

# Changing Lives, Changing Communities: Toowoomba

## City Gold Club, Toowoomba

### 10 and 11 October 2018

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# About Changing Lives, Changing Communities

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

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

This document brings together the highlights of the two days in 2018 in Toowoomba.

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 (QCOSS) and Anti Discrimination Commission Queensland (ADCQ).

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

* To be part of social change – to look towards equality – in our community together.
* 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 in the lives of others. Any opportunity to create inclusive communities is great to be part of.
* I’m here 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.
* I am very passionate about the power of community to change.
* To connect with others and share ideas for building a more inclusive community where people with disability are the real drivers of change.
* Networking opportunity. Sharing information – find out what others are doing!
* Contribute and be a part of to the community. Opportunity to work together towards a common goal.
* I want to gain an idea of the community and all 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 Professional Network. On the panel, Paul spoke about the importance of community development – a collaborative, collective, problem-solving method that is more inclusive.

## Michael Burge

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

After more than 22 years working in mental health, Mr. Burge was accepted on 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 mental health stigma, 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 their own media – social platforms – to band together to say, ‘I’m not okay with the stereotypical references of what’s out in front of me.’”

## Gay Hold

### Owner of Jazzy Lane Hair Studio

Jazzy Lane Hair Studio 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 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 the Business disABILITY Awards Australia – Toowoomba and Darling Downs - 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 affects and trauma are 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, 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 Jake, 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, we can belong,” she said.

“So that we can create a place where girls and boys and young adults just like Max, have a place on-going 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 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 the Business disABILITY Awards – 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.”

# Interpreting and prioritising data

## Sensemaking! Interpreting and prioritising data.

### Story for Darling Downs and West Moreton:

* People with disabilities and their carers needing support.
* 36,900 + kids living in low income and welfare dependant homes
* Depression, anxiety and suicide on the rise
* 70 per cent of adults are obese or overweight
* 1 in 5 Queenslanders have a disability – 36 percent of which are Aboriginal and Torres Strait Islanders

### What sort of society?

### Outcomes vs. Outputs

* Diverse
* Respectful
* Loving
* Accepting
* Inquisitive
* Open
* (really!) Connected

### Data is important

* Planning
* Advocating
* Funding reality
* Governance

### Leads to:

* Health planning
* Workforce and training
* Economic and strategic planning
* Simone Finch – the Westminster Initiative

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# Stories of inclusion

## Karen and Janet

### Jobs by Jacobs

Jobs by Jacobs all started after the Jacobs (Karen and Janet’s sons) finished 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 in the morning for’. “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 “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 Gordon

Duck’s real name is Dean Gordan. He got his nickname ‘Duck’ 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 for 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 every day 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.”

## 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,” she said. “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 begins holding 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.”

## 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 and 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 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 are 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.

## Sharon Boyce

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

Sharon has a team of three support workers, two of whom 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 through dance 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. These are the keywords participants heard:

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 Café

## What will it take to create a community where everyone contributes, matters and belongs? (key words written from participants to answer this question)

* Consistency
* Inclusivity
* Respect
* Change
* Collaboration
* Inclusion
* Opportunity

## Willingness What are the elements already happening here? (key words written from participants to answer this question)

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

## What action am I willing to take to progress the vision? (key words written from participants to answer this question)

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

# 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. Here are some of the participants responses:

### What was inspiring/important?

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

### What helped it to happen?

* 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 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?

