

***Changing Lives,
Changing Communities***
...taking my place in Mackay



9 and 10 October 2019

What will it take to continue our work together to create a Mackay community where everyone contributes, matters and belongs?

Across Queensland, communities are working together to make a difference, to create a place where everyone contributes matters and belongs.

Friends, colleagues, neighbours are taking their place to drive change in their communities.

At *Changing Lives, Changing Communities* people are creating stories of their communities, building stronger relationships and taking action for change.

These events are about making connections, giving people the skills and confidence to actively shape their community and teaching processes to drive change.

On 9 and 10 October, 50 of us gathered at the North Mackay Bowls Club to discuss how we can continue to create a Mackay community where everyone contributes, matters and belongs.

Thank you to everyone who took their place.

This document brings together the highlights of the two days in 2019 in Mackay. This is a record of a community conversation held as part of Changing Lives, Changing Communities. The views expressed in this document are a reflection of the conversation and are not necessarily the views of the host organisations.

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



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Event summary

This event took place on 9 and 10 October on the land of the Yuibera people in Mackay. A group of 50 of us gathered at the North Mackay Bowls Club to discuss how we can continue to create a community where everyone contributes, matters and belongs.

Uncle Philip Kemp welcomed us to Yuibera country on behalf of traditional owners, and paid respects to his ancestors and their descendants, while welcoming anyone from other country across Australia with “biubee gari-birri” - good day. Uncle Philip talked about the values held by his family and the wider community, including the importance of education, family safety and well-being – key, he says, to surviving in society.

Uncle Philip’s father always encouraged him and his siblings to be supportive of those less fortunate, and to appreciate positive social and emotion wellbeing in the community. He also recognised the need to work together to be all inclusive – and it’s something the family continues to work toward today in the Mackay and wider communities.

Michelle Moss, Business and Operations Manager for Queenslanders with Disability Network (QDN) then welcomed the group into the room and reminded everyone that we came together a year ago to create a community vision where everyone contributes, matters and belongs. Ideas were shared - we shared our vision to work together and to build upon what is happening, but also to think and design ideas for what could be.

“

Why is it important for me to be here today?

(Because) it’s important to acknowledge the benefits of the community coming together and working on things that really are changing lives and changing communities.

”

Day one

Check in - Why is it important for me to be here today?



Round one wrap-up

Shelley guided the group through the Mackay graphic harvest from round one of Changing Lives, Changing Communities where she introduced, reflected and reminded the group of what came out of the first event in Mackay in 2018. We also discussed the themes that appeared from this round, including communication, awareness and education.

Participants were then asked to reflect on where Mackay has been since round one and what needs to happen now.

“

It's time to start sharing the good news; the innovation and creativity that's happening in Mackay; the things that are working.

”

Round one – Graphic harvest



What's taking shape in this community?

Refer to [appendix 1](#) for a list of responses.



“

Service providers around Mackay are starting to work more collaboratively than in competition with each other.

”

What time is it for Mackay?

Refer to [appendix 1](#) for a list of responses.



“

People don't know what they don't know. So until the story is told, how can people understand?

”

Speed dating

Five storytellers were invited to give a quick, 20-minute synopsis/elevator pitch of projects they are running in the Mackay community. The projects were either started during round one of Changing Lives, Changing Communities, or they may be new stories of projects happening in the Mackay community.

Each storyteller answered the following questions around their projects:

1. What is your work/project?
2. What need is it addressing?
3. What challenges have you faced?
4. What impact have you seen, felt, noticed?
5. How has it changed?

Their stories

Uncle Philip Kemp talked about the early history of the Mackay Aboriginal and Torres Strait Islander community pre and post colonisation – the need for education.

David Conway discussed the sporting accident 15 years ago that left him with permanent injuries, and how this led to working and engaging with community around accessibility issues.

John Slade and Kathryn Andrews brought their community engagement group to the discussions. Their work has included accessible sports days, dances, and checking personal and protective equipment for local mining operations.

