

*Changing Lives,  
Changing Communities  
Toowoomba*



**10 & 11 OCTOBER 2018**

City Golf Club

**TOOWOOMBA**

# About Changing Lives, Changing Communities



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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 2018 in Toowoomba.

Changing Lives, Changing Communities – Toowoomba is funded through Information, Linkages and Capacity Building (ILC) National Readiness Grants – National Disability Insurance Agency (NDIA).

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



To connect with others and share ideas for building a more inclusive community where people with disability are the real drivers of change

I don't like being excluded and I don't think anyone does, but lots of people with disabilities face high levels of exclusion. As a result, we miss out on so much, but also society misses out on so much. If you invite a friend who uses a wheelchair to the pub but you're all sitting at the bar, you're not really including them - we need to create a community that's accessible to everyone

Inclusion is at the top of my values tree. I am passionate about it in my own life and also in the lives of others. Any opportunity to create inclusive communities is great to be part of

To be part of social change - to look towards equality - in our community together

I am very passionate about the power of community to change

To support my wife in the speech she will be giving. Time for a change starting 2019. To get our disability system to work together

Networking opportunity. Sharing information - find out what others are doing! Contribute and be a part of the community. Opportunity to work together towards a common goal

I want to gain an idea of the community as a whole and all of the diverse and interesting activities already happening and spread the great news

# The Toowoomba context



## Panel



### **Paul Ventaloro**

#### *Community Development Practitioner*

Paul has worked in the community services sector for 11 years and has been involved in the development of regional suicide prevention projects, disability inclusion programs, mental health consortia and led teams conducting sector transformation projects. Paul established and chairs the Toowoomba Suicide Prevention Network and is a member of the Toowoomba Disability Services Professionals Network. On the panel, Paul spoke about the importance of community development - a collaborative, collective, problem-solving method that is more inclusive.



### **Michael Burge OAM**

#### *Mental health advocate and mental health first aid instructor*

After more than 22 years working in mental health, Mr Burge was accepted onto the board of the World Federation for Mental Health from 2017-19. The former Army Warrant Officer is himself a sufferer of Post Traumatic Stress Disorder, anxiety and depression. Michael has conducted over 97 Mental Health First Aid (MHFA) courses throughout rural and remote Australia to help reduce stigma of mental health, enable people to easily recognise mental health disorders, and to better access help and information. On the panel, Michael promoted his event 'Breaking Free' - a concert that helps to remove mental health stigma.



### **Kim Stokes**

#### *Owner of Kim Stokes Communications*

Kim has over 10 years experience working in radio and over 30 years experience as a presenter. Disability is close to Kim's heart.

"I grew up with disability being normal to me. With one in five people in the community with a disability, it is not a minority," she said. Her company - Kim Stokes Communications - recently sponsored the Business disABILITY Awards Australia - Toowoomba and Darling Downs. On the panel, Kim talked about the importance of presenting diversity in the media.

"Media starts with us – we are the media. People can use our own media – social platforms – to band together and say I'm not okay with the stereotypical references of what's out in front of me."

# The Toowoomba context



## Panel



### **Gay Hold**

*Owner of Jazzy Lane Hair Studio*

Jazzy Lane Hair Studio has recently introduced a program for highly sensitive adults and children who may also be on the spectrum and require a low-sensitivity experience for haircuts. 'Tranquil Trims' was launched in January 2018 to an incredibly receptive local and national audience. Gay also heads the 'Toowoomba School Formal' project - a program that allows all students to attend their final school formal without spending money. Gay is currently training two assistants in her salon with disability. One of the assistants is a grade 11 student who has an intellectual disability and autism. Initially very shy, Gay has proudly watched as the student has taken on more responsibility, is more confident and more relaxed in her work environment. "She has found her place in the salon," Gay smiled. The second assistant is an 18-year-old woman with Downs Syndrome. "She is bright and out there. She connects with clients very easily," Gay said. Jazzy Lane Studio recently won the Judy Antonio Memorial Award at Business disABILITY Awards - for this work. However, Gay said it wasn't about the awards – it is about creating a more inclusive community for everyone.



### **Mick Jackson**

*Live to Ride Motorcycle Tours*

Motorcycles have always been a big part of Mick's life. However, after suffering from a debilitating back injury, the ability to get on his bike was taken away. "The physical injury is not the main part. The psychological affect and trauma is far more debilitating," Mick said. Through reasonable management and support, Mick was eventually able to ride again and decided to start his own motorcycle tour business. While running the business, the most rewarding experience for Mick was when he could take people with a range of disabilities for a ride. However, he couldn't take everyone because ride procedures and safety protocols couldn't deliver a safe riding experience for people with more complex disabilities and conditions. Mick has since been developing Live to Ride Motorcycle Tours – a disability-friendly recreation and tourism service. He has rewritten the motorcycle tour manual, including safer ride procedures and protocols, new safety standards and an expanded tour rider training program, to cater for people with disability. Mick is now raising funds to build a custom-designed sidecar and to start the company.

# Modified Rugby Program



***Megan Elliott is the Founder and Managing Director of GingerCloud Foundation, an organisation founded to answer a unique question: “When we’re not here, where will Max do life?”***

Megan’s 15-year-old son, Max, has autism and a complex language disability, requiring a specialised approach to care. Max was non-verbal until the age of eight and displayed challenging behaviours. As a result he was unable to attend kindergarten and Megan had to give up work to care for him. With the help of a speech therapist, Max’s outlook brightened as he was taught how to communicate in a way that aligned with his unique neurology. As he continued to improve, Max started to do one-on-one rugby with a professional rugby player that lived around the corner.

