

**Queenslanders with Disability  
Network**

**Annual Report  
2018 to 2019**



Nothing about us without us

# Part 1 Introduction

## About Us

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

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

QDN's work includes

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



QDN is a member driven organisation. It has three categories

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

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

## Our Vision

People with disability are active and valued citizens.

## Our Mission

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

## Our Values

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

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

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

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

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

## Our Motto

Nothing about us without us.

## Membership

QDN has the following membership numbers

- 1001 Ordinary Members
- And an additional 1024 members of the Aboriginal and Torres Strait Islander Disability Network who identify as Aboriginal people or Torres Strait Islanders
- 603 Supporters
- 44 Corporate Members

### Membership Application Form

**Who are we?**  
Queenslanders with Disability Network (QDN) is an organisation of, by and for people with disability.



**Type of membership**  
Please tick the type of membership that you would like to apply for:

Type of membership	Who	Voting Right	Cost
<input type="checkbox"/> Ordinary member*	person with disability	Yes**	\$0
<input type="checkbox"/> Supporter	support person	No	\$0
<input type="checkbox"/> Support Organisation	organisation	No	\$35 (tax deductible)

\*By this application you are applying to be a member of the company and agree to be bound by its constitution.  
\*\*Ordinary members have the right to vote and to be an Elected Director of the QDN Board. QDN is covered for \$20 000 000 in Public Liability insurance coverage.

**Nominee**  
Applications for new QDN Membership need a QDN Member to nominate them.  
Please tick whichever option below applies to you:

I know a QDN member and they have agreed to nominate me.  
Their name is \_\_\_\_\_

I don't know a QDN member but would still like to apply for QDN Membership. QDN will contact you and a QDN Director will act as your nominee.

# Chairperson's Report



2018 to 19

It is always a great privilege to take the time to reflect on the year for QDN as part of the Annual Report, to reflect on our work, the issues, the challenges and also the achievements. QDN has continued to grow and flourish during 2018 and 2019, to lead and influence both change in Queensland, but also nationally, to ensure it is nothing about us without us.

This year started out as the last year of transition of the National Disability Insurance Scheme in Queensland. What started out as an early transition and first year roll out for approximately 13,000 people with disability back in 2016 was due to reach full scheme at 30 June 2019 with over 90,000 people with disability. In that time, QDN has played a vital role in delivering NDIS participant readiness and targeted projects focused on access, pre planning and planning support and advocacy. There are almost 60,000 people with disability now accessing the scheme in Queensland, with many of the NDIS participants getting much needed disability support for the very first time in their life. It has been great to hear the inspiring stories of what this has meant for some of our QDN members and the changes that have happened in their life, such as getting a job, moving out into their own home, and getting out and about more in their community. However, we know that for many people there have been challenges, both with accessing the scheme as well as navigating the NDIS, how it works and finding appropriate services in an often thin market in some parts of the state. The State Government and the Commonwealth Government have negotiated the bilateral agreement to extend the transition time for Queensland now until 30 June 2020. I know QDN will continue to work to ensure that the 30,000 potentially eligible participants yet to enter the NDIS get the support they need to make access and get the opportunity to receive disability services.

I know that the NDIS is only a funding mechanism for about 10 percent of Queenslanders with disability, and that members continually tell us what is important to them. Having a place to call home, a meaningful job, transport that allows you to work or get out and about, access to good quality health care at the right time, right place and in the right way, learning and education opportunities are all important and

critical things in people’s lives. The Productivity Commission reviewed the National Disability Agreement this year, and the Commission handed down their report and recommendations. Critical to making all these things a reality for Australians with disability is the National Disability Strategy. The current strategy is through until 2020, and moving into the future we need a strong, clear, strategy, that delivers action and change. We need a strategy that holds each level of government accountable for action in a way that we can all be part of contributing to the change that needs to happen.

QDN took the opportunity to engage in the Federal election this year, and put forward 7 clear priorities across housing, health, transport, employment, NDIS, National Disability Agreement and National Disability Strategy, and the Royal Commission into the Abuse, Violence, Neglect, and Exploitation of people with disability. QDN congratulates the Morrison Government on their election and looks forward to working with the government to implement these key priorities and actions to deliver better outcomes for Queenslanders with disability. QDN was also pleased to see the bipartisan support for the Royal Commission and the calling of the Commission. This is a significant moment in history for people with disability, and I know that it will also be a challenging one.



Finally, I am pleased that QDN was able to this year launch QDeNgage. I thank Minister O’Rourke for taking the time to officially launch this initiative, and to Kevin Cocks for speaking at the launch. It’s time to QDeNgage. Businesses, Governments, organisations and community can receive great benefits from planning, designing, delivering and evaluating their products, services, policy and environments with the input of people with disability. We make up almost 20 percent of the population, and are great contributors and customers and want to be able to live, work, play and learn in all parts of our communities.

Many thanks to my fellow Board Directors for your work and governance this year, and your tireless dedication to this organisation. To QDN’s staff, a big thank you for

all your efforts, your energy, and your delivery on the Board's strategic goals and the work that does make a difference to our members and the broader community. To our allies and supporters, thank you for partnering with us, and working together on core shared issues and our shared goals. And lastly to QDN's members, thank you for engaging with the organisation, for your input and feedback, your work in your communities and helping lead and shape what we do and deliver nothing about us without us.

Nigel Webb

**QDN Board of Directors, Chairperson**

## **Chief Executive Officer's Report**



2018 to 19

I am proud of QDN's achievements this year, and the great work that has been delivered by a dedicated group of QDN members, our QDN peer leaders, staff and Board of Directors. It again turned out to be a very busy year, and our work covered many diverse areas including NDIS, housing, health, transport, and inclusive disaster responses.

The Getting on the NDIS Grid project was funded by Department of Communities, Disability Services and Seniors through to 31 December 2018 and the project achieved great outcomes in engaging with people with disability and the people that work with them who are considered hard to reach because they sit outside the disability service system. We worked with people who live in supported accommodation facilities, people who were homeless or at risk of homelessness, living in social and community housing, as well as people who were exiting child safety, juvenile justice and criminal justice systems. For many people, disability was an unfamiliar concept, and knowing about the NDIS and how it could help them wasn't something they had heard about before. The project had a creative approach to engaging people, and as well as people getting information about the scheme, we were able to develop some great tools and resources that can continue to be used to help people into the future.

This work led into the NDIS Peer to Peer Advocacy Project which was also funded by Queensland Government, Disability Services from 1 July 2018 to 30 June 2019. The work was delivered by a project team including people with lived experience of disability from pre access right through to supporting people at their planning meeting. We worked with almost 1500 people in the project, and about a third of people had had their access denied on often more than one occasion before they came to QDN for support. There are many positive stories that people have shared with QDN about the great impact of having someone to work alongside them to help navigate the process and give practical and helpful advice, to work with their GPs or allied health professionals and others in their lives in what can be a complicated and challenging process for people.

QDN also was successful in receiving a two year grant through the Information, Linkages and Capacity Building (ILC) National Grant Round 2 for Changing Lives Changing Communities. This grant is in partnership with Queensland Council of Social Services, and we have also been joined by the Queensland Human Rights Commission in delivering six, two day forums in Toowoomba, Mackay, Brisbane, Caboolture, Gold Coast and Normanton. In each location we have established a local hosting team of local leaders including two QDN members, and work in partnership with the local Council. The forums in year one have all been completed and successfully brought together people with disability, disability providers, families, Government workers and community. The forums have focused on how we can work together to create a community where everyone contributes, matters and belongs. They have generated energy, ideas and action to make change happen. I look forward to seeing how this work progresses in year 2 and encourage everyone to get involved in your community.

QDN has continued to work to influence the supply of accessible, affordable housing for Queenslanders with disability. The four housing principles that QDN developed, rights, choice, inclusion and control we endorsed by the Minister for Housing, Honourable Mick De Brenni this year. We know that these four principles are core to getting changes in the way housing is planned, designed and built. These principles are also core to shifting the policy agenda that opens up opportunities for people with disability to have increased supply of secure, person centred, accessible affordable housing, as well as options for improved rent conditions, and options for housing ownership. Our policy paper, Going for Gold Affordable Accessible Housing, now continues to play a key role in our work in housing, and shaping the work that is happening in this policy space.

As this financial year ends, I would like to thank all our QDN members and peer leaders for working with us this year, for sharing your knowledge and insights and working to progress the rights of people with disability. To our friends, allies, supporters and partners, our thanks for your generosity, contributions and partnerships. To the QDN staff, you come to work every day with a commitment to what we do, giving your all, and sharing your skills and experience to help deliver great work and great outcomes. Finally, to QDN's Board of Directors, for your

stewardship and guidance in carrying out your role of governance, thank you for your hard work and all that you have contributed this year.

Paige Armstrong

**Chief Executive Officer**

## **Part 2 Our Achievements 2018 to 19**

### ***Nothing about us without us***

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

There are four key goals in the strategic plan

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

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

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

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

This Annual Report provides an overview of the activities, outputs and outcomes achieved by Queenslanders with Disability Network over the 2018 to 2019 period, reporting against our four key goals.

QDN also has four pillars to support us as we go about delivering our work, the goals of the organisation and ensuring that it is nothing about us without us.



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

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

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

## **State wide Member Network**

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

**QDN members continue to identify the key policy areas that impact upon their lives, and in 2018 to 2019 these areas have included transport, housing, employment, health, NDIS, and the power of peers (leadership, support and networks).**

QDN continues to actively strengthen the voice of people with disability and the diversity of lived experiences so we can ensure Queensland is inclusive for all its citizens, and that everyone can have a voice and be heard.