Antionette du Toit discussed her work to nurture the youth voice in Mackay and improve youth involvement in community.

Brett Stewart shared his innovative work with Care Kitchen, what they are doing, and how it is helping people with disability to transit to mainstream employment.

Recipe for change

From these conversations, participants were asked to deeply listen to the stories to answer the question “What is the recipe for change?” See [Appendix 2](#) for more.



Two loops

This was a teaching session so participants could understand theories of change and the roles that individuals can play in the transition from an old paradigm to a new one. See [Appendix 3](#) for more details about the process.

“

Where's the mountain? I'm going to climb over it. Where's the river? I'm going to swim across it.

”

Dialogue walk and journaling sessions

Participants were given the opportunity to reflect on their journey so far. They were asked to pair off to question where they were in the two loops model of change through dialogue walks and journaling.



World café

Participants explored the vision of Mackay being a community where everyone contributes, matters and belongs. They were then asked: "How do I take my place?". Some of the key points were demonstrating leadership and education, welcoming others, asking questions and listening, being open, and learning what's important.



We held four conversations, based around participants considering the vision of a Mackay community where everyone contributes, matters and belongs. These were the three key points from each conversation:

<p>Group one</p> <p>How do I take my place in this community?</p> <ul style="list-style-type: none"> • Participate • Be authentic • Be invited <p>What do I need to let go of?</p> <ul style="list-style-type: none"> • Fear of speaking up • Fear of failure • Red tape 	<p>Group two</p> <p>How do I take my place in this community?</p> <ul style="list-style-type: none"> • Remember people's journeys and where they're at • Acknowledge unconscious biases • Courage <p>What do I need to let go of?</p> <ul style="list-style-type: none"> • The Courage to Be Disliked (book) • Being open to stories • Being open to change
<p>Group three</p> <p>How do I take my place in this community?</p> <ul style="list-style-type: none"> • Connecting – getting invited • Ownership – taking it • Stepping up <p>What do I need to let go of?</p> <ul style="list-style-type: none"> • Fear of judgement • Fear of control • Cynicism 	<p>Group four</p> <p>How do I take my place in this community?</p> <ul style="list-style-type: none"> • Work – paid or voluntary • Giving back through connections and networks • Being here <p>What do I need to let go of?</p> <ul style="list-style-type: none"> • Control • An old job you don't want • Negotiating bureaucratic processes





For more photos please [visit our Flickr album](#) for this event.

Day two

Check in – What is alive in me today?

The feelings in the room on day two were feelings of excitement, anticipation and willingness.



“

We need to learn from the past to work for now, and into the future.

”

Deep circle

Participants learned about circle practice and why we use it, including:

- Leader in every chair
- Connection to ancient ways
- Talking piece
- Everyone has a voice
- Create connections across a group

When asking the question “Who are we and what is our work together?” some of the key themes were:



Read the full list in [Appendix 4](#).

“

What’s alive in me is heart – in what is possible... it’s about acceptance.

”

Diamond of participation – Divergence and convergence

The Diamond of participation was a teaching session where participants built an understanding of the difficulties in making group decisions, the importance of working through difficulty, staying with it and working through.

Read more about the processes in [appendix 3](#).



“

*People who have lived experience with disability
have a voice to define thriving communities in
Mackay.*

”