“For the first two years, we could barely get Max and Jake on the grass at the same time because Max hates flies and birds and Jake does not like dogs,” Megan said. Simply overcoming the communication and sensory complexities of autism, she said, was a huge leap forward. The inclusive spirit of rugby meant every weekend was an important social network for families in their local community already. Reaching a moment of ‘a bit of bright light’, Megan realised the rugby community was ‘a bit of a conduit’ in creating a place where Max could do life.

“We went to rugby and said we want to work with you to work out how we can modify not just the game, but help your community understand us, so that Max can belong, so we can belong,” she said.

“So that we can create a place where girls and boys and young adults, just like Max, have an ongoing place where they feel safe, understood, where they experience success, and where they belong into the long term.”

The GingerCloud Foundation was formed with that vision in mind - working with individual communities and young people to improve understanding around the complexities of autism and other cognitive conditions, and teach strategies around inclusion. Before too long, the GingerCloud Foundation developed the Modified Rugby Program (MRP), a new division of rugby endorsed by Rugby Australia. Under the modified form of touch-only rugby, each player with a learning and perceptual disability has their own player mentor on the field supporting them. MRP enables a whole new player base to join the game for the first time.

“We’re just a division, just like everyone else,” Megan explained.

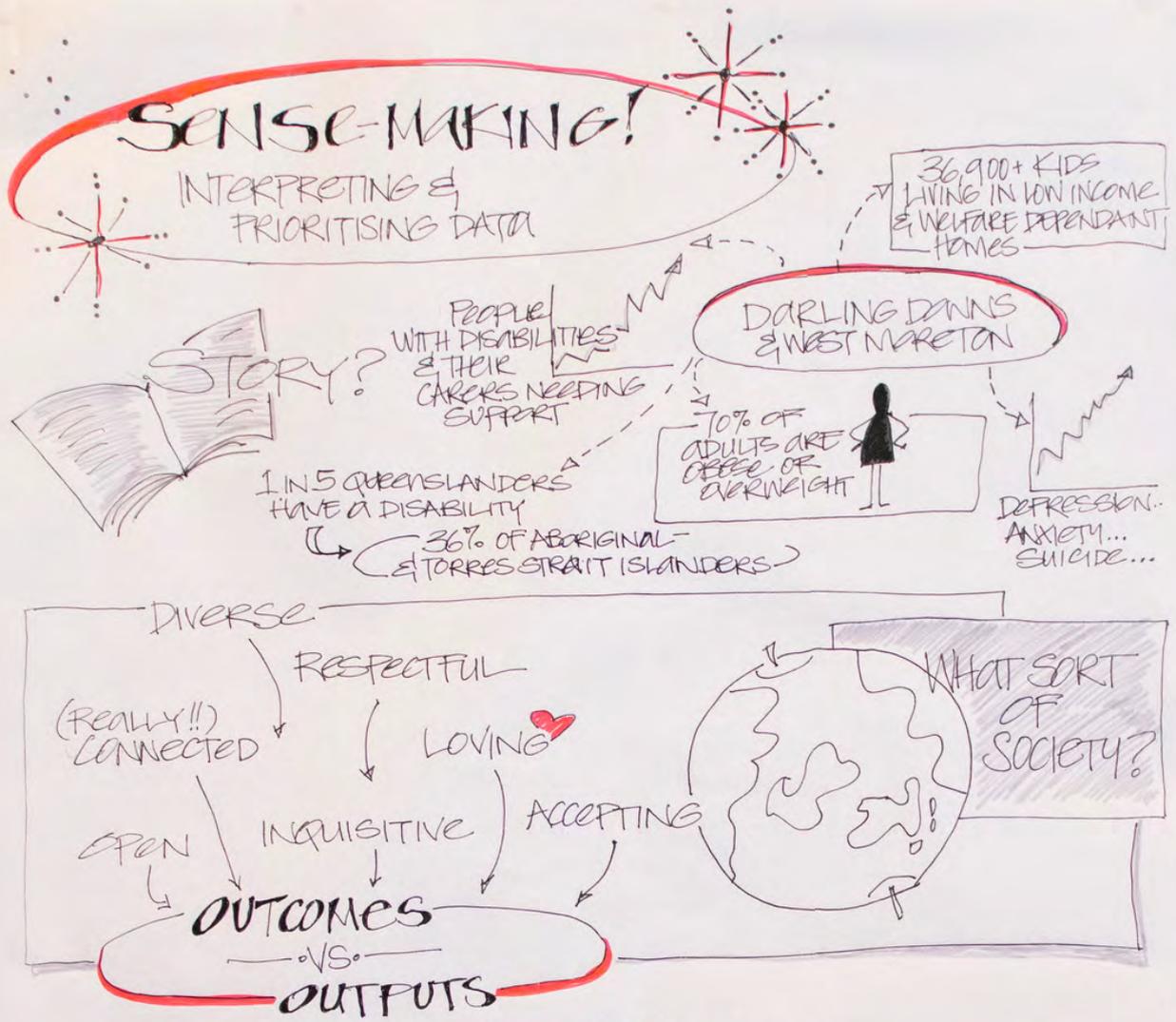
The MRP’s expansion into Toowoomba was spearheaded by a then year 9 player mentor from Brisbane who wanted to bring the program to Toowoomba Grammar. He essentially organised it himself.

“His mum called me and said ‘it’s pretty well a done deal – you should probably just make sure that’s okay!’” Megan laughed. “Imagine if we had a thousand of those young men and women in leadership positions, all across our country... how differently would they view our world?”

The MRP was awarded the ‘Social Inclusion Award’ from Business disABILITY Awards of Australia - Toowoomba and Darling Downs - this year, and the division continues to grow in popularity around Queensland. Over 250 kids are playing in Toowoomba, Townsville and Brisbane, with expansion to Caboolture coming soon.