QDN has undertaken activities through the projects and initiatives that we have carried out in the year, to grow and build the state wide network. Additionally, the Local Support Groups have led specific activities including stalls holding promotional material at events such as

- Discovering Disability and Diversity Awareness and Community Networking Day Educating Everyone Event, hosted by Toowoomba Local Support Group.
- Out and About in Our Community and Beyond Expo hosted by Deception Bay Local Support Group.

- Launch of Digital Stories by Brisbane Hot Topics group, at Griffith University Film Studios.
- Community conversation about peer support and Local Support Groups, Toowoomba.
- Gold Coast and Ipswich Fresh Futures Market Expo to promote QDN events and projects, hosted by Ipswich Local Group Convenors Peter and Linda Tully



## Building Capacity of QDN Members

### Event Participation and Development Opportunities

People are enabled to engage and influence public policy by building on the foundations of access to information, skills development, and capacity building opportunities. QDN sees this as an essential way of growing the capacity of people with disability to be active contributors to public policy in design, development, implementation and evaluation.

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

During 2018 to 2019, some of these events have included

- Supported Independent Living (SIL) workshop
- Disability Action Week Discovering Diversity, Toowoomba Local Support Group event.
- Health and Intellectual Disability Roundtable, Brisbane
- Think Tank Empowered and confident, disabling the barriers
- Queensland Advocacy Incorporated forum Violence against people with disability in their homes
- Community Resource Unit conference, Brisbane
- Women with Intellectual and Learning Disabilities Domestic and Family Violence Prevention Month Roundtable, Brisbane

### Summary of Events Member Activities

QDN has a robust state wide membership with a vast array of knowledge and lived experience of disability. Throughout 2018 to 2019 QDN members were represented at and contributed their knowledge and experience through their involvement in the following events, activities and consultations

- Changing Lives, Changing Communities (in collaboration with Queensland Council of Social Services) Townsville, 27 to 29 August 2018
- Micah Projects  
Moonlight Dinner  
Dance, 31 August 2018
- Launch of Brisbane Hot Topics Digital Stories, 11 September 2018
- Changing Lives, Changing Communities (in collaboration with Queensland Council of Social Services)



- Toowoomba, 9 to 11 October 2018.
- Changing Lives, Changing Communities (in collaboration with Queensland Council of Social Services) Mackay, 16 to 18 October 2018.
- Australasian Society for Intellectual Disability Conference, Gold Coast, 14 to 16 November 2018.
- Changing Lives, Changing Communities (in collaboration with Queensland Council of Social Services) Brisbane, 28 to 29 November 2018.
- Changing Lives, Changing Communities (in collaboration with Queensland Council of Social Services) Caboolture, 3 to 4 December 2018.
- Changing Lives, Changing Communities (in collaboration with Queensland Council of Social Services) Gold Coast, 5 March 2019.
- Roundtable Health and Intellectual Disability Upholding the right to health and life (in collaboration with ICAN, the Public Advocate and Queensland Centre for Intellectual and Developmental Disability), Brisbane, 22 March 2019.
- Local Support Group Convenor Training Days, Brisbane, 2 November 2018 and 26 March 2019.
- Queensland Council of Social Services Community Champions training days, 27 to 28 March 2019.
- Moreton Electorate Community Forum (pre federal election), 30 April 2019.
- Dickson Electorate Community Forum (pre federal election), 5 May 2019.
- Launch of QDeNgage, 28 May 2019.
- Partnering for Growth, Partnering for Impact, Department of Housing and Public Works and QShelter Consultation, Gold Coast, 6 to 7 June 2019.
- Queensland Council of Social Services Budget Breakfast, 18 June 2019.
- Partnering for Growth, Partnering for Impact, Department of Housing and Public Works and QShelter Consultation, Ipswich, 20 to 21 June 2019.
- Every Australian Counts Let's Make It Count Day of Action, 3 May 2019.

# Building Capacity Leadership Development

## Local Support Group Convenor Alignment and Training days 2 November 2018 and 26 March 2019, Brisbane

On 2 November 2018, Local Group Convenors met in Brisbane for a training workshop.

The purpose of this workshop was to both inform the work of the existing groups going forward and to provide the basis for a funding submission by QDN in the Disabled Persons and Family Organisations Information, Linkages and Capacity Building funding round.



Highlights identified by convenors from the first meeting in November included how, as individuals and groups, they are influencing change. Convenors also raised issues around the NDIS. These included the challenges around access and the lack of providers on the ground, especially in regional and rural parts of the state. Convenors also raised the need for people with disability and families to better understand plan management and self management. Additionally, through participation in expos, conferences and advisory groups, they have been able to link into the community. Groups are growing, with more people connecting with each other within this safe environment.

On Tuesday 26 March 2019, 15 Local Group Convenors again came together for an alignment and training day.

The purpose of the day was to review the work of local support groups, share information and build the capacity of group convenors in their work to support their groups, grow their membership, and grow the profile of the groups.

Convenors revisited QDN's values, vision and mission, and reaffirmed what the Local Support Groups offer people who come along. Responses included providing companionship, friendship, a safe space, information sharing and the opportunity to gain knowledge.

Convenors got creative as they considered ways to sustain and energise groups. Ideas included increasing presence on social media, hooking into other local events as well as continuing to be informed by members around areas of interest and inviting guest speakers to share information around those topics.

Convenors had fun pitching to each other about their individual groups and a video was made about some of the highlights of being a convenor. This material has been edited into a couple of short digital stories that will be shared online to promote the groups.

## **Local Champions Leadership Development training 27 and 28 March 2019, Brisbane**

Building on the work of Changing Lives, Changing Communities, a partnership between QDN and Queensland Council of Social Services, with the Antidiscrimination Commission Queensland (ADCQ, now the Human Rights Commission), QDN co hosted a leadership development opportunity for almost 70 people from around Queensland.

QDN sponsored a total of 22 QDN members who are Group Convenors and emerging leaders from across the state. The invitation went to the two QDN representatives who have been part of the hosting teams from the five locations where we have completed Changing Lives Changing Communities conversations Mackay, Caboolture, Toowoomba, Brisbane and Gold Coast. Unfortunately, our Convenor in Normanton wasn't able to participate. The invitation to participate was also extended to QDN Group Convenors and emerging leaders in our other locations so we were joined by Townsville, Cairns, Deception Bay, Sunshine Coast and Ipswich Convenors

The training was focused on building participants' capacity in participatory leadership, designing, hosting and harvesting conversations that matter in communities. It was a full and successful event, with many QDN leaders stepping up to host and participate in processes, and lots of positive feedback received. Local Champions continue to be supported through online Community of Practice meetings, sharing information, learning new things and deepening skill, relationships and connections across the state as people go about the work of supporting social change in their communities.



## QDN's Website and Member Hub

QDN's website continues to be our primary digital communication medium, fully accessible to Web Content Accessibility Guidelines standards for our members, supporters and the public. The growth in the profile of QDN has been reflected in the significant increase in traffic to our website, with 45,047 page views in the past 12 months.

We continue to enhance our website accessibility offerings with the support and insights from our members.

## Building Capacity Information and Communication with Members

### ***eBulletin***

*During the 2018 to 2019 year, QDN produced **six eBulletins** to inform members of the work of the organisation.*

*Distribution is to **1472 people across Queensland.***

QDN has had a strong focus on delivering communications that are accessible across our membership. Where appropriate, graphics are utilised to support text in communications. The use of multi modal approaches to delivering communications have been well received, with the use of audio recordings or videos where possible.

The eBulletin is an external publication distributed by email to 1472 members, supporters and allies. This publication is also available through our website on a bi monthly basis.

The eBulletin includes messages from the Chairperson and Chief Executive Officer, updates on policy work, project updates, policy news, a member profile, news updates from our allies and events information. The target group for the eBulletin is people with disability, families, supporters and partners in the community.

## Local Support Groups

QDN's Board has continued to support the operations of local support groups across the state, given their key role in connecting people with disability through delivering peer support and peer leadership and being a collective voice to assist people to have the life they want in their local community. Government funding for this initiative ceased as of 1 July 2018 after having been provided by the National Disability Insurance Agency



(NDIA) for a time limited, two year project. QDN was funded as one of 18 national Disability Support Organisations (DSO) with responsibility for the development of a number of peer support activities across the nation.

As of August 2019, there are 20 local support groups across Queensland, with four of these being virtual groups and the remainder meeting as face to face groups.

Local support groups continue to thrive across Queensland, building individual and community capacity. Group members share information and tips in relation to accessible and affordable mainstream and community services, products and resources. Groups have also had a focus upon the National Disability Insurance Scheme, supporting each other through NDIS application, planning, plan activation, implementation and review processes.

QDN's NDIS Peer to Peer Advocacy project visited and shared their resources with many of the groups. In addition, local support groups invited special interest guest speakers, engaged more broadly with their communities and initiated and attended community expos and other events.

QDN has continued to work collaboratively with the other national Disability Support Organisations, developing an evidence base around the value and positive outcomes of peer support and advocating with the Commonwealth and State Governments for further funding for similar initiatives. This work has included the provision of information for

- The Australia and New Zealand School of Government and National Disability Insurance Agency review of Peer Support, May 2019 and
- University of New South Wales Social Policy Research Centre's Peer Support Practice Review, April 2019.

QDN also collaborated with several other peer organisations across Australia to codesign a Peer Support Handbook, *Connecting the Beads Together*. The project was led by JFA Purple Orange, South Australia.