Projects

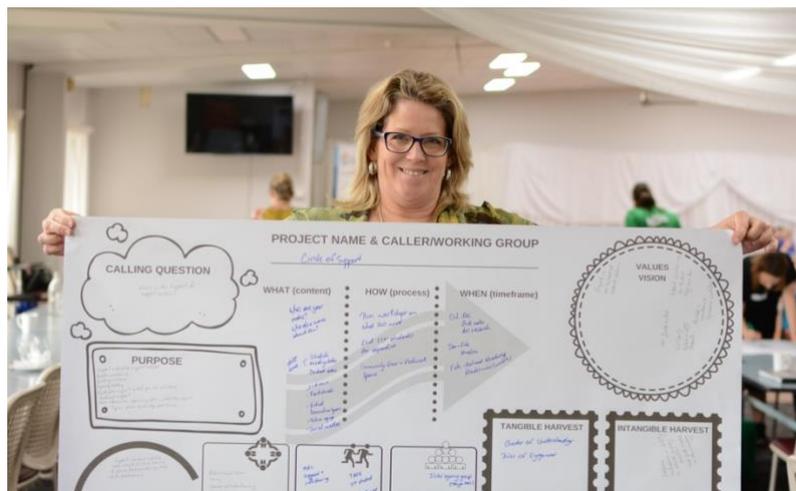
Designing for wiser action is a process that asks, “Why is it important to be skilful in the work you do?” and “Why is it important to ask for help in designing your process?”

We invited people at the end of day one to put forward a concrete project they would like to work on with others. We worked with each caller so they could be clear about their intention. During the teach, we shared:

- **Clarity of need and purpose is the invisible leader and creates a natural centre for the work.** As a caller, become as clear as possible. The clearer you are, the more others can help you. At the very least, you will be hosting a clear process to find the purpose.
- **Respectful relationships** - being in good relationship with yourself and others helps.
- **Acting more wisely for the world** - Good work should always yield real results. The Hopi Indians say, “Will it grow corn for the people?” What are your actions going to create that will be useful for your world?

On day two, we invited the five callers to introduce their projects to the group. They had two minutes to succinctly describe their projects (more details about all projects are in [appendix 5](#)). The three projects were:

Project 1 – Circle of support



Caller: Tracey Bamberry

Purpose: Disability support worker support group – to share and grow.

Project 2 – Access and inclusion group



Caller: David Conway

Purpose: Disability employment group, promoting accessibility and working better for the whole community.

Project 3 – Inclusive activity group



Caller: John Slade

Purpose: Special needs support group, holding inclusive activities everyone can enjoy.

Check out – What am I grateful for and how will I take my place?

Grateful for being around great people and being a part of this great community. I will take my place by helping people and give them a chance to enjoy.

Tangible targets, support, and building connections moving forward.

I am grateful for a community of like-minded people and the opportunity to be a part of the changes.

The opportunity to take part in such robust conversations, and hear of so many wonderful plans. Try to keep up with the momentum.

Next wise steps?

At the end of the event, we committed to continue working with communities. We are excited to see how each participant will use what they have learned over the two days to take their place to create a Mackay community where everyone contributes, matters and belongs.

Diane Chataway, Dave Conway, and Ros Loader said they would take some responsibility for keeping project callers connected and would look at how to do this.

Mackay Regional Council also said they would support the projects through their Access and Inclusion Reference committee.

Thank you

Hosting and Organising team

We would like to acknowledge and thank our local organising team for helping in the lead up to, on the day and post Changing Lives, Changing Communities Mackay. Your help in planning and promoting the event, as well as hosting during the two-day forum, was invaluable. We couldn't have done it without the following people:

- Tania Leeson
- Roslyn Loader
- Antionette du Toit
- Anne Franzmann

Local Champions

Thank you to our Mackay Local Champions. As Local Champions, you are key to creating and sustaining change in the Mackay community. Thank you for helping to make the round two Mackay event so successful:

- Gary Matthews
- Dave Conway
- Tracey Bamberry
- Diane Chataway

Participants

Thank you to everyone who came along and took their place.

Special thanks

We would also like to thank the parents and students of the Northview State School Signing Choir, lead by teacher Trish Ely. The group joined us in the morning on Day Two to kick our day off with an energetic medley of songs.



Appendix 1 – Where have we been?

What's taking shape in this community?

- Access to services for people with disability, and inclusion is improving
- Arts programs
- Disability service support: grants and submissions
- Mackay Regional Council are working closely with community on development and improvements around accessibility
- Care Kitchen
- Employment for people with disability, and services to help people find work
- Inclusion is improving and people with disability are better able to participate in sport and recreational activities at the newly built Mackay Aquatic and Recreation Complex.
- Local government is really getting involved and supporting community groups
- New aquatic centre example of inclusivity improving
- Increased opportunities for support workers in community due to the NDIS rollout/transition
- Base training and development for support workers is taking place, due to certification requirements from 1 July 2020
- Awareness of issues with accessibility is improving.