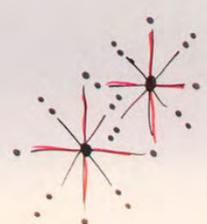
“We want to nurture a generation of young people for whom disability is normalised,” she said. “If we put young people with Max often enough, Max would become Max. Max wouldn’t be some child on the spectrum... he would just be Max, and they would be friends.”

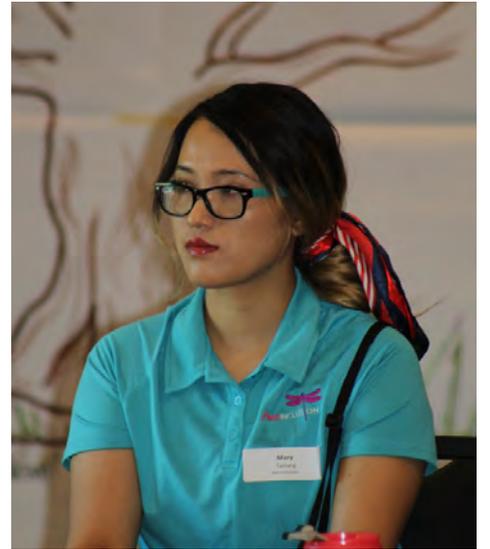
“If we can create friendship, then we can create long-term belonging.”



- ★ DATA IS IMPORTANT!!**
- ☑ HEALTH PLANNING
  - ☑ WORKFORCE & TRAINING
  - ☑ ECONOMIC & STRATEGIC PLANNING
  - ☑ PLANNING
  - ☑ ADVOCATING
  - ☑ FUNDING REALITY
  - ☑ GOVERNANCE

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# Stories of Inclusion



## Story tellers



### **Karen & Janet - Jobs by Jacobs**

Jobs by Jacobs started after the Jacobs (Karen and Janet's sons) finishing high school. Both friends had been working hard during their studies so were on a high when they graduated. However, they quickly started losing their confidence as 'they had nothing to get up for in the morning'. "It was difficult to fit him into a job with his skill base so we decided to make a job that fits him," Karen said. That's how Jobs by Jacob (singular) started. Jacob started out with small jobs, such as washing windows or collecting mail, watering plants and bringing bins in for people on holidays. However, they had to rethink Jobs by Jacob after Karen overheard Jacob say to one of his friends, "It's actually not a real job." Meanwhile, Janet's son Jacob was also struggling. He had no clear idea of what he wanted to do. One of the toughest moments for Janet was when they were filling out a medical form and it asked for Jacob's occupation. "I'm not a student. What am I?" Jacob said.

The next logical step was to create a partnership between both Jacobs - Jobs by Jacobs (plural). Both Jacobs own and run the business. The key ingredient is their shared vision – 'you'll have a great life'. "They are their own bosses - they are in total control of their futures. We are just there to facilitate it happen."



### **Duck Gordan**

Duck's real name is Dean 'Duck' Gordan. He got his nickname after playing a game of rugby in 1997 and not 'ducking' during a tackle. He was told he would never talk again. "I've proved them wrong. I do lots of talking," he said.

Duck has been studying at the University of Southern Queensland since 2002. He enjoys studying and is now onto his fourth degree in counselling.

"I used to be shy. These days, you can't shut me up," he said.

Since the accident, Duck has developed a love of singing. He started singing his own version an AC/DC classic to the captivated audience.

"It's a long way to the shop if you want a good sausage roll," he belted out.

Duck has words of advice for people with disability in the Toowoomba community.

"Don't give up. Friends, family and community support helps a lot. The knowledge is getting stronger and stronger. People are understanding a lot more. I get up everyday and say thanks to God. I got another day," he said.

"When you've got friends and support around you, you can't go wrong."

# Stories of Inclusion



Story tellers

**Dixie Clayton**

“When I started to write about my story, I started to think ‘Who am I? There are labels we all wear. I am the child survivor of domestic violence. That’s a label. I am a single child of parents in the 60s. Most people would identify me as someone with mental illness.”

Dixie has a degree in Human Services and over 20 years’ experience working case management for child safety. This was one label Dixie applied to herself – “It gave me self-esteem and a sense of identity,” she said.

However, when Dixie retired from child safety, she struggled to feel included.

“I lost all my friends when I retired...No one wanted to be friends with a child safety officer with a mental illness.”

“Mental illness hammered me,” Dixie said. “I was agoraphobic for a year and have been very reclusive since.”

Although Dixie struggles with anxiety, she refuses to give in.

“I need to be a positive social model for my daughter and others.”

When she first was diagnosed, Dixie questioned ‘Why me?’ “But then I thought, ‘Why not me? What makes me so special mental health escapes me?’ Mental illness doesn’t discriminate. My experience is real, it is lived and I am determined to change the script. People outside of me can’t change me. Only I can.”

Dixie has ‘hills and valleys’ when it comes to her mental health journey.

“I have a proactive mental health team,” she said. “My experience taught me many strategies to treat symptoms. A good mental health network means stability in life.”

“It’s a long road and it is bit by bit,” she said.

Having a place to belong is of paramount importance to Dixie on her journey.

“For me, Christianity helps. I know this isn’t for everybody but it works for me. It gives me a sense of purpose and belonging.”

Dixie has many strategies in place for her self-care.

“Self-care is just as important as medication because without self-care, medication just masks the symptoms.”

Dixie held up various items to the audience, the first being a ukulele.

“I just started playing ukulele,” she said. “It brings me joy.”

“I have a weighted blanket so I can have a deep hug.” She holds up the next item. “I have rainbow shoes so I can walk on rainbows and feel grounded. It helps me to brave Grand Central (shopping centre), which is my Everest. It is a very scary place for me.”