The following provides a summary of some of the highlights and key activities of the groups.

## **Brisbane**

Brisbane Local Support Group Convenors Rachael Matthews and Lisa Mahoney have worked to support members through some of the highs and lows as they have applied for, received and used their first 12 months of NDIS funding. Throughout the year the group has had several guest speakers, including Paul Larcombe, standing as an Independent Senator, Ryan Foster, Social Inclusion Strategy Manager Brisbane City Council, discussing the Council's Draft Inclusion Plan and Faye Gibson, Community Engagement Officer, Brisbane City Council, discussing Disaster Management. During the next year the group is going to continue to work

to engage with some more members, so they can share more broadly the support they all gain from each other.

## Brisbane Hot Topics

Brisbane Hot Topics is facilitated by Donna Best. The year's highlight has been several group members receiving NDIS plans. In addition, Queensland Advocacy Incorporated (QAI) came along to discuss human rights and the group was assisted



to fill in a questionnaire as part of a survey that went back to the United Nations. A digital story for the Self Advocacy Resource Unit (SARU) was produced that illustrated members' long history of advocacy for people with intellectual disabilities.

The group had several guest speakers including Brisbane City Council, Queensland Health and the University of New South Wales. Some of the Hot

Topics members were invited to advise the Department of Transport on issues affecting people with disabilities. Hot Topics is also working with QDN to provide feedback to the Commission looking at the abuse and neglect of people with disability. The group continues to have strong attendance and is gaining a reputation as an advisory group for different Government Departments on disability matters.

## Deception Bay

Eileen Goodenough and Rebecca Bellis co convene the Deception Bay local support group. Local support group members' energy was focussed on planning for the very successful Disability Expo held in late 2018. The Disability Expo is an initiative of the group in partnership with the Moreton Bay Regional Council and local community groups and organisations. Other areas of interest were hosting conversations about the NDIS and My Aged Care, initiating a Community Wheelchair Ride with the local politicians, and representatives from Woolworths, Deception Bay discussing healthy food choices. Some great fun was had with the best dressed person and wheelchair scooter competition in celebration of Valentine's Day and St Patrick's Day.



## **Kallangur**

The highlight for the Kallangur Local Support Group was being a part of the Community Forum that was held in the lead up to the where candidates were invited to share their party's platform on disability. The Forum was well attended, a lot of people came along and took part in an excellent discussion as they shared their knowledge and lived experience of disability in living on the Northside.



## **Mackay**

Gary Matthews, convenor of Mackay Local Support Group has been leading work to address some of the key issues for local support group members including, social isolation and community participation. The group has been supporting each other to increase their knowledge and understanding of the community, what's available and fun things to do. Members have been involved in several activities such as Sailability, where members had an opportunity to go sailing. Sporting Wheelies was invited to a meeting where they discussed opportunities that are available in the sporting arena. Members have also lobbied the State Member in support of the Taxi Subsidy Scheme and have also helped friends and each other connect to services that everyone needs.

## **Ipswich**

Ipswich Local Support Group Convenors are Peter and Linda Tully, and Grandall. The group have enjoyed guest speakers who have shared their knowledge of the My Health Record, assistive technology, purchasing supports, employment and volunteering. A Local Area Coordinator from Carers Queensland shared knowledge about how to plan for the second review of an NDIS plan. While Peter and Linda were travelling overseas, emerging leaders Grandall and Sarah stepped up to be the hosts for the group. This led to Grandall taking on the Co convenor role on a permanent basis. The group has expanded into holding a lunch at the RSL and a BBQ in the community.

## **Sunshine Coast**

Sunshine Coast Group Convenors, David Thomas and Will Proctor have ensured a variety of guest speakers have come along and had discussions with group members. Guests in the last 12 months have included representatives from the Sunshine Coast Council who provided the group with an opportunity to share problems with roads and accessible paths, and a group from the Men's Shed to talk about what they do and how they can help in members' everyday lives. Members continue to share how much they appreciate the opportunity the meetings provide for getting out of the house to socialise and share ideas and experiences.

## Cairns

Cairns Local Support Group Convenor Wayne Maitland and members worked closely with the community over the past 12 months to support a positive future for people with disability in the Cairns region. The group has been focusing on the questions and answers that are most relevant to people currently negotiating support in rural areas. Members have continued to provide a network of support. Members have spent time discussing people's NDIS journeys as well as continuing to supply QDN with a better understanding of what is happening in Far North Queensland. The local support group is excited to be working on a positive future for all our members.

## Sunnybank

Mike Fisher convenes the Sunnybank Local Support Group. The group is a very diverse group that continues to grow and support each other. It has had a varied



range of meetings, speakers and engagement including sharing the experience of all listening to a replay of an ABC Radio program on the NDIS. It was great to share feedback and talk about the key things that everyone got out of the program, especially the individual impacts of the NDIS in peoples' lives. The group's August meeting was particularly well attended. As well as the regular members,

a large group of African Australian Swahili speakers came to hear a presentation on Avoiding Scams from The Department of Fair Trading.

## Toowoomba

Toowoomba Local Support Group Convenors are Sharon Boyce and Nadia Brady. Toowoomba's Local Support Group continues to be a place where a diverse group can share successes and take a group approach to problem solving individual challenges. When the group first started, NDIS was brand new and all had a lot to learn about it. Now that members are starting to get the hang of the NDIS, the group has explored a range of new topics this year. Guest speakers included visitors from the Council's CHANGE Project to talk about how to find accessible recreational programs. Sherie from Junk Made Art Studio also came to talk about sustainability and show how to make upcycled collages. So often it seems there is a focus on the life of people with disabilities as either a struggle or an inspiration. As members of a local support group, people don't have to feel like they can only show one aspect of their lives to one another, because everyone else in the group has some understanding of what it's like to be in their position.

## Caboolture

Caboolture Local Support Group Convenor, Matt McCracken, regularly has between 26 and 30 people attending meetings, with the venue and catering kindly sponsored by the Caboolture Sports Club. Over the last 12 months Caboolture Local Support Group has had multiple guest speakers including Carers Queensland Local Area Coordinators, NDIA Access and Community Engagement Officers, a Lifetec Assisted Technology representative, First 2 Care plan managers and New Life Perspective support coordinators. All have assisted members by providing valuable information in relation to NDIS access, planning and plan implementation. Coming together with each other provides an outlet for some of the members' frustrations as well as building friendships and the knowledge of the choices available in the local community.

## Fitzgibbon

Fitzgibbon Local Support Group is facilitated by Bernadette Scalora. The group meets on a monthly basis and continues to come together to share information particularly in relation to people's journey and experience with the NDIS. This year, speakers included Angela Boyd from QDN's Peer to Peer Advocacy project to share information about the NDIS access process. Members were also involved in the Community Forum that was held in the Dickson Electorate where the local candidates were invited to share their party's platform around disability.

## Gold Coast

Bev and Warwick Best are the Group Convenors for the Gold Coast Local Support Group. During the year the Gold Coast local support group spent a considerable amount of time talking about how to get prepared for the NDIS. Bev and Warwick shared their personal and lived experience of their NDIS pre planning and planning conversations and how they have been implementing their NDIS plans. Members also participated in the recent Gold Coast Changing Lives, Changing Communities Forum. Bev and Warwick stepped up as leaders at this event, acting as group hosts across the two days.



## Gold Coast Hot Topics

Robert Ellis is the Group Convenor for Gold Coast Hot Topics. The group has had a great year with a lot of different speakers on topics such as how to catch public transport, how to vote, healthy eating, advocacy and what it means to people with disability. The group has also supported each other and been sharing meals together to strengthen their friendships and relationships.

## **Normanton**

This group is led by Tony Melksham. This year the group shared information, made connections and received additional support from key people and organisations in their local community including, Georgina Dray the NDIS Local Area Coordinator, Denise Robertson from People with Disability Australia, Alison Marten from Cootharinga and North West Remote Health Centre. In 2018 to 2019, QDN appreciated the ongoing support for the Normanton Local Support Group from local services, including Bynoe for providing the meeting venue and North West Remote Health for providing transport assistance for members to attend meetings.

## **Townsville**

Townsville Local Support Group is convened by Peter Gurr, with Marion Rowley recently joining him as co convenor. The main topics of conversation have been sharing NDIS experiences, providing practical assistance which built the capacity of members having the ability and confidence to navigate their planning meeting conversations with success.

## **Women's Virtual Local Support Group**

QDN has a women's Local Support Group that operates via Facebook. The group has 33 members and in 2018 to 2019 shared 168 posts and had over 1500 views, interactions and comments. The group shares information across a broad range of issues relating to women including

- Women's leadership
- domestic and family violence
- sexual violence
- abuse
- Federal election
- human rights
- disability policy
- Royal Commission into violence, abuse, exploitation and neglect of people with disability
- Aboriginal and Torres Strait Islander issues
- reproduction and contraception
- NDIS
- Specialist Disability Accommodation
- education, employment, housing and transport
- information technology and e safety
- inclusive health, beauty and fashion

- consumer rights
- media engagement
- parenting and children, and
- young people with disability.