What time is it for Mackay?

- Improvement and change
- Need to develop employment centres for people with disability
- Time for more active sorts of involvement – whether that be through lobbying government or joining groups
- To share the good news and innovative or creative solutions – what's working
- Access to interpreters for deaf community members is building and improving
- Meeting people at the stage in which they're at and learning what is happening to them
- Organisations need to communicate better with their clients.

Appendix 2 - Speed dating

Thank you to each of the following storytellers for sharing your work with the community:

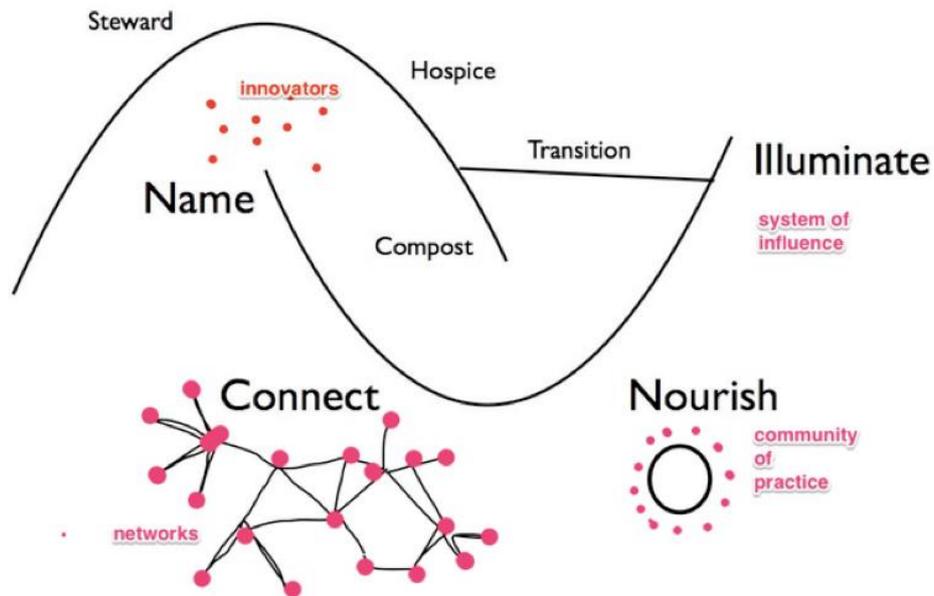
Brett Stewart and Roslyn Loader, David Conway, Antoinette du Toit, John Slade and Kathryn Andrews, Uncle Philip Kemp.

From these conversations, participants were asked to deeply listen to the stories to answer the question “What is the recipe for change?”

- Heart, support, connection, dedication
- Know the history to be able to work in the present for the future
- Work on inclusion – get everyone involved with support to success
- Work collaboratively between organisations instead of in competition
- Encourage people to follow their passions
- Community minded
- Not holding on to anger
- Openness and support
- Time and patience
- Leadership
- Skills development
- Kindness to strangers in the community
- Acknowledgement and recognition
- Family
- Outstanding work
- Youth and possibility
- Adaptability, perseverance, never give up!
- Including the ‘right’ people
- Holistic
- Ordinary people can do it.