She took other items out of the box and held them up for the audience to see.

“I have a grounding box with a stress ball, a textual fidget cube, a disc which imitates wringing someone’s neck – it helps with stress relief,” she smiled. “If all else fails, I have a snuff box. I don’t have a great memory so I make use of gadgets to help with the memory I don’t have in my head.”

However, with all the ‘valleys’ Dixie faces, she remains positive.

“I have a disability but I have a very full life. I do the best I can with what I’ve got. I’m determined.”

# Stories of Inclusion



## Story tellers



### Carolyn and Ben - Ben & Co.

This is Ben's story – it is about bakers with purpose. The idea for Ben & Co. came about in 2012. Ben finished year 12 in Canberra. Canberra was a trial site for the NDIS and Ben and Carolyn needed to set goals for Ben.

“What is a good life? How do we define a good life? Is it different to any of Ben's siblings?” Carolyn questioned.

“There were no job opportunities for learning, purpose and belonging and being a valued member of the community,” she said.

“If opportunities don't knock, build a door. Ben & Co. is that door,” Carolyn said.

Ben enjoys baking so they decided to start a stall at the local farmer's market.

“Lots of opportunities came about from the market,” she said.

Eventually they decided to enter into the much larger Saturday markets. This led to corporate catering. Ben has now catered for private functions, including a lunch for 50 and a dinner for 80. They even make cakes. But where to next?

“Ben can make cakes and sell them. He is now refining his skills and making coffee. In fact, this morning he was at an event making coffees.”

Ben & Co. recently won the Business Engagement Award at the Business disABILITY Awards Australia – Toowoomba and Darling Downs. However, it's not about the awards for Ben & Co - it's about the community.

“Ben buzzes around and says hello to the fellow market stall holders. They all check in with Ben every Saturday. There is great support.”

After the last market, Ben sold 24 muffins and the brownies were sold out, as always. People were congratulating us, saying what a great job we were doing. That's why we do it.”



### Josh Marshall

Josh has been in a wheelchair for just over three years but was inspired to start an accessible project to promote social inclusion within the Toowoomba community.

Inclusion Access catalogues venues in Toowoomba on an accessible rating scale of one to five. The scale has been devised with occupational therapists and architects, with one star being the lowest ranking and five stars representing a very inclusive venue. There a whole range of things to consider when making venues more accessible, from access ramps to lack of lighting. To see the full list, please visit [www.inclusionaccess.com.au](http://www.inclusionaccess.com.au). Currently, Inclusion Access catalogues venues in Toowoomba only, but Josh is hoping the project will go national.

# Stories of Inclusion



## Story tellers

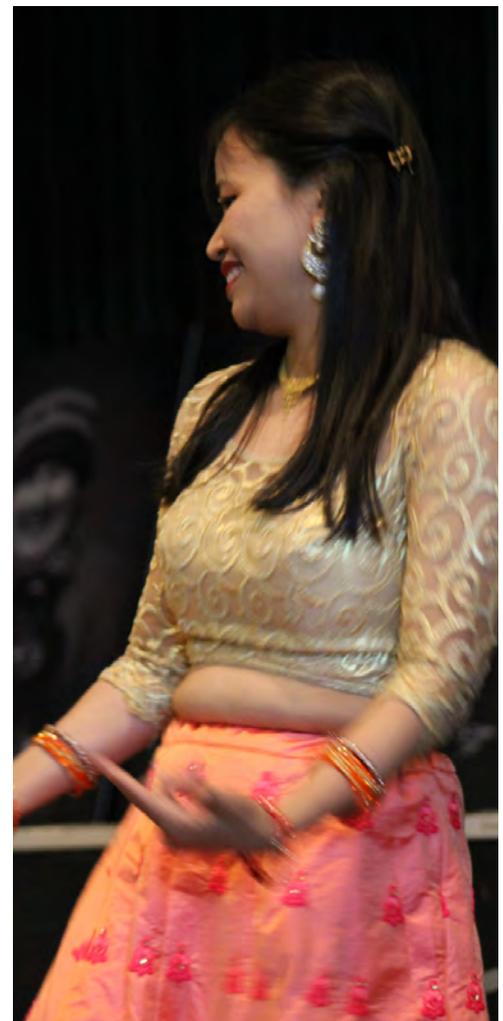


### Sharon Boyce

*Queenslanders with Disability Network (QDN), QDN Board Director, QDN Local Support Group Convenor and Chairperson of Queensland Disability Advisory Council to Queensland State Minister for Disability Services*

Sharon has a team of three support workers, two of which hail from Nepal – Mary and Pretena. Sharon said it is important to celebrate inclusion in different ways and having culturally and linguistically diverse support workers is one way of doing this.

Mary and Pretena shared their rich culture with the audience and, as Sharon said, shared understanding should be celebrated.



# 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. Belonging
2. Motivation
3. Strengths-based
4. Sharing stories
5. Innovation
6. Value diversity
7. Flexibility
8. Purpose
9. Accessibility
10. Limitless thinking

# World Cafe



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

Consistency  
Inclusivity  
Respect  
Change  
Collaboration  
Inclusion  
Opportunity  
Willingness

# World Cafe



What are the elements  
already happening  
here?