A snapshot of highlights for 2018 to 2019 Local Support Groups

- 1524 attendees across all the groups at meetings throughout the year
- 152 face to face meetings held across Queensland by peer led local support groups
- 20 established groups, 16 groups meet regularly in geographical locations and 4 virtual groups connect through social media or zoom
- 4 Group Convenor Community of Practice teleconference/Zoom calls

**Quote from Wayne Maitland, Group Convenor**

*“I joined QDN after I finished my diploma of counselling and the timing was just right. I do a support role with the Local Support Groups. I believe that I’m in a position where I can say what needs to be said and I can have a voice. I’m learning and we have some members who are really positively contributing. The positive thing about the group is that we know we’ve just got to keep getting out there, and we can do it together. Over the coming months we want to get into shopping centres and things so that we can increase the group numbers and spread QDN’s message”.*



**Launch of Hot Topics Digital Stories**

QDN and the Brisbane Hot Topics Local Support Group partnered with Griffith University and the University of Queensland to produce eight digital stories, including seven individual stories and one group story in September 2019.

The work was part of research to look at the effectiveness of digital story telling as a tool for change and a way of communicating about inclusive policies and practices by and for people with disability to influence decision makers. Mr Morrie O’Connor, President of Queensland Division of Australasian Society for Intellectual Disability officially launched the digital stories and the Director General, Department of Communities, Disability Services and Seniors Clare O’Connor spoke about people’s stories influencing social and community perspectives and change and individual and systemic levels. The event was attended by 60 guests including family and friends of QDN’s Brisbane Hot

Topics members, as well as different policy and decision makers and key community leaders across the disability sector with a strong commitment to supporting the voice of people with intellectual disability to influence and inform public policy.

## Aboriginal and Torres Strait Islander Disability Network Queensland



QDN has formed an auspice arrangement with Aged and Disability Advocacy Australia (ADAA) to operate and support the Aboriginal and Torres Strait Islander Disability Network Queensland (ATSIDNQ). QDN receives funding from Department of Communities, Child Safety and Disability Services for this network.

### *A snapshot of 2018 to 2019 highlights*

- *1024 members (a 24.7 percent increase)*
- *4 newsletters produced and distributed*
- *Engagement with an estimated 3,000 people across a wide range of communities across Queensland*
- *10 yarning circles across 5 regions*
- *Face to face engagement with 400+ people*
- *300+ emails related to Aboriginal and Torres Strait Islander Disability Network Queensland project work (700 people per email) and*
- *115 Service providers engaged*

Aboriginal and Torres Strait Islander Disability Network Queensland has had a noticeable surge in new members and activity over the year, and this was slow building as the Aboriginal and Torres Strait Islander Disability Network Queensland was without a dedicated project officer earlier in the year.

Also retained this year were two Network Champions Uncle Willie Prince (Brisbane) and Semah Mokak Wischki (Brisbane). The Network Champions have participated in meetings as well as representing the Network at events as required. The Champions have worked with Network staff to identify top priorities for their work. Having a voice and policy were the two topics identified as the focus of the work for Champions.

Aboriginal and Torres Strait Islander Disability Network Queensland staff and Network Champions engaged with communities at a range of events including

- National Aborigines and Islanders Day Observance Committee (NAIDOC) events in Caboolture, Brisbane, Rockhampton, Townsville
- Strong Mind, Strong Spirit Community Day, Toowoomba
- First Peoples Disability Conference, Tamworth, New South Wales
- Children's Day celebrations, Pine Rivers

- Community event, Hervey Bay
- NDIS information and access support, Disability Yarn up Inala Indigenous Health Centre of Excellence
- Community Resource Unit, Inspiring, Connecting, Acting for Change
- Discovering potential, realising dreams, "Honouring the past, embracing the future" Forum at the Brisbane Convention Centre
- Access Arts NDIS information session
- Mater Hospital Elders Morning Tea
- Spinal Life Australia Wellbeing Series, Accessible Travel Conference
- Australasian Society for Intellectual Disability National Conference, Gold Coast, and
- Intellectual Disability and Health Roundtable.

Aboriginal and Torres Strait Islander Disability Network Queensland has participated in a range of industry consultations, providing input on the issues impacting Aboriginal and Torres Strait Islander people with disability in Queensland. Over the past year Aboriginal and Torres Strait Islander Disability Network Queensland reflected member feedback and experience through participation in the following



- National Arts and Disability Strategy Review at the Queensland State Library
- NDIS briefing peak bodies, Queensland State Library
- Joint submission with Aged and Disability Advocacy Australia to Productivity Commission's National Disability Agreement Review Issues paper
- Aged and Disability Advocacy Australia and Aboriginal and Torres Strait Islander Disability Network Queensland joint response to National Disability Agreement Review
- Aged and Disability Advocacy Australia and Aboriginal and Torres Strait Islander Disability Network Queensland joint response to Reshaping the Disability Services Act 2006
- Submission to Productivity Commission Inquiry into Mental Health, sent to Aboriginal and Torres Strait Islander Disability Network Queensland Members for feedback

- Response to the consultation on the Draft Terms of Reference for a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
- National Disability Strategy beyond 2020, Aboriginal and Torres Strait Islander Disability Network Queensland in partnership with ADAA Policy Officer developed culturally appropriate questions for the Strategy consultation
- Response to Issues Paper Mental Health
- UN Special Rapporteur expert workshop 'The Rights of Older Persons with Disabilities'.

Aboriginal and Torres Strait Islander Disability Network Queensland is committed to ensuring that all information distributed by the Network is both accessible and culturally appropriate. Over the last 12 months this has been achieved with the adoption of the following strategies

- Media release forms were used to ensure culturally acceptable practices when collecting and using images of members for publication.
- Accessibility and wheelchair access is always the primary consideration for venues used for yarning group meetings and events.
- The Acknowledgement of Country is always performed at all Aboriginal and Torres Strait Islander Disability Network Queensland events.
- The closed Facebook group offers a platform for members to engage and share their stories in a culturally safe space for discussion. Only members are added upon request.
- Members continue to be offered access to culturally appropriate support and information from Indigenous Network staff.
- Engagement of cultural advisors for regional/remote visits, for example to the Torres Strait.

Aboriginal and Torres Strait Islander Disability Network Queensland, in partnership with the Aboriginal and Torres Strait Islander Disability Network Queensland staff team, was instrumental in assisting Aged and Disability Advocacy Australia to launch the 'Innovate' Reconciliation Action Plan (RAP) in April 2019.

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

# QDN's Peer Leaders, Communities of Practice

QDN's leaders demonstrate the power of peer support and peer leadership as a powerful way to make change in individual lives and local communities. QDN's work in 2018 to 19 continued this focus on peer leadership and support.

QDN knows that community must invest deeply in leaders with disability, through training and development opportunities and ongoing communities of practice, to share information, ideas and learnings as leaders in their own lives and communities.

In 2018 to 19, QDN provided regular opportunities for our peer networks across the different projects to come together to do this important work

- Local Support Group Convenors, peer led networks to enable people with disability to learn about NDIS, and bring about change in their local communities
- Getting on the NDIS Grid, codesign of project activities by peer leaders, and delivery of engagement activities with participants of the project

## Local Support Group Convenors

Local Support Group Convenors came together this year via teleconference (and now online on Zoom) for four community of practice meetings to assist each other in peer mentoring, offer mutual support, and create space for reflective practice about their work in their local communities. It is also an opportunity for members to discuss and action local issues and to provide feedback on big picture policy issues in line with QDN's Strategic Plan.

In 2018 to 19 Group Convenors provided advice on the following policy areas, NDIS interface issues (transport, assistive technology, community care and health), the QDN Federal Election platform, the Commission of Inquiry into the New Generation Rolling Stock, the Disability Standards for Accessible Public Transport and My Health Record Opt Out.

## Getting on the NDIS GRID Peer Leaders

The 14 Peer Leaders on the Getting on the NDIS Grid Project came together to codesign and codeliver the varying activities of this project which focused on engagement with marginalised people with disability who are not connected to the formal disability service system.



Local Support Group Convenors did a total of 4 teleconference or zoom calls and 3 training and development activities. The Getting on the NDIS Grid team did a total of 2 training and development activities.

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

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

### **Community and Stakeholder Education**

#### **QDN led and Partnership Events**

- Roundtable on Health and Intellectual Disability, Brisbane, 22 March 2019
- Official launch of QDeNgage by the Honourable Coralee O'Rourke, Minister for Disability Services and Seniors, 28 May 2019
- Queensland Council of Social Services (QCROSS) and Peaks Budget Breakfast, 18 June 2019
- Changing Lives, Changing Communities in partnership with Queensland Council of Social Services and Queensland Human Rights Commission, Toowoomba, Mackay, Brisbane, Caboolture and Gold Coast
- Election Campaign Disability Community Forums, federal electorates of Dickson and Moreton, Local Support Groups in partnership with local organisations, May 2019
- Disability inclusive disaster management and planning forums, in partnership with the Centre for Disability Research and Policy at the University of Sydney and the Queensland Department of Communities, Disability Services and Seniors, Brisbane, Townsville, Ipswich and Rockhampton, May and June 2019
- Ministerial NDIS Forum, Toowoomba, QDN Board Director and Chairperson of Queensland Disability Advisory Committee Sharon Boyce co hosted, 4 October 2018.