Appendix 3 - Processes

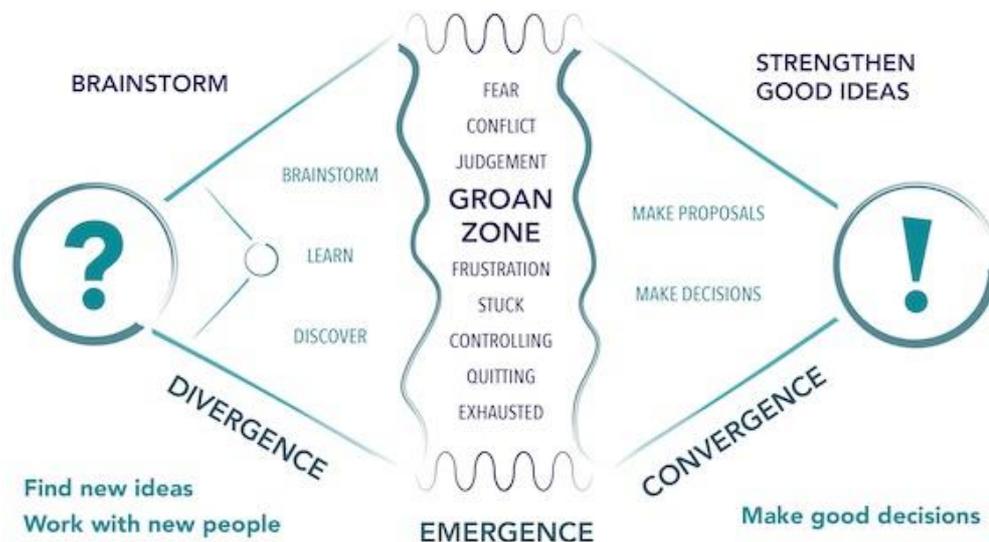
Two loops



This map – or model – is called the Two Loops and is helpful in describing a living systems view of change that comes from the work of [Margaret Wheatley and the Berkana Institute](#). It tells the story of how systems die and new systems emerge. It happens at every scale, so it can easily be a map of ideas, a map of life, of a family, of a community, and organisation or large systems like the fossil fuel economy. It works on all kinds of levels. It has two lines – but it isn't a linear timeline. It's more like a topographical map. If you would like to read more on the theory, please visit the following websites:

1. Amanda Fenton – [A theory of change: Two Loops](#)
2. Chris Corrigan – [2020 living systems part 1](#), [2020 living systems part 2](#)
3. Kathy Jourdain – [Innovators and pioneers in systems change](#)
4. Julie Stuart and others – [Exploring how living systems change](#)

Diamond of Participation



The Diamond of Participation is a diagram that is used to explain decision making from a group and personal process perspective and can be aligned with complexity theory. It features three zones: the zone of divergence, where ideas are presented and explored; the zone of convergence, where options are whittled down and decisions are made, and the zone in the middle, called the zone of emergence and which the authors call, “the groan zone”.