Diversity  
Technology  
Collaboration  
Innovations  
Inclusion  
Listening  
Integration  
Events  
Visibility  
Innovation  
Meeting  
NDIS  
Social  
Competitiveness  
Connections  
Positivity  
Education  
Friendship  
Consultations  
Conversation  
Courageous

# World Cafe



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

Mentoring  
Education  
Develop  
Supportive  
Accountability  
Inclusion  
Openness  
Community  
Educate  
Promote  
Leadership  
Networking  
Confidence  
Respect  
Speaking  
Normalise  
Changing

# 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?

- Challenging presumptions
- Identification of strengths
  - Humanity

## What helped it to happen?

- Making people responsible
- Identification of common and diverse skills of team to implement
  - Get to know the person
  - Courage to 'go against the stream' - relationship risk
- Identify allies to affect change
- Careful planning then action

## What was inspiring/important?

- Choosing to do things differently
- Let people speak for themselves and listen
- Make work about what individuals need, not what you need
- Inclusive community activities

## What helped it to happen?

- Consciousness in action
- Commitment to change
- Focus on building relationships
  - Inclusion

## What was inspiring/important?

- Advocacy
- Creating a platform to speak from
  - A voice
  - Positive outlook
  - Being supportive

## What helped it to happen?

- Guts
- Heart
- Experience
- It's hard but focus on the 'greater good'
  - Empathy
  - Partnership
  - Lived experience

## What was inspiring/important?

- Overcoming cultural stigma to get the best for a person
- Providing education and opportunity for that person and their family so they can best accept and deal with their situation
- Continuous support to gain independence, confidence

## What helped it to happen?

- Cultural orientation
- Provided education and support
- Taking action not just 'talking the talk'
- Broke down cultural barriers

Councillor Joe Ramia  
Environment and Community portfolio leader



**”PEOPLE HERE  
ARE BREAKING  
THE BARRIERS -  
NOT ONLY FOR  
DISABILITY BUT  
FOR EVERYONE IN  
OUR COMMUNITY.  
FOR THAT,  
I THANK YOU.”**

# Open Space

## Ideas to actions....



### Project 1



## Host idea

Culturally aware support for  
Aboriginals with disabilities

## Vision

What  
could this  
idea  
become...

What  
do we  
know  
works...

- Taking supports into community and family
- Aboriginal people supporting Aboriginal people (or even the initial contact/introduction)
- Allow time to relate before getting to business
- Building relationships before business
- Don't make promises

- Promoting the notion of opportunity for employment and skills development
  - Including Aboriginal people in the sector
- Support for mainstream/community supports to learn and grow in their efforts to recruit, train and sustain Aboriginal staff and volunteers

Who do we need  
to partner with...

- Aboriginal people and community as a whole
- Key Aboriginal and/or Torres Strait Islander leaders/people
- Key networks - CCB, First Nations Ref. Group, NAIDOC + Reconciliation Week committees

What are  
the risks  
and challenges..

- Loss of elders and capacity of elders
  - Lack of understanding of family/community roles
- Mainstream/community services not providing culturally supportive environment for Aboriginal staff/volunteers
- Demonstrating through data



## Project 1

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

- Making connections and building relationships without agenda
- Value the relationship building as an outcome/output/KPIs (real work)
  - 'Slow down' - give people time
    - Be genuine
    - Listen
  - Find out what's there

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

- Keep talking, not telling
- Make our communications representative
  - Target key people and networks
    - Invite them

What are our next wise steps...

- Take the conversation to those we have identified on previous page
  - Review Reconciliation Action Plans.
    - Be brave and question.

# Open Space

## Ideas to actions....



### Project 2



## Host idea

Increase appropriate skillsets that are needs based

✓ What do we know works...

- Matching participants to staff
- Peer support and motivation in the group environment

Who do we need to partner with...

- Lived experience
- Families
- Friends
- Community support groups

What could this idea become...

Vision

- Registered Training Organisation Legislation and framework with a local focus
- Toolbox from government body that assists in vetting/recruitment
- An environment that supports both participants and providers

What are the risks and challenges..

- Identifying individual needs versus the holistic approach
- Translating education into actual supports
- Maintain a diverse workforce
- A too specialised workforce
- Connecting education to skills



## Project 2

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

- Setting the standard and leading by example
  - An inclusive approach

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

- Integrate into HR and policy
  - Strength-based approach
- Delivery of interaction versus workforce communication
  - Utilisation of social media

What are our next wise steps...

- Involve Registered Training Organisations (RTOs) further in discussion
- Wet the appetite of the regional network

# Open Space

## Ideas to actions....



### Project 3



## Host idea

How do we design and deliver services that are culturally appropriate?

✓ What do we know works...

- Raising awareness makes things work - people do respond!
- The CALD community's involvement makes things work

Who do we need to partner with...

- National Disability Insurance Agency
- Service providers
- Communities
- Funding agencies
- Neighbourhood/community centres
- Local government

What could this idea become...

Vision

- To see people from Culturally and Linguistically Diverse (CALD) backgrounds consuming services locally, and these services being fully inclusive

What are the risks and challenges..

- Token acceptance of issues, not following through
  - Not having a genuine understanding/commitment
    - Empty promises
- Reaching upper management
  - Time for interpreters



## Project 3

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

- Individual conversations/engagement
- Employing more people from CALD backgrounds
- Training/conversations between individuals/support workers -> having a person facilitate (who is more CALD and language aware) connect
- The culture of the person with disability

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

- Making sure cultural inclusion is part of all discussions
- Each one understands that we all have a culture

What are our next wise steps...

- Supporting the development of culturally diverse advocacy

# Open Space

## Ideas to actions.....



### Project 4



## Host idea

Connecting individuals with disabilities with the elderly



What do we know works...

- Living examples (eg. individuals already supporting elderly individuals)
- School children and students in nursing homes - asking questions and storytelling

Who do we need to partner with...

- Toowoomba Regional Council
- Seniors Christmas Concert
- Word of mouth
- Meals on Wheels
- Transport sources: address issues
- Learning and care services
- Wesley Mission

What could this idea become...