#### **Presentations**

- Australasian Society for Intellectual Disability, 14 to 16 November 2018, Gold Coast, 3 presentations, including

- Getting on the NDIS Grid, Presentation by Alison Maclean, Paul O’Dea and Paige Armstrong.
  - The Long and Winding Road of Self Advocacy in Queensland, Key note presentation by Donna Best, Paul O’Dea and Alex Baker.
  - We are the heroes of our stories, Hot Topics Shakes it up.
- Disability Support Worker Conference, 18 and 19 February 2019. Paul O’Dea, Alex Baker and Donna Best, Brisbane.
  - Workability State Advisory Group QDN Presentation on NDIS, March 2019.
  - Women with Intellectual or Learning Disabilities Domestic and Family Violence Prevention Month Roundtable, QDN presentation on Domestic Violence and NDIS interface, May 2019.
  - Department of Housing and Public Works and Q Shelter, Partnering for Impact, Partnering for Growth State wide workshops. QDN presented on disability and housing issues in Gladstone, Cairns, Brisbane, Townsville, Gold Coast, Sunshine Coast and Ipswich, May to June 2019
  - Inclusive approaches to Disaster Management hosted by Department of Communities, Disaster Recovery, panel member, May 2019
  - National Disability Insurance Agency Board and senior national executives, two presentations on QDN’s work August 2018 and May 2019, Getting on the NDIS Grid and NDIS Peer to Peer Advocacy Project
  - Every Australian Counts National Day of Action, panel members May 2019.
  - Self Advocacy Resource Unit project, Donna Best, February 2019.



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

- The Australia and New Zealand School of Government Peer Support Workshop
- Stakeholder workshop with Commissioners of Royal Commission into the Violence, Abuse, Neglect and Exploitation of People with Disability
- Accessible Housing National Consultation
- Every Australian Counts National Day of Action
- Transport Development and Solution Alliance Transport and the NDIS Forum



- Thriving and the NDIS Workshop
- Queensland Alliance for Mental Health Queensland Transition to NDIS for Mental Health Strategic Forum
- Bowel Cancer Screening discussion
- Get Building Specialist Disability Accommodation National Conference 2019
- Sexual Violence Prevention, Brisbane Consultation Forum
- Tariffs Residential Customer Forum.



## Information and Referral to People with Disability

In 2018 to 2019 QDN continued to provide an information and referral service to people with disability and their supporters, service providers, government departments and the wider community. In this period QDN had a total of 659 contacts with people seeking assistance. QDN's funding for information and referral finished on 30 June 2019 due to this becoming part of the NDIS Information, Linkages and Capacity Building funding. People sought information and assistance across a wide variety of areas including

- Accessibility, toilets in local park
- Advocacy, support
- Abuse
- Discrimination, airlines
- Education, accessing Tafe
- Employment, Peer networks
- Health, GP affordability, My Health Record Opt Out, update on Halwyn Centre
- Housing, affordability, alternatives, Building Code
- Insurance claims
- Member support
- NDIS, access, appeals, eligibility, NDIA/LAC contact details, pre planning assistance, self management, waiting times, over 65's, transgender issues, Specialist Disability Accommodation
- QDN projects Peer to Peer, Local Support Groups
- Recreation
- Research

- Services, information, provider issues
- Social support
- Transport, Taxi Subsidy Scheme.

## Media Engagement

QDN produced seven media releases in the past 12 months, across a broad range of policy areas. A summary of media releases include

- May 2019, Taxi subsidy to continue post 30 June for another year
- April 2019, QDN 2019 Federal Election Platform



- April 2019, Federal Budget 2019 to 2020
- February 2019, QDN welcomes bi partisan support for Royal Commission into abuse and neglect and urges Government to act now
- February 2019, Specialist Disability Accommodation (SDA) Reforms to improve choice, inclusion and control for Queenslanders with disability
- February 2019, New report from Productivity Commission calls for reforms to deliver on national outcomes and inclusion for all people with disability
- July 2018, Australian Competition and Consumer Commission (ACCC) Report shines spotlight on needs of energy consumers.

A summary of media related interviews and comments across press and radio include

August 2018, ABC Radio Townsville, Changing Lives, Changing Communities, Michelle Moss

August 2018, Queensland Government Website, Peer to Peer Advocacy

October 2018, WIN News Toowoomba, Changing Lives, Changing Communities, Michelle Moss

October 2018, The Chronicle Toowoomba, Changing Lives, Changing Communities

October 2018, Street Cred News, Peer to Peer Advocacy

October 2018, Townsville Bulletin, Local Support Group Convenor Townsville, Daniel Flynn

October 2018, Queensland Council of Social Services Focal Point, Changing Lives, Changing Communities, Sharon Boyce

October 2018, Quest Newspaper, Disability Action Week, Deception Bay Local Support Group

November 2018, ABC News North Queensland, Housing

November 2018, 7 News, Housing

May 2019, Rockhampton Bulletin, Federal Election Issues, Des Ryan

May 2019, Minister Media Release, QDeNgage Launch

June 2019, ABC Radio National Breakfast, NDIS, Paige Armstrong

June 2019, ABC Radio Capricornia, Inclusive Disaster Responses, Des Ryan

June 2019, 4ZZZ Radio, Local Support Groups, Louise Abson and Donna Best

June 2019, ABC Radio Capricornia, Disability Employment, Des Ryan



### Member eBlasts

In addition to our bi monthly eBulletin QDN distributes eBlasts to members and supporters on a range of policy and special interest topics. During the 2018 to 2019 financial year, QDN published 53 eBlasts to members, supporters and allies. EBlasts distribution outlets include email, website, Facebook, Instagram and Twitter.

### Social Media

In 2018 to 2019, QDN launched into the additional social media platforms of Twitter, Instagram and LinkedIn. Facebook continues to be our most engaged platform, with QDN posting over 420 Facebook posts, followed by 1922 people. We continue to see strong growth in engagement across all platforms.

**QDN Facebook page has 1,922 followers and QDN’s Member Facebook page (Virtual Network) has 579 members.**



# Communications, Marketing and Media

QDN's public profile and reputation has undoubtedly been strengthened over the past year. This has been reflected in the number of engagements with community and political leaders across the state.

QDN's brand remains strong and research indicates increased brand awareness. With the launch of QDeNgage in May 2019, our brand reach has widened. We have seen a steady increase in engagement with our social media platforms and website.

Our capacity to deliver fully accessible communications across many platforms has expanded and we are a sector leader in the area.

QDN has been engaged to produce resources across many policy areas, with significant interest in NDIS resources.



## Project Delivery

### NDIS Peer to Peer Advocacy

The NDIS Peer to Peer Advocacy project was funded by the Department of Communities, Disability Services and Seniors from 1 July 2018 to 30 June 2019 with a purpose to support people with disability around the NDIS including access, pre planning and planning.

The target group for the project were people with disability who were new participants to the scheme including people who are hard to reach and experience a range of complexities and interfaces, often with multiple service systems across homelessness, child safety, juvenile justice, domestic and family violence, health, and criminal justice systems. The project team consisted of Project Officers and Peer Advocates with lived experience, as well as a Project Lead.

### Project Outputs

During the 12 months the project delivered

- 1 to 1 support to 1,066 individuals (80 percent of these individuals were new participants to the NDIS) and

- 369 small group workshops.

The project provided individuals with pre access, access, pre planning and planning meeting supports. A breakdown of the data showed that

- 22 percent of individuals were provided with pre planning and planning meeting assistance only.
- 78 percent of individuals were supported from pre access through to planning meeting.
- 31 percent of people were provided with support following an access denied decision.

The project has resulted in significant outcomes for people with disability in getting access to the NDIS. QDN has developed critical skills, relationships and knowledge about what works and what does not when accessing the NDIS. For people with disability, data has demonstrated that the supports provided through the project have increased their capacity in relation to the NDIS and their ability to feel confident to navigate the NDIS. QDN continues to advocate on the systemic issues that were identified during the project, including the barriers to access, assessments, and the need to provide information and education to General Practitioners and Allied Health professionals about access and functional impacts. There are an estimated 30,000 people with disability eligible for the NDIS in Queensland who are yet to gain access to the scheme, and it is critical that these people get access to the independent and targeted support they need.

## Getting on the NDIS Grid

QDN delivered the NDIS Targeted Strategies, Getting on the NDIS Grid Project from December 2016 to December 2018 with support from a consortium of partners including Queensland Council of Social Services, Micah Projects, Community Living Association (CLA), and Community Resource Unit.



The project was funded by the Department of Social Services until 30 June 2018, with further funding provided by the Queensland Department of Communities, Disability Services and Seniors through to 31 December 2018. Alongside Peer Leaders with disability, the project co designed approaches, tools and resources that built the confidence, skills and knowledge of people with disability considered hard to reach, in learning about the National Disability Insurance Scheme (NDIS) and how to access the scheme. This included people with disability in boarding houses and Level 3 supported accommodation, transient accommodation, homeless or at

risk of homelessness, exiting child safety services, criminal justice and juvenile justice, and LGBTQIP. The project also built capacity of the mainstream and community services sectors and health professionals around the NDIS.

In its two year lifespan, the project engaged with over 8,000 individuals from community voluntary and mainstream organisations, faith based groups, social housing services, caravan parks, supported accommodation facilities, neighbourhood/community centres, and health professionals.

QDN held a celebration of the end of the Getting on the Grid Project in January 2019 with peer leaders, consortium members, staff and key allies to recognise their significant achievement.



As part of this work, QDN convened a strategic working group which included supported accommodation owners and managers, support organisations, Communities Disability Services, Department of Housing, Public Guardian, the NDIA, LAC and Metro North and South Hospital and Health representatives. The focus of the group was smoothing the NDIS access and planning pathway for residents eligible for the NDIS. The group came together regularly throughout the year to discuss issues arising and their impacts from their various perspectives and potential solutions.