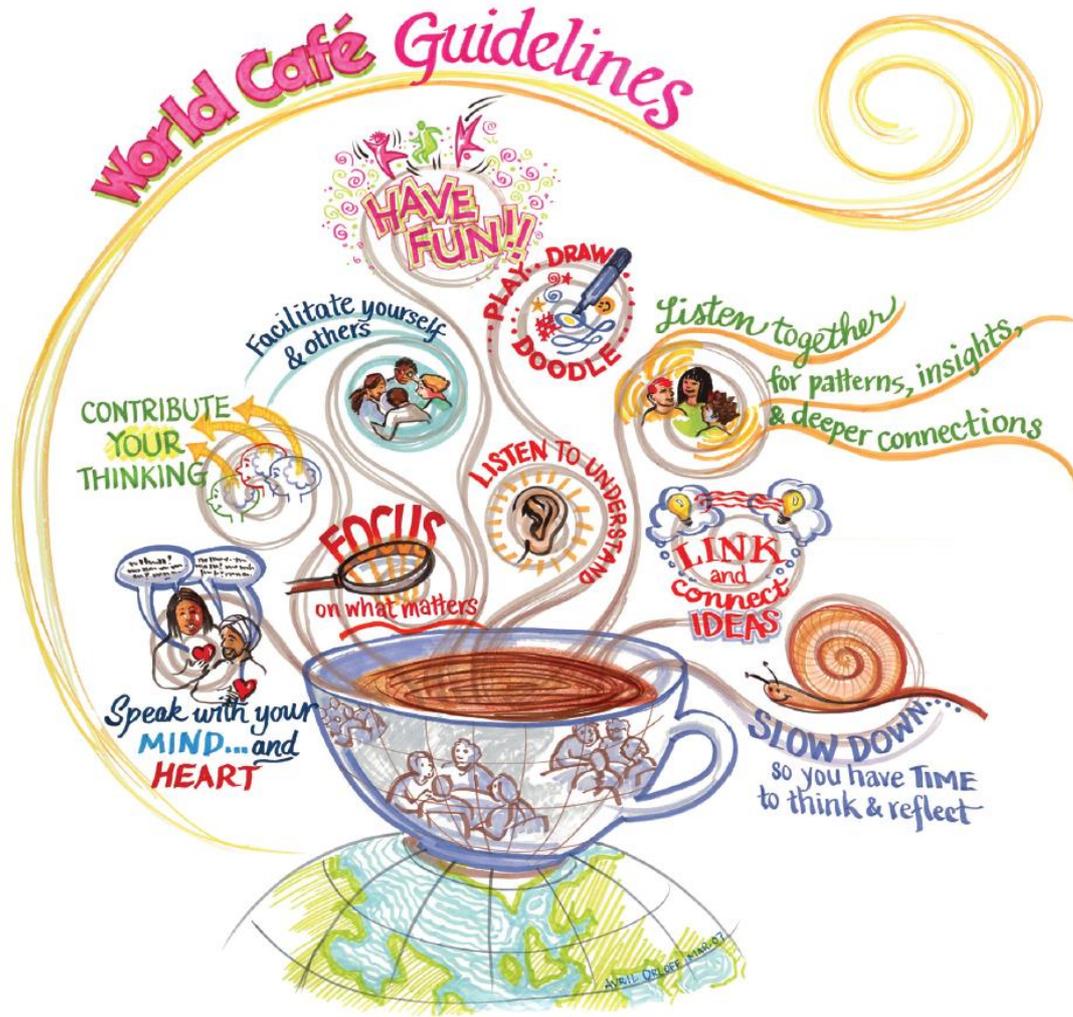
The Groan Zone is the place where the group’s engagement with the content of their work gets stressful. Individuals experience cognitive overload and they are stressed by the need to let go of ideas to which they are attached and to incorporate ideas which they find irreconcilable. Groups who get stuck in the groan zone experience conflict, impatience, and a waning sense of purpose. Facilitators who know the groan zone understand it to be the place that is necessary if a group is to discover something new and make a decision that is bigger than the decision any one person can make.

Key principles:

- Don’t converge too early
- There will be pain; build shared perspectives and relationships there
- As much as possible, try to build consensus using clear proposals, testing agreement and refining
- Pay attention to dissent and to patterns of dissent and have a process for understanding these.

If you would like more information on this model, please visit [Chris Corrigan's website](#).

World café



Appendix 4 - Deep circle

Who are we and what is our work together?

- Community and 'family' people working together for change
- Members of a team with a focus to work together to build a better Mackay
- We are all members of one family. Our work is to keep each other safe and find ways to lift each other up
- We are people who help friends and family - who help us to make this a better community. People who can't help themselves; to give them a chance for us to work together and make this a better place.
- Passionate, committed, caring, advocates – coming together to take action
- We are building a family and taking care of people that come into our family
- We are all equal
- We are all human – same but different
- Moving forward with similar goals and progress
- Continue to move forward with projects
- Individuals and representatives of our workplaces, agents of change, we can all contribute and all ideas are available
- Trying to keep the momentum and energy of groups working together to create change
- Even the people working the in background contribute to your community
- Value the small wins – don't only focus on the big picture. A small win can be hugely important for an individual.
- Community nurses promote need
- A connector of people ideas and actions
- Friends to learn and share.

Appendix 5 - Projects

Caller

Tracey Bamberry

Question:

Where is the support for support workers?