Partnerships between:

- University of the Third Age
  - Senior citizens
  - Mens sheds
  - Hospice
- Disability support groups
- Disability service providers
- Toowoomba Club House
  - Blue Care

What are the risks and challenges..

- Issues for elderly in dealing with individuals with disabilities
- How do we connect with people who are really isolated?
- Transport - mobility, services
  - Matching people
  - Vulnerable people



## Project 4

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

- Start small (eg. pilot project)
- Tap into an existing group (eg. Disability Services Association)

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

- Partnerships are made with a wide range of groups and individuals

What are our next wise steps...

- Bring like-minded people together
- Put together a framework/business case/logistics
  - Decide on feasibility - subject matter experts
- Andrew Spradbrow - Toowoomba Regional Council

# Open Space

## Ideas to actions....



### Project 5



**Host idea** Writing stories: putting people inside the heads of those with a disability



✓ What do we know works...

- View through their eyes/personalising it
- Making concepts accessible
- People growing up with an idea
- Crosses the three spheres of learning
- Curiosity, openness

What could this idea become...

- A workshop with people experiencing disability
- An interview series

Book name? *"Normal is a setting on a dryer - it does not apply to people"*

What are the risks and challenges..

- People putting themselves out there in writing/vulnerable
- How to get people to read it
- Understanding what exists already/market research

Who do we need to partner with...

- Sharon, Sam, Michelle, Nadia
- Writers/interviews
- People with stories
- Tech inclined folk
- 'What's up' magazine



## Project 5

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

- Writing style
- Audience

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

- Have varied stories for each disability
- Combine them

What are our  
next wise steps...

- Connect with community and writers groups

# Open Space

## Ideas to actions....



### Project 6



**Host idea** Linking people with disability to supports in their community



What could this idea become...

✓ What do we know works...

- Access to different services and people being able to find out about different services

- Having the support worker change their role if their client is having a bad day - that the person caring can change their support role and do a different role in caring/adaptable

What are the risks and challenges..

- The support to see different disability and mental health after they have been given pills, and to see how things are going
  - Lack of understanding
- Not knowing of what sort of support to get, and having it updated all the time and reevaluate the current situation of different disability and mental health supports

Who do we need to partner with...

- Interlink groups
- To be told about the partner groups so that people can get involved with them/find out if something is already happening?

# Open Space

## Ideas to actions....



### Project 7+8+9



## Host ideas

Podcast/forum/interactive social outlet/blog - central information source for disability and aged communities



What could this idea become...

✓ What do we know works...

- Podcasts
- Word of mouth to begin with
- Free to download
- Multiplatform

- Development of a podcast or interactive media outlet talking to communities
  - eg. talk about the upcoming events
  - Discuss upcoming CLCC forums
  - Differing discuss points each week (Access and Events theatre)
  - Guest speakers from community (Yellow Bridge, Council)
    - Inform the community
- Discuss issues and ideas, events
  - Driver for social change
  - Be fun

What are the risks and challenges..

Who do we need to partner with...

- Kim Stokes
- Local media groups (Southern Cross Austereo)
- Toowoomba Regional Council
- Framework development
- Partner with community organisations
- Possible high school or uni students
- Community radio

- Budget for startup
- Community buy-in to begin with
  - Ongoing support
  - Access to a studio?
- Transcript of casts (accessibility)
- Not everyone is online/connected
  - Team of people working on it
- Radio announcer who can hold the attention of listeners
  - Create buzz
  - Trained and qualified



## Project 7+8+9

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

- Time commitment required (1 hour show takes X amount of hours to prep)
  - What draws people in/what do people want to hear
    - What is a good radio voice
  - Who is the audience/who wants to hear the discussion
- Discussing problems without causing offence - solution-oriented and community collaboration
  - Matching the right people to the right jobs
    - Identify aspiring members

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

- Promote to seniors and disability groups
  - Inform community groups
    - Inform media outlets

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

- Initial meetings with subject matter experts
- Find ways for people of all backgrounds to participate

# Open Space

## Ideas to actions....



### Project 10



## Host idea

Community co-op: shared space



✓ What do we know works...

- Neighbourhood Centre style
- Toowoomba Regional Council make space building
- A co-ordinator/committee
- Common goals
- Housing goal resources

What could this idea become...

- Existing grants utilised
- Supporting outer communities
  - Offer heaps of groups
    - Cooking, arts, one-on-one, supports open to all
- Assist in community short-falls, tapping into existing supports
  - NDIS Register and ILC
    - In-kind supports
    - Employment
    - Networking
- Co-habitation/same space
  - One stop org
  - New ideas
- Self supporting
  - Transport
- Offer scope to develop

Who do we need to partner with...

- Toowoomba Regional Council
- Ergon/Service providers
- Media/Community as a whole
- Peta Bryne

What are the risks and challenges..

- Insurance
- Distance
- Inability to commute
  - Egos/self-interest
  - Limited view
- Double-up/overlapping
- NDIS: People that have against people that don't
- Costs: Power rates, water maintenance



## Project 10

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

- Listen, look, ask, valuation, review and measure

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

- Open communication and consultation

What are our next wise steps...

- Research
  - Game plan and direction
- Speak with RADAC (Toowoomba Regional Council)

# Open Space

## Ideas to actions....



### Project 11



## Host idea

Utilising motorcycle base activities to inspire/motivate/promote/provide physical and mental health wellness



What could this idea become...

✓ What do we know works...

- Safety training
- Disability awareness training
- Protocols and procedures
- Marketing methods
- Collaborative work partnerships

- Could become a national/international service
- Tourism, access therapy
- Innovative way of motivating engagement in mental health programs
- Major provider of disability tourism
  - Recreational activity
- Fundraising contactor method drawcard

Who do we need to partner with...

- Service providers
- Tourism bodies
- Motorcycling community
- Rider training providers
- Aged care facilities

What are the risks and challenges..