#### **Quote from Michael Cherry, Grid leader**

*“As a Grid Leader, the highlight of this project for me has been that I can help to get the message out there that the NDIS is happening. I love to see and help people get involved in the process of accessing the NDIS”.*

*“The Grid project is giving people with disability support in getting ready for the NDIS and giving them information they need so they know what they have got to do when planning”.*

*“Peer leaders have made a difference to the project by talking about it and doing presentations and getting it out there. It’s great because it makes me feel like I’m contributing. The more I talk about the NDIS with other people the more I understand it myself”.*

### **Information, Linkages and Capacity Building (ILC) Project Changing Lives, Changing Communities**

Changing Lives, Changing Communities (Year 1) is a series of two day events across Queensland that bring together all parts of the community to build and strengthen relationships, and co create solutions to ensure people with disability are included in their community. This work is delivered in partnership with Queensland Council of Social Services and the Human Rights Commission Queensland.

In total, Changing Lives, Changing Communities has been held in 12 communities across Queensland, reaching into diverse communities across metropolitan, regional, rural and remote locations. Six of the Changing Lives, Changing Communities events in Toowoomba, Mackay, Brisbane, Caboolture, Gold Coast and Normanton have had a dedicated focus around disability and building individual and community capacity and inclusion, and have been funded through the National Disability Insurance Agency (NDIA) Information, Linkages and Capacity Building National Readiness grant.

QDN has led work at these locations, in partnership with Queensland Council of Social Services and a local hosting team, to ensure approximately one third of all participants are people with disability. The other six locations have been led by QCOSS, and investment has been made by the Queensland Council of Social Services Board in this work. The work has been delivered in partnership in each location with the now, Human Rights Commission Queensland, and with each local council. Local councils are playing an integral role in the partnership and in delivering on community inclusion in their local communities. The role of local councils in the hosting teams, and as partners in the work has been critical. The engagement of the local Councillors and/or Mayors to date in the 12 locations has been strong.

The following forums are funded by the National Disability Insurance Agency (NDIA) and provides a summary of the total of 445 participants across the six ILC locations.



- Toowoomba, 79 participants
- Mackay, 73 participants
- Brisbane, 93 participants
- Caboolture, 63 participants
- Gold Coast, 102 participants
- Normanton, 35 participants (Held in July 2019).

**For the 12 locations, there have been a total of 820 participants.**

The forums have enabled exchange of knowledge about inclusion focused initiatives and actions in each community, and an opportunity to showcase people who are leading, shaping and influencing their own lives and change in their communities. Day two focuses on turning ideas to action and to date across the 12

communities, there have been 100 ideas generated, identified by community and led by community.

The projects have provided a focus point for participants to generate ideas, actions and energy to initiate change. Stronger relationships and networks have also developed within the community, enabling a greater exchange of information, and supporting people to feel more confident in leading and influencing change in community.

QDN and Queensland Council of Social Services have also facilitated four 'Momentum Meetings' in Toowoomba, Mackay, Brisbane and Caboolture designed to continue the momentum of energy generated at the events.



## Disability Inclusive Disaster Risk Reduction (DIDRR)

The Disability Inclusive Disaster Risk Reduction framework and toolkit for Queensland is a project in partnership with the Centre for Disability Research and Policy at the University of Sydney, and is funded by, and in partnership with, the Queensland

Department of Communities, Disability Services and Seniors and the Community Services Industry Alliance.

During May 2019 and June 2019, QDN delivered on cross sector engagement across four Local Government Areas (Brisbane, Townsville, Ipswich and Rockhampton) in a series of consultations. The consultations brought together people with disability, family members and support workers, emergency services, local council, disability service providers and community organisations to share their insights about how to make disaster planning, management and recovery inclusive of the diverse needs and experiences of people with disability.

- Brisbane, 2 consultations and 55 participants
- Townsville, 2 consultations and 64 participants
- Ipswich, 2 consultations and 42 participants
- Rockhampton, 1 consultation and 29 participants.

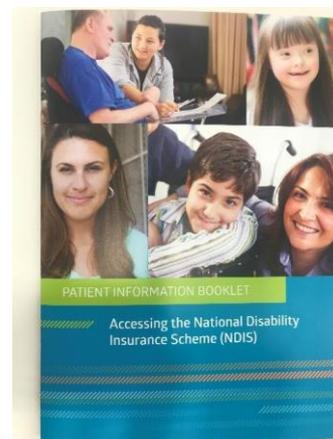
As part of this project a Disability Inclusive Disaster Risk Reduction Advisory Committee has been initiated by the Department of Communities, of which QDN is a member. The Advisory Committee includes state and national level decision makers in the emergency management, disability, health, social welfare sectors and local and state government. The Advisory Committee supports the project by



assisting with stakeholder engagement and providing high level support with interpretation of findings and advising on recommended actions for practice and policy.

## **Patient Information Booklet, Getting Ready for NDIS Access**

Following on from the work that QDN did in partnership with Brisbane North Primary Health Network, the two organisations partnered again to develop an information booklet for patients, who are people with disability to assist them to get ready for their appointment with their General Practitioner or Allied Health Professional to complete their NDIS access request form. The resource has been well received and has been shared nationally. It was launched at the Caboolture Changing Lives Changing Communities forum on International Day of People with Disability on 3 December 2018.



## **Self advocacy Queensland Consortium**

Self advocates across five organisations, including QDN's Hot Topics Brisbane and Gold Coast groups and representatives from those organisations have been coming together to work towards supporting and growing the voice of self advocates in Queensland. The work has been built on partnership and collaborations over many years. The Community Services Industry Alliance identified this work as one of four strategic projects and provided investment to support the group to build their capacity to put in a grant in the NDIS Information, Linkages and Capacity Building funding. One part of this work was to co design an accessible approach and resource using the Theory of Change with the Centre for Social Impact. The group come together for a fun workshop for the Theory of Change and the development of a resource that can be used by other people, including an easy English resource for other self advocates to be able to use Theory of Change to help them identify their common goal and then the work that goes with it.

## **Ready to Go Project Celebration**

The Ready to Go Project finished on 30 June 2018 after four years of funding and delivery of over 560 activities across the state, to over 7000 people. In recognition of the impact of the project and the dedicated work of everyone involved, a celebration was held on 2 August 2018. All previous staff, current and past peer facilitators and Advisory Committee members were invited to a formal celebration and acknowledgements at the QDN office, followed by dinner. It was a great tribute to the work that has been undertaken, QDN's commitment to peer leadership and the impact that this project has had on individual's lives across the state.

# QDN Business Streams

## QDeNgage

QDN's new initiative QDeNgage was launched by Honourable Coralee O'Rourke MP, Minister for Communities, Disability Services and Seniors on 28 May 2019 at Royal on the Park in Brisbane and attended by over 50 people. QDeNgage connects businesses, government, departments and organisations to people with lived experience of disability as Consultants and Representatives, to provide their expertise, feedback, and advice.

Since the launch, QDeNgage has successfully delivered on a range of work for customers including

- National Disability Insurance Agency
- Department of Communities, Disability Services and Seniors
- Community Services Industry Alliance
- Department of Transport and Main Roads
- Metro South Health, and
- Queensland Health.

QDeNgage has engaged **278 people with disability** as QDeNgage consultants and representatives to deliver on this work in varying capacities, as consumer representatives, panel facilitators and speakers, and co designers.



# **Goal 3 Influence governments and others to bring about full and equal participation and citizenship**

QDN works to influence Local, State and Commonwealth Governments through systemic policy activities and advocacy to ensure the voice of people with disability is represented and heard.

QDN's members, supporters and allies have continued to play a critical role in 2018 to 2019 by informing our systemic policy work and providing grass roots information to inform decision makers about the direct impacts of policy decisions in the day to day lives of people with disability.

During 2018 to 2019, QDN made contributions at

- 46 policy submissions, consultations and forums
- Submitted 22 formal policy submissions.

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

## **Engagement with Government**

### **Federal Election**

QDN engaged strongly in the 2018 Federal Election, delivering a comprehensive QDN platform to candidates and parties.

The Election Platform was focused on seven key areas which include

- National Disability Insurance Scheme
- National Disability Agreement and National Disability Strategy
- Health
- Housing
- Transport

- Royal Commission on the Abuse, Violence, Neglect and Exploitation of People with Disability, and
- Employment.

An Advocacy Toolkit and a summary of the candidates across each Queensland federal electorate was developed for members.

QDN also held two community ‘Disability Matters’ forums in the electorates of Dickson and Moreton. Each was held in partnership with services in the electorates. The Dickson Forum had four of the candidates and over 50 attendees, and the Moreton Forum had three candidates and over 60 attendees. Both events were successful engagement in the election campaign and raising the profile of people with disability as voters in the political landscape.

QDN also worked as part of a national campaign led by Jim Simpson from New South Wales Council for Intellectual Disability around health and intellectual disability.

The QDN Board, staff and members had many meetings and communications with candidates and parties during the campaign. QDN thanks members for their advocacy during the campaign.

### **Engagement with Members of Parliament**

QDN has met members from major parties in Queensland including the Honourable Coralee O'Rourke, Minister for Disability Services and Seniors, the Honourable Mick De Brenni, Minister for Housing and Public Works, and the Honourable Steven Miles MP, Minister for Health. At the Commonwealth level, QDN has met with Member for Griffith Terri Butler MP, Ali France, Candidate for Petrie, and Senator Jordon Steele John and advisor Larissa Waters. QDN also attended the Queensland Council of Social Services and Peaks Budget Breakfast.



These meetings and events have provided QDN with the opportunity to raise the issues important to our members and ensure that the voice of people with disability is heard within Governments.