Purpose:

- Support and develop support workers
- Provide mentoring
- Building resilience
- Capacity building
- Provide peer support so that you are not alone
- Emotional support
- Share information about my rights and what I can expect
- Tips and ideas to develop good service

What (content)

- Who are your mates?
- Who else cares about this?
- Different times: Schedule meeting dates, content areas
- Find venue
- Factsheets
- Virtual connection space
- Telco equipment
- Social media

How (process)

- Run workshops on what social workers need
- Find ICT students for expertise
- Community Door and Network Spaces

When (timeframe)

- October-December – find mates, do research
- January-February – timeline
- February – National Disability Practitioners

Values/Vision

- Process is led by needs of support workers
- Non-judgemental
- Support workers to be the best they can be

- Develop and maintain a dynamic workforce
- Integrity, confidentiality, respect

Need

- Support workers need a safe way to find a source of advice and mentoring, and skills development

Core team

- Professional association
- Tracey
- Charter of understanding
- Family members

Partners

- Mackay Regional Council support and information sharing
- TAFE – ICT students
- Training organisations
- Psychologist

Stakeholders

- Volunteers Queensland (RODC)
- Interagency group (Tanya from Mackay Regional Council)

Tangible harvest

- Charter of understanding
- Rules of engagement

Intangible harvest

- Improve confidence in ability to discover quality services.
- Keep good workers in the industry

Challenges

- Bringing people together when they work shifts
- Building a database/network

I need help with/to

- Information technology

Insights

- “Learn by doing”
- “Make life happen”

Next steps

- Apply for grants
- Business plan/strategic plan
- Logo
- Expression of interest

- The Guardian – Social care resource for workers – socialcare@theguardian.com
- Disability Support Workers Conference – 18-19 February 2010

Project 2 – Access and inclusion group

Caller

David Conway

Question:

- How do we use/maximise access and inclusion reference group so it can better serve the broader community beyond Council, and how do we bring more diversity into groups?
- Refresh – business education/communication

Purpose:

- Expanding the group
- Meeting code – doing more!
- Making Mackay accessible for everyone
- Expanding the group outside of the Council

What (content)

- Update: terms of reference
- Review ‘expression of interest’ application
- Education for business holders around accessibility

How (process)

- Hear experience of real people
- Advertise ways to improve
- Meeting/consultation – current review

When (timeframe)

- 6-12 months

Values/Vision

- Action plan to be a living document for the community/council
- More community awareness
- Positive vision – make things better
- Accessibility is not an after thought

Need

- Support workers need a safe way to find a source of advice and mentoring, and skills development

Core team

- Chamber of commerce
- More interested people on committee

- Council – current members, ageing community

Partners

- Housing network
- CCQID
- Connecting with new mums and bubs on Facebook page

Stakeholders

- Councillor – need one!
- Mackay tourism

Tangible harvest

- Strengths-based influence
- Terms of reference reviewed
- Not in complaints department

Intangible harvest

- Celebrate success
- People feeling included
- Increase regional council profile

Challenges

- Sphere of influence
- Councillor's not bring involved anymore
- Meet more often
- Not become a complaints mechanism

I need help with/to

- Promote the positive projects of the reference group
- How do we get to the right people
- Social networks

Insights

- Connecting the community dots
- Transparent inclusion and access plans

Unanswered questions

- How do we use technology to help engage?
- EOI advertise network how?
- Do we need an EOI process?
- What would the strategic planning process be?

Next steps

- CQ University – talk to disability team
- New business packs (Tania to enquire – Mackay Regional Council)

Project 3 - Inclusive activity group

Caller

John Slade

Question:

- How do we grow, connect and promote opportunities for learning and having fun in a social environment

Purpose:

- To expand, connect and offer more choice to people of fun activities they can be a part of.