- Trust and safety
  - Competition
  - Accidents
  - Cash flow
  - Staffing



## Project 11

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

- Working with disabilities and mental health
  - Rider training procedures
  - Fundraising

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

- Getting the service going

What are our next wise steps...

- Establish a funding/fundraising body
- Create relationships with providers of special needs community
  - Develop programs for future operations

# Open Space

## Ideas to actions....



### Project 12



Host  
idea

A connecting app



What  
could this  
idea  
become...

✓ What  
do we  
know  
works...

- Apps are connecting people now. eg. Airtasker
- New opportunities are provided

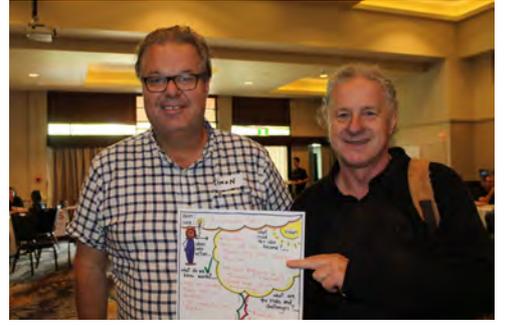
- Connecting people with the supports they want, wherever they live
- A social enterprise for Toowoomba? (and trial?)
- Connect people who are rural and remote

Who do we need  
to partner with...

- Disability networks
- Government
- Community
- Media

What are  
the risks  
and challenges..

- Financial
- Security - privacy and confidentiality
- Utilising NDIS to pay for "unconventional support"



## Project 12

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

- Taking a different approach to connecting people to a new way of receiving support

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

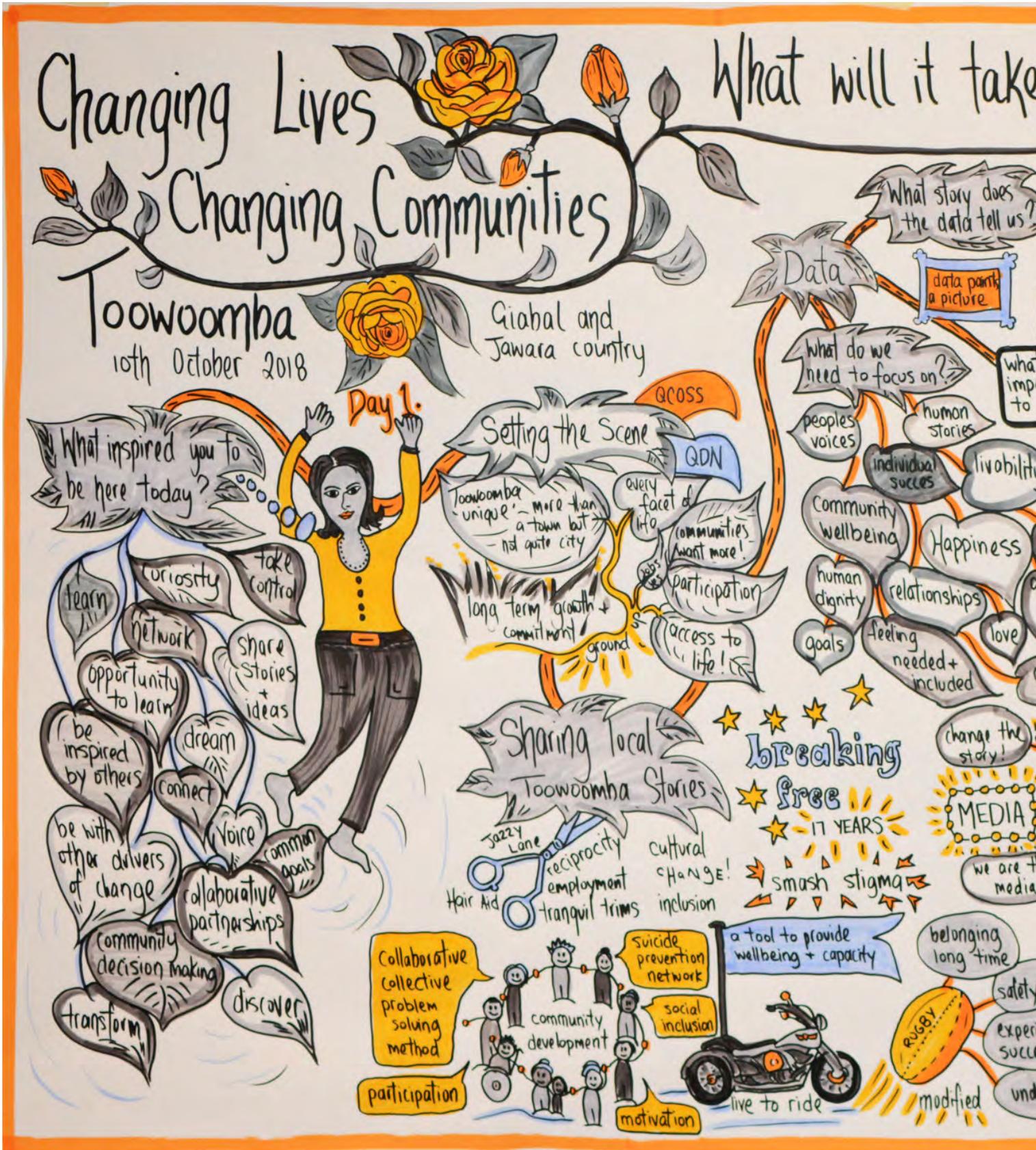
- Get the right people involved

What are our next wise steps...

- Further consultation with others
- A hackathon?