### **Engagement with Departmental Staff**

QDN meets regularly with Departmental Director Generals, Deputy Director Generals, Executive Directors and other public servants to advocate on key issues. In Queensland, QDN has met with staff from the Office of the Premier and Department of Premier and Cabinet, Department of Housing, Deputy Director General, Executive Director, Strategic Policy, Queensland Health, Director of Medical

Aides Subsidy Scheme, Queensland Health Strategic Policy Unit, Executive Director, Metro North Hospital and Health Service.

In addition, QDN nurtures positive relationships with the NDIA and this year has met with the Chief Executive Officer, acting Chief Executive Officer, Deputy Chief Executive Officer, State Manager, National General Manager, Government, State Manager, Governmental Relations, and Regional Manager, NDIS Central Queensland.

## Peak Body Collaboration

QDN takes a highly collaborative and open approach to collaboration with other peak bodies in Queensland and is known and respected for this approach. This work flourished in 2018 to 2019.

The 14 Community Sector peaks worked together to promote four key issues in 2018 to 2019, including

- The NDIS
- A Human Rights Act for Queensland
- Affordable and Accessible Housing, and
- Family Matters – a campaign aimed at stopping the high proportion of children from Aboriginal and Torres Strait Islander backgrounds coming into the child protection system.



All four issues impact upon people with disability and the 14 peaks working together enabled the promotion of strategic initiatives around each issue, leveraging off the community connectedness and strength of the many hundreds of community organisations and consumer groups that sit under the peaks. The peaks welcomed the news that a Human Rights Act was passed in the Queensland Parliament on 27 February 2019.

The 14 peak bodies include,

QDN, Queensland Council of Social Services, Council on the Ageing, Volunteering Queensland, National Disability Services, Community Services Industry Alliance, QShelter, Community Legal Centres Queensland, Ethnic Communities Council of Queensland, Peak Care, Queensland Alliance for Mental Health, Child Protection Peak, Tenants Queensland, and Health and Community Services Workforce Council.

In relation to the NDIS, a meeting of several peak body Chief Executive Officers, including QDN, met with Minister Coralee O'Rourke and the Regional Manager, NDIS Central Queensland to discuss the peaks' NDIS work. From this meeting, the peaks, Government, the NDIA and partners committed to work together to implement a range of engagement strategies. The strategies aimed to maximise opportunities to

assist transition of the 60,000 eligible participants to the NDIS in the final year of rollout. The peaks endorsed key headline messages which they all publicly promoted over the year.

The Peaks also collaborated to host the Queensland Council of Social Services and Peaks Budget Breakfast on 18 June 2019. QDN will continue to work together with other peak bodies, believing that we are better together and that collectively, we can make a difference.

## Policy Leadership by and for People with Disability

QDN believes that it is essential that people with disability are leading the policy changes and reforms that affect them in their lives. Good governance is derived from having all parts of the system involved in planning, designing, delivering and evaluating policy and services.

### Roundtable on Health and Intellectual Disability

On 22 March 2019, QDN joint hosted the Roundtable on Health and Intellectual Disability in partnership with the Office of the Public Advocate, Griffith University ICAN and Queensland Centre for Intellectual and Developmental Disability to progress the recommendations of the Public Advocate’s report into Deaths in Care (tabled in Parliament three year ago).



More than 80 people attended the roundtable, including people with intellectual disability and family members and invited key stakeholders including Hospital and Health Services, Primary Health Networks, Government representatives from Health, Disability and Premiers and disability and community providers. A summary report with key outcomes from the discussions was distributed in April 2019. QDN will continue to work with the Public Advocate, Professor Nick



Lennox, Professor Harry McConnell, and Queensland Centre for Intellectual and Developmental Disability to progress this work.

## **Policy Submissions and Representations**

In 2018 to 2019 QDN has made policy submissions and representations and has been represented in consultations and on committees across key policy areas.

### **National Disability Insurance Scheme**

#### **Consultations, Committees and Representations**

- Ministerial Advisory Group member, Queensland Transition Advisory Group, National Disability Insurance Scheme, Paige Armstrong, Deputy Chairperson.
- Department of Communities, Child Safety and Disability Services Partnership forum member.
- Queensland National Disability Insurance Scheme Workforce Strategy Advisory Group, Workability Strategy.
- National Disability Insurance Scheme Independent Advisory Council National Advisory Group on Intellectual Disability.
- National Disability Insurance Agency, Psychosocial Disability.
- National Disability Insurance Agency, Complex Needs.
- National Disability Insurance Agency Briefing for Queensland Transition Advisory Group members on Information, Linkages and Capacity Building, Brisbane, May 2019.
- Presentation to National Disability Insurance Agency National Executive Meeting of Chief Executive Officer Rob De Luca and national executive team on QDN's work and key NDIS rollout challenges for Queensland, Brisbane, July 2018.
- Meeting with National Disability Insurance Agency National Executive including action Chief Executive Officer Vickie Rundell, and Board Chair Helen Nugent, May 2019.
- Queensland Transition to National Disability Insurance Scheme for Mental Health Strategic Forum.
- Meeting with Productivity Commissioner to inform the Productivity Commission's review of the National Disability Agreement Review.
- Shaping the future of disability policy for 2020 and beyond, developing the new National Disability Strategy consultation, Brisbane, April 2019.
- Australian Disability Federation Organisation hosted national meeting with key invited representatives from each state to discuss the National Disability Insurance Scheme and Health Interface issues, June 2019.

## ***Submissions***

- QDN survey response to the National Disability Insurance Scheme Thin markets project, May 2019.
- Contribution to the Summer Foundation's Submission on Specialist Disability Accommodation July 2018.

## **Abuse/ Neglect/ Violence**

### **Consultations, Committees and Representations**

- Sexual violence prevention, Brisbane Consultation forum October 2018.
- Workshop with the Commissioners of the Royal Commission into the Violence, Abuse, Neglect and Exploitation of People with Disability, June 2019.

## ***Submissions***

- QDN submission to the National Redress Scheme for Institutional Child Sexual Abuse Bill (2018), July 2018.
- QDN response to Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, Draft Terms of Reference, March 2019.
- QDN response to the Civil Liability (Institutional Child Abuse) Amendment Bill 2018.

## **Government**

### **Consultations, Committees and Representations**

- Cabinet in Confidence, Confidential Briefing, Forensic Disability Service System Review Report, August 2018.
- Electoral Commission of Queensland regarding accessible polling booths, advice provided, March 2019.
- Queensland State Budget Briefing, Premiers Department, June 2019.
- National Disability and Carers Advisory Council, Nigel Webb, QDN Chairperson, Council Co Chair.
- Department of Communities, Thriving Communities Leadership Group, Brisbane, June 2019.
- Department of Communities Disability Inclusive Disaster Risk Reduction Advisory Committee, May 2019.
- Department of Communities, Information/Referral Clinic.
- Attendance at Government House for Queensland Council of Social Services' 60<sup>th</sup> birthday celebrations, June 2019.

- Department of Social Service meeting, National Disability Strategy, Beyond 2020.
- A National Disability Strategy for Beyond 2020, Consultation, 29 April 2019.

### **Submissions**

- QDN submission on Reshaping the Disability Services Act 2006, November 2018.
- QDN Federal Election Platform, April 2019.
- QDN submission to Register of Births, Deaths and Marriages Review, April 2019.
- QDN submission to Productivity Commission's National Disability Agreement Review Issues paper, August 2018.
- QDN submission to Shaping the Future of Disability Policy for 2020 and Beyond, developing the new National Disability Strategy, May 2019.
- QDN response to Disability Services and other Legislations Amendment Bill 2019, April 2019.
- QDN response to A City for Everyone, Draft Inclusive Brisbane Plan 2019 to 2029, February 2019.
- QDN letters to Ministers for Health and Disability regarding Medical Aids Subsidy Scheme issues on behalf of QDN, Council on The Aging Queensland and Health Consumers Queensland, July 2018.

## **Housing**

### **Consultations, committees and representations**

- Ministerial Housing Council, Department of Housing and Public Works.
- Ministerial Housing Council Sub Committee on Disability, Department of Housing and Public Works (Paige Armstrong, Chairperson).
- Renting in Queensland Industry Forum, Department of Housing and Public Works.
- Meeting with Department of Housing and Public Works regarding QDN's housing work.
- QDN support for Fair Rent in Queensland Campaign.
- Partnering for Growth planning, Department of Housing and Public Works.
- Australian Network for Universal Housing Design.

- Queensland Action for Universal Housing Design.
- Liveable Housing Working Group Member.
- Make Renting Fair Queensland Alliance Meetings.
- Australian Building Code Board Consultation, Brisbane, 30 October 2018.

### ***Submissions***

- QDN Response to Australian Building Codes Board Accessible Housing Consultation and Options Paper, October 2018.
- QDN response to Open Doors to Rental Reform, November 2018.

## **Transport**

### **Consultations, Committees and Representations**

- Ministerial briefing in Queensland's position on extension of the Taxi Subsidy Scheme, 3 April 2019.
- New Generation Rollingstock, accessible toilet design, telephone consultation, February 2019.
- Price Waterhouse Coopers Queensland Rail Consultation, May 2019
- Queensland Rail Disability Discrimination Act Advisory Group.
- Transport and Main Roads Access Reference Group.
- Public Transport Focus Group.
- Opportunities for Personalised Transport Review Taskforce Panel.
- New Generation Rollingstock, accessible toilet design, telephone consultation, 13 February 2019.
- Wheelchairs and Motorised Scooters consultation, 8 April 2019.
- Queensland Taxi Subsidy Scheme, Campaign Sector Strategy Working Group.
- Price, Waterhouse, Coopers Queensland Rail Consultation.

### ***Submissions***

- QDN Submission to the Third Review of the Disability Standards for Accessible Public Transport 2002, October 2018.
- QDN Submission to Draft Queensland Transport Strategy, Department of Transport and Main Roads.

## Health

### Consultations, Committees and Representations

- National Roundtable on the Mental Health of People with Intellectual Disability Queensland Transition to the National Disability Insurance Scheme for Mental Health Strategic Forum working group member.
- Roundtable on Health and Intellectual Disability, March 2019.
- Metro South Hospital and Health Disability Advisory Committee.
- Metro North Hospital and Health Service Community Board Advisory Group.
- Health Alliance Core Group (Metro North Hospital and Health Service and Brisbane North Primary Health Network) – People with complex health and social needs.
- Meeting with Member for Griffith Terri Butler MP regarding national campaign about health and intellectual disability.



### Submissions

- QDN submission (and comments at hearing) to Queensland Parliament Inquiry into Aged Care, Palliative Care and End of Life, April 2019.
- QDN written feedback to Metro North Hospital and Health Service Draft Bowel Cancer Screening participation plan, June 2019.

## Advocacy and human rights

### Consultations, committees and representations

- Disability Forensic Service System Review Advisory Group member.
- Disability Forensic Service System Review Ministerial Roundtable, December 2018.
- Meeting with Electoral Commission of Queensland regarding accessible polling booths, March 2019.

### Submissions

- QDN submission to Queensland Disability Advocacy State wide Review, The Future of Advocacy in Queensland, January 2019.

- QDN submission to the Human Rights Bill 2018.

## Energy

### Consultations, committees and representations

- Tariff Reform Working Group, Department of Energy and Water Supply Member.
- Energy Queensland Customer Council Member.
- Electricity Queensland regarding proposed new Tariffs, Face to face individual consultation, March 2019.
- Workshop on Energy Queensland Proposed Tariffs, Queensland Council of Social Service, March 2019.
- Queensland Competition Authority Consultation on Smart Meters, Queensland Council of Social Service, June 2019.
- Energy Made Easy Website Usability Testing.

### Submissions

- QDN submission to Australian Energy Regulator's Issues Paper, Queensland Electricity Distributors' Tariff Structure Statements.

### **Quote from John MacPherson, Board Director**

*"I represent QDN on the Queensland Rail, Transport and Main Roads, and Brisbane Airport Corporation Accessibility Reference Groups. This involves regular quarterly meetings and irregular meetings when issues arise. I have met weekly for the last few months with Transport and Main Roads as part of the New Generation Rollingstock Project Working Group. The Project Working Group has been working through the Disability Standards for Accessible Public Transport non compliances in the New Generation Rollingstock train"*

*"The Transport and Main Roads Accessibility Reference Groups is a group of representatives from broad range of stakeholders, and we have been seeking strategic focus which puts forward inclusion and access for people with disability as a key priority is important for Transport and Main Roads now and into the future."*

*"I was primary author of the Queensland Rail / Transport and Main Roads Accessibility Reference Groups' submission in response to the State of Queensland's application for temporary exemption from the Disability Standards for Accessible Public Transport. It is important that people with disability have a seat at the table to ensure we are there as partners and from the beginning of the planning, design, delivery and evaluation."*

# **Goal 4 Grow an effective, sustainable and accountable organisation that reflects our values, vision and mission**

QDN's Board of Directors have led the organisation during 2018 to 2019 with strategic foresight, dedication, and commitment to QDN's mission, vision and values. QDN has continued to deliver an effective, sustainable and accountable organisation. The changing environment with the NDIS has meant that QDN's Directors and Senior Management have had to engage continue to work with the emerging and often changing environment to continue to ensure QDN's work continues to deliver for members, and our projects are quality and effective for people with disability.

The work of the past 17 years has laid strong foundations to continue to move forward and maintain a clear focus on what lies at the heart of this organisation in leading and influencing change for a more equal and inclusive community and that it is nothing about us without us.

During 2018 to 2019, QDN's Board of Directors have undertaken the role of corporate governance with rigor and commitment, contributing each of their skills and expertise to position QDN now and into the future.



## **Board of Directors Strategic Planning**

QDN's Board of Directors held their annual strategic planning day on 13 December 2019. The Board members reflected on QDN's achievements and identified priorities and strategic actions for the year

ahead, their governance and stewardship of the organisation and implementation of the strategies of their business plan.

## **Board of Directors Business Planning, QDeNgage**

QDN Directors and senior management have been developing and implementing business planning for several years. This year has seen QDN launch QDeNgage, which is a new initiative that delivers a workforce of people with disability to help shape, influence and create business, policy, products, services and environments

that are more inclusive for people with disability, almost 20 percent of the Queensland population.

## **Quality Management System**

QDN completed a second Surveillance Audit against ISO 9001,2015 Quality Management System on 7 May 2019. The audit was conducted by the Institute for Healthy Communities Australia Certification Pty Ltd. QDN received a clean audit report, with no unresolved issues or non conformities. The auditor was highly complementary of the work QDN does and the integrity with which it does its work.

## **Board Development**

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

The election for positions for the Board was held at the 2018 Annual General Meeting, after four Directors stood down as per the constitutional requirements. The 2018 elected Board Directors were Peter Gurr, Gary Matthews, Des Ryan and Hayley Wesbro. Matt McCracken subsequently re joined the Board as an appointed Director in May 2019.

## **Board Members**

Nigel Webb, Chairperson, Brisbane, Director since 2012

John McPherson, Vice Chairperson, Brisbane, Director since 2012

Sharon Boyce, Director Elected, Toowoomba, Director since 2013

Peter Gurr, Director Elected, Townsville, Director since 2015

Gary Matthews, Director Elected, Mackay, Director since 2018

Matt McCracken, Director Appointed, Caboolture, Director since 2019

Des Ryan, Director Elected, Rockhampton, Director since 2018

Hayley Wesboro, Director Elected, Brisbane, Director since 2018

QDN's Company Secretary, Colleen Papadopoulos, has held office since 2015.

## **Staff**

QDN's staffing remained consistent during 2018 to 2019, however we did see some transition of staff joining the team as well as some that we had to farewell. We welcomed the NDIS Peer to Peer Project team who all worked during this year, and we said farewell to Denise Sands who set off on an adventure caravanning around Australia. We also welcomed and farewellled Lisa McDermott, Helen Higgins, Leigh Elliott, Laurie Perkins, Melissa Hill and the Peer to Peer Project Peer Advocates Stephanie Dower, Kylie Rogers, Peter Parkes and Jo Walters, during this year. We

also said farewell to Sharon Turner who has been the administration officer with us for a couple of years.

Chief Executive Officer, Paige Armstrong, Current

Business Development Manager, Michelle Moss, Current

Projects Lead, Melissa Hill, To July 2019

Projects Lead, Denise Sand, To February 2019

Finance and Administration Coordinator, Mark McKeon, Current

Communications and Marketing Officer, Sharyn McManus, Current

Policy Officer (Networks), Karin Swift, Current

Policy and Engagement Officer, Helen Higgins, To September 2018

Project Officer, Angela Boyd, Current

Project Officer, Kate Burton, Current

Project Officer, Louise Abson, Current

Project Officer, Rebecca Wesson, Current

Project Officer, Lisa McDermott, To November 2018

Project Officer, Laurie Perkins, To March 2019

Project Officer (Local Support Groups), Leigh Elliot, To May 2019

Project Support Officer, Margaret Micale, Current

Administration Officer, Sharon Turner, To July 2019

### **Casual staff**

Finance Administration Officer, Joanne Galvin, Current

Administration Support Officer, Cindy Hannam, Current

Project Support Officer, Maree Fairbanks, Current

Project Officer, Mischelle Surawski, Current

Peer Advocate, David Swift, Current

Peer Advocate, Mike Fisher, To August 2019

Peer Advocate, Stephanie Dower, To June 2019

Peer Advocate, Kylie Rogers, From September 2018 to January 2019

Peer Advocate, Joanne Walters, From September 2018 to March 2019

Peer Advocate, Peter Parkes, From September 2018 to January 2019

## **Consultants/contractors**

A number of consultants worked alongside QDN staff during 2018 to 2019 and we thank them for their valuable contribution, and for their dedication and commitment to QDN, our members and producing quality work.

- Elissa Farrow (About Your Transition)
- Rebecca McElroy (Bright Films Projections)
- Clare Locke (Clocke Designs)
- Jane Geltch (Purpose Partners)
- Peter and Linda Tully (Australian Services and Distribution)
- Janette Manley
- Jo Cochrane (Multicultural Advice and Support Consultancy)
- Valmae Rose (Marsden Families)

# **Part 3 Financial overview**

## **Income**

QDN's total income for the 2018 to 2019 financial year was \$2,178,052 (2017 to 18 was \$1,470,796). This was primarily comprised of

\$419,617	QDN core business
\$950,000	<i>NDIS Peer to Peer Advocacy and NDIS Readiness projects</i>
\$250,000	<i>Getting on the NDIS Grid project</i>
\$256,540	<i>Changing Lives Changing Communities, Information, Linkages and Capacity Building funded project</i>
\$301,895	Other income from projects, QDeNgage and investments

## **Expenditure**

QDN's total expenditure for the 2018 to 2019 financial year was \$2,097,328 (2017 to 18 was \$1,604,470).

## **Surplus**

QDN generated an operating surplus of \$80,724 for the 2018 to 19 financial year (2017 to 18 was \$133,674 deficit), principally as a result of successful investment activities.

# Part 4 Appendix

## Organisational structure 2018 to 2019