* 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

# Open Space – ideas into action

## Project one

### Host idea – Culturally aware support for Aboriginals with disabilities

### What could this idea become?

* 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

### 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

### 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 Reference Group, NAIDOC and Reconciliation Week committees

### What are the risks/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

### 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 Plan
* Be brave and question

## Project two

### Host idea – Increase appropriate skillsets that are needs based

### What could this idea become?

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

### What do we know works?

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

### Who do we need to partner with?

* People with lived experience
* Families
* Friends
* Community support groups

### 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

### 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
* Strengths-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 the discussion
* Whet the appetite of the regional network

## Project three

### Host Idea – How do we design and deliver services that are culturally appropriate?

### What could this idea become?

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

### 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?

* NDIA
* Service providers
* Communities
* Funding agencies
* Neighbourhood/community centres
* Local government

### 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

### 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 have a culture

### What are our next wise steps?

* Supporting the development of culturally diverse advocacy

## Project four

### Host Ideas – Connecting individuals with disability with the elderly

### What could this idea become?

* Partnerships between:
* University of the Third Age
* Senior citizens
* Men’s sheds
* Hospice
* Disability support groups
* Disability service providers
* Toowoomba club house
* Blue Care

### 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 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

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

* Start small (e.g. pilot program)
* Tap into existing groups (e.g. Disability Service 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
* Toowoomba Regional Council

## Project five

### Host Idea – Writing stories: putting people inside the heads of those with a disability

### 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 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

### Who do we need to partner with?

* Sharon, Sam, Michelle, Nadia
* Writers/interviews
* People with stories
* Tech inclined folk
* ‘What’s Up’ magazine

### 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

### 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 writer’s groups

## Project six

### Host Idea – Linking people with disability to supports in their community

### What could this idea become?

* 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 do we know works?

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

### 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

### 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 re-evaluating the current situation of different disability and mental health supports

## Project seven, eight and nine (ideas combined)

### Host Idea – Podcast/forum/interactive social outlet/blog – central information source for disability and aged communities

### What could this idea become?

* Development of a podcast or interactive media outlet talking to communities e.g. Talk about the upcoming events
* Discuss upcoming Changing Lives, Changing Communities forums
* Differing discussion points each week (access and events theatre)
* Guest speakers from community (Yellow Bridge, council)
* Inform the community
* Discuss issues and ideas, events
* Driver of social change
* Be fun

### What do we know works?

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

### Who do we need to partner with?

* Kim Stokes Communications
* Local media groups (South Cross Austereo)
* Toowoomba Regional Council
* Framework development
* Partner with community organisations
* Possible high school or university students
* Community radio

### What are the risks and challenges?

* Budget for start-up
* Community buy-in to begin with
* Ongoing support
* Access to a studio?
* Transcript (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

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

* Time commitment required (1-hour show takes X number 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-orientated 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

## Project 10

### Host Idea – Community co-op: shared space

### 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 organisation
* New ideas
* Self-supporting
* Transport
* Offer scope to develop

### What do we know works?

* Neighbourhood centre style
* Toowoomba Regional Council - make space/building
* A coordinator/committee
* Common goals
* Housing goal resources

### Who do we need to partner with?

* Toowoomba Regional Council
* Ergon/service providers
* Media/community as a whole
* Peta Byrne

### What are the risks and challenges?

* Insurance
* Distance
* Inability to commute
* Limited view
* Double up/overlapping
* NDIS – people that have it against people that don’t
* Costs: power, rates, water maintenance

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

* Listen, look, ask, evaluate, 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)

## Project 11

### Host Idea – Utilising motorcycle-based activities to inspire/motivate/promote/provide physical and mental health wellness

### What could this idea become?

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

### 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

## Project 12

### Host Idea – A connecting app

### What could this idea become?

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

### What do we know works?

* Apps are connecting people now – e.g. Airtasker
* New opportunities are provided

### 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’

### 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?

# Conclusion

Thanks to everyone who came along to Changing Lives, Changing Communities Toowoomba. We know you have made a difference. On competition of the two days, we asked participants: what has stayed in my heart and mind? These are your responses:

* Wisdom of others
* Stories, strength, similar
* Common goal
* Ideas, action
* People
* Positive progress people power of human spirit
* Right place

Changing Lives, Changing Communities Toowoomba is a proud partnership between: Queenslanders with Disability Network (QDN), National Disability Insurance Agency (NDIA), Queensland Council of Social Service (QCOSS), Anti Discrimination Commission Queensland (ADCQ) and Toowoomba Regional Council. (End of document)