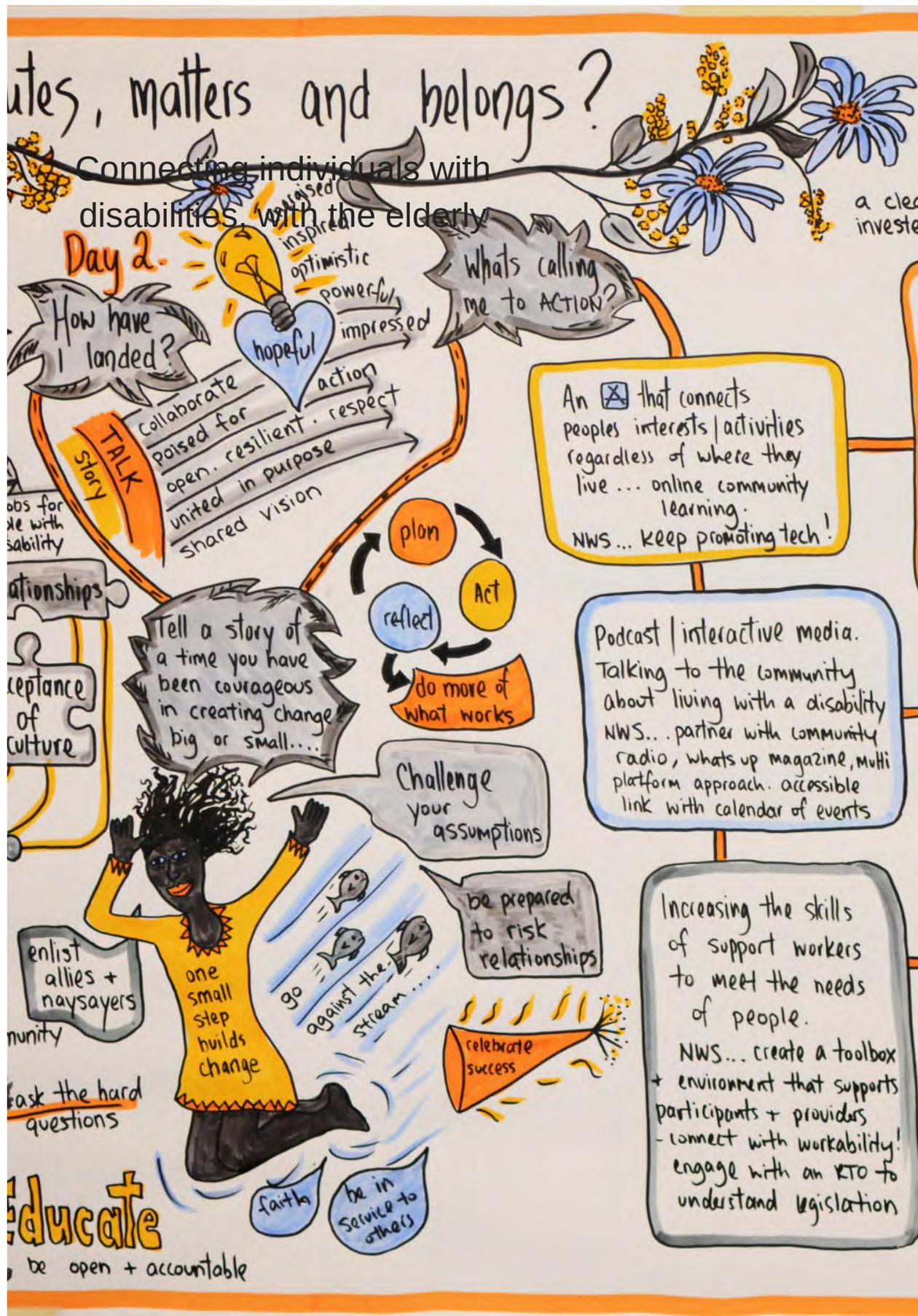
# Four pictures, two days



# Four pictures, two days



# Four pictures, two days



# Four pictures, two days

rich traditions



bold ambitions  
role for Council  
compassionate, caring

Services that are designed + delivered in a culturally appropriate way everyone has culture not just specific groups. We want people using local services NWS... promoting culturally competence training for all services.. an opportunity not a burden. education + awareness

promoting opportunity for employment + skills development for Aboriginal + Torres Strait Islander people in the community sector. Sharing value of Indigenous perspectives with the sector. NWS... valuing relationship building as an outcome. Take the conversation out... RAP become living. be brave

Connecting people with disabilities and the elderly for partnering and support- reciprocal benefits. NWS... trial a small pilot for feasibility.

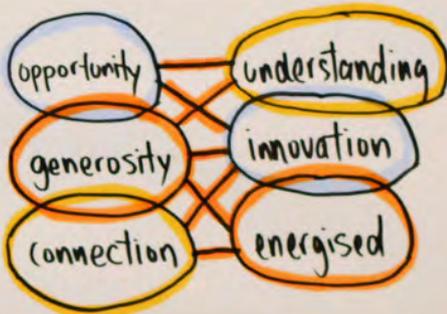
A community loop or shared space where all people could come together for information, social support, activities, conversation, art, looking A one stop shop! shared goals + resources NWS... approach council for empty venue and do it!

improving links for people with disabilities to supports in community- access and awareness of whats available NWS... connect with QDN whats up.. council events

letting people inside the head of people living with a disability... writing + drawing stories ...workshops NWS.. connect with whats up ... writing + editing expertise + space... writers group.. whats up for Toowoomba... not just for people with disability lets redefine 'normal'!

Match people who are seeking education with people who are seeking to educate. NWS.. link to community loop, skillsets + other projects

What have I learned?  
What am I grateful for?



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



***Changing Lives, Changing Communities  
Toowoomba  
a partnership between:***