What (content)

- 1) "Celebrity" match (with councillors and other influential or well-known people in the community)
- 2) Introduce SNAGS to people in community and organisations
- 3) Create shared calendar of events
- 4) Create videos of events (eg, John telling stories of events), sharing
- 5) Promotion
- 6) Flyer about SNAGS

How (process)

- 1) Sponsorship
- 2) Visiting organisations and handing out flyers in community, sharing through interagency networks
- 3) Add events onto council's 'my community' diary
- 4) Shoot a short video promoting and explaining the event and one for SNAGS
- 5) Creating a closed Facebook group for SNAGS
- 6) Create a flyer telling people about SNAGS

When (timeframe)

- 1) April 2020
- 2) From now!
- 3) Created for 6 months already, promote now
- 4) Disco video at the next disco. SNAGs video – ask Endeavour if they can help with video in next few weeks
- 5) In next few weeks
- 6) Between now and December

Values/Vision

- People can identify the activities they want to do and lead it themselves

Need

- People with disability need more choices and opportunities to meet people, learn new things

Core team

- SNAGs crew – momentum committee (perhaps include Mayor Greg Williamson, Belinda Hassan, Frank Gilbert, Rotary and St Vincent de Paul)

Partners

- Gareth Taylor
- Clubs – South, etc. Anyone
- PCYC
- Other community organisations and service providers

Stakeholders

- Families
- Businesses
- People with disability
- Transport - picking people up

Tangible harvest

- Calendar of events
- Flyer about SNAGs
- Video and SNAGs and events
- Flyer about SNAGs
- Letter to give to clubs etc about SNAGs/events. What we're doing and why – looking for support.

Intangible harvest

- Choice
- Better relationships between individuals
- Better relationships between providers

Challenges

- Restrictions created by agencies and support worker schedules
- Restrictions created by agencies, support worker schedule
- Potential for individuals to lose money from package, when involved in these activities
- The NDIS created more competition and possessiveness of people - money

I need help with/to

- Introductions to other organisations and people in community
- “Spread the word”

Unanswered questions

- Is there a disability service provider network in Mackay we could use to share/collaborate?
- Welcome to Mackay pack – how could we include our info into that?

Appendix 6 - Check out day two

What am I grateful for and how will I take my place?

- My health and surrounded by good people
- Grateful for being around great people and being a part of this great community. I will take my place by helping people and give them a chance to enjoy
- Grateful for being happy here today and yesterday
- Being a part of 2 days openness
- The kindness and generosity that I have seen and received, and supporting however I can to keep smiling
- Heartbeat, being happy
- I am grateful for every person who has been here over the last 2 days for your leadership, for what you do to contribute to Mackay
- I will take my place to support where I can and how
- Work with the people who stepped up – grateful for your passion and commitment
- Everyone's opinions and support in developing ideas
- Tangible targets, support and build connections moving forward
- Yesterday and today's opportunity to be a part of this group and planning
- I will join the "access and inclusion" group and assist where I can; stay connected, and support other plans
- That there was so much contribution into the forum. I will take my place by being a lead in my project and leading other projects
- I am grateful for a community of like-minded people and the opportunity to be a part of the changes
- I will 'take my place' by plugging on, refusing to be overwhelmed by the enormity of the job
- The opportunity to take part in such robust conversations, and hear of so many wonderful plans. Try to keep up with the momentum.
- Networking opportunities and being with positive and hopefully people to fuel up the enthusiasm tank
- The opportunity of doing the workshop, willing to be involved and kept in the loop
- For my new family and people to help us promote change in our community. I will continue to help promote change.
- I appreciated meeting so many people who are dedicated to making a difference in the community. I'll work where I can to support the work that is being undertaken in the community.
- Opportunity to attend, participate, learn and share knowledge and experiences, and extend networking contacts. Continue to support and influence positive outcomes for people in the community.
- Thankful to have had the opportunity to attend the workshops for the past 2 days and grateful for shared vision. I will take my place by supporting John's group and connecting.

- I am grateful to have had the opportunity to spend the two days with a group of such passionate and dedicated people – lots of laughs, robust discussion and lots of support for each other.

Changing Lives, Changing Communities Mackay is a partnership between:

