded

What do we know works...

- Education Queensland inclusion model
- Communicate with young people via YouTube

What are the risks and challenges

- Low uptake

Who do we need to partner with...

- National Disability Insurance Agency
- Schools, TAFE, universities
- Sporting groups
- Not for profits
- Multicultural groups
- Centrelink
- Federal government
- Local council
- Profit for Purpose

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

- Risk, share, opportunity

# Open Space

## Ideas to actions....



### Project 12



## Host idea

How can we educate and improve broader community through stories of strength and hope?



What could this idea become...

- Inspirational stories from people of the Gold Coast
- Narrative therapy
- Humans of New York
- Social media
- Face-to-face meetings

- Providing forum in various locations
- Road shows – schools, health, carers, businesses
- Highlight the benefit of the NDIS

What are the risks and challenges..

- Vulnerability to criticism
- Constant challenge
- Full inclusion
- Consistency
- Language
- Keep it simple

Who do we need to partner with...

- Gold Coast City Council
- Titans and other local success stories
- Other community organisations
- Local media
- Local champions
- Disability Community Network
- National museum – storytelling



## Project 12

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

- Capturing stories
- Stay focussed
- Collaborative

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

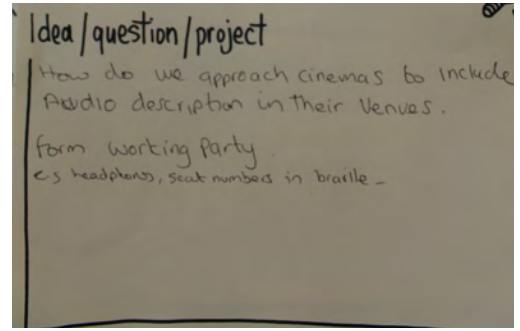
- Make it compulsory
- Through people's rehab
- Through volunteering

What are our next wise steps...

- Identify stakeholders – meet 6729 Bakery
- Set some project goals
- Funding?
- Start roadshow at AB Patterson College

# Open Space

## Ideas to actions....



### Project 13



### Host idea

How do we approach cinemas to include audio descriptions in their venues?



- Form a working party
- Audio eg. Headphones, seat numbers in braille

Perhaps the Gold Coast community wasn't quite ready to have this conversation yet...

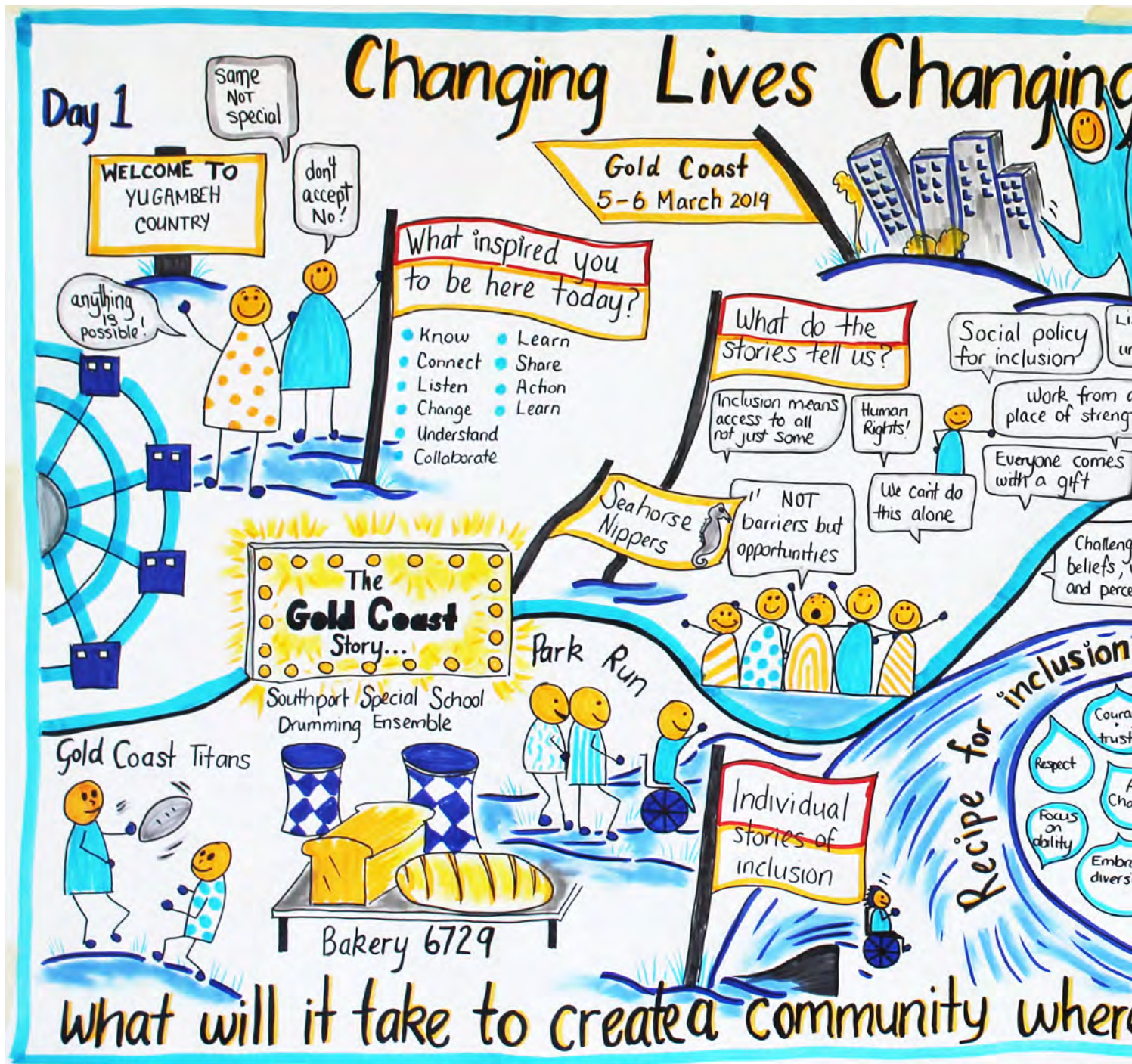
Julie, who proposed the question, may need to take a step back and reframe the question...

The answers were illusive this time. This issue will need to be revisited when the community is ready...





# Four pictures, two days



# Four pictures, two days



# Four pictures, two days

**Day 2**

**HOW HAVE WE LANDED TODAY?**

11000 check-in 1200

still in the air... helicoptering in

- inspired by yesterday's stories & what the Gold Coast can offer
- hopeful, grateful
- infinite possibilities & new beginnings
- excited, enthusiastic, energised
- looking forward to seeing what is possible on the Gold Coast
- intrigued
- sharing ideas to move into action & tangible outcomes

**APPRECIATIVE INQUIRY**

have courage & determination

believe in yourself & find allies who believe in you

tell a powerful, personal story

good heart, caring & understanding each other

creativity & resilience

challenging decision-makers & policy-makers

having a clear goal

unconscious bias

follow-through, passion & drive

**Tell us a time you have been COURAGEOUS in creating change, big or small..**

**CALL TO ACTION**

**How can we be more inclusive of people w/ challenging behavior?**

- educate staff & people with authority to be supportive & use less restrictive practices
- partner with orgs, business, health, police, WDA
- adopt public spaces eg quiet spaces
- showcase success stories

**make public facilities restaurants centres more accessible**

- research where working & being
- investigate technology & services to train volunteers - be my
- gather stats on how people are affected
- talk to government (City Council, State government)

# Four pictures, two days

**1/** How can we create inclusive pathways & connections between services?

- find & create a map of key stakeholders
- start with sport
- meet & map opportunities together
- investigate ways to connect eg. online networks

**2/** How can we create inclusive pathways & connections between services?

- annual practical drills with people with disabilities co-designing
- communicate & advocate with Council

**3/** How can Aboriginal & Torres Strait Islander peoples & people with disability co-design services that will meet their needs?

- create diverse ways of having conversation & contributing to design
- promote within current contexts & access existing networks
- appropriate & inclusive language

**4/** Accessible Cinemas with audio descriptions & braille seat numbers

- a conversation for the future

**5/** Establish a community around a cluster of not-for-profit businesses

- self-sustaining business model employment, training, low cost products
- co-location of services
- look for funding & grant opportunities, research properties
- start conversation & make sure everyone is included/grassroots

**6/** Independent communal homes for young adults to learn, create & live securely

- eco-friendly model
- family investors, cater to need & uniqueness
- make it affordable & investigate market
- land secured - investors & council approval

**7/** Creating a space where people with disabilities can have their needs met

- sharing resources & equipment - similar to air tasker
- online space / app
- reusing equipment
- uber for people with disabilities

**8/** Educating Police to engage better with people with disabilities

- training for police designed & delivered by people with disabilities to think/listen before acting, understand not assume
- build group of people to work with Police & support each other
- link to Human Rights
- Adopt-A-Cop

**9/** How can we continue to share the stories, give hope & educate?

- showcasing inspirational stories & lived experience eg. humans of New York (Gold Coast)
- roadshow, various locations across Coast
- partner & connect
- social media
- first speaker - Ben G Bakery 6729

**10/** How can we bring the Human Rights Act to life on the Gold Coast?

- develop strong partnerships
- create practical resources for everyone
- connect & inform across the community

**11/** How do we educate community of their inherent responsibility to provide informal supports to people with disabilities?

- community inclusion model, funded or un-funded
- conversation to continue

**12/** How do we educate community of their inherent responsibility to provide informal supports to people with disabilities?

**check-out**

- opportunity of hope
- fully accessible
- endless possibilities when collective & community come together
- stories are where the magic happens
- same path
- connecting with others to create change
- what have I learned that stayed in my heart and mind?

**ALL TO ACTION**

anchoring ideas from yesterday

take facilities, wants & shopping more accessible where this is being done well technology (eg. apps) to translate with be my eyes' how many needed (local government)

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



***Changing Lives, Changing Communities  
Gold Coast is a partnership between:***



Funded by the National Disability Insurance Agency



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