



Annual Report 2023



In Loving Memory of

Karen Rollason

”
An essential part
of a happy,
healthy life is
being of service
to others....



Karen joined the P2P team where her welcoming nature was a perfect fit for our information and referral work. Karen returned to P2P in 2013, after being a stay at home mum to her son Josh.

Karen moved into our NDIS Intake Team, where she and Jill helped people navigate the complexities of the NDIS. Together, they provide warm support to people with disabilities, their families, and providers.

When we celebrated our 25th Anniversary in July, we had no idea that Karen would soon be facing a health battle and would be taken from us so soon.

On Sunday 12th November, 2023 one day before her 53rd birthday, Karen lost her battle.

Rest in peace Karen. Your ready smile will be forever missed.

Contents

A Message from the CEO	3
Presidents Report	4
Treasurers Report	6
Looking back on a 25 year journey	8
Getting to know our board	10
In Honour of Some of our Members	13
Acknowledgement and thanks to Mike	15
Updates on our Plan Management Work	16
2023 Plan Management Breakdown	18
Path Breakdown for 2023	19
Stand by Me Gladstone	20
Stand by Me Hervey Bay	23
Stand by Me Brisbane/Moreton Bay	25
Stand by Me Sunshine Coast	27
Your Service, Your Rights (YSYR)	29
Delivering Your Service, Your Rights	30
Association membership work	31
Attending Expos	33
Helping parents re-enter the workforce	34
Loud and Clear QLD 2023: Highlights and Achievements	35
Loud and Clear QLD Concerts 2023: Reach for the Stars	43
University of the Sunshine Coast Student Project	47
Advocacy Clinic	50

A message from the CEO

My Parent to Parent journey, which began 23 years ago has allowed me to work with people with disabilities and their families. It gave me a sense of purpose that I had not experienced in my previous roles.

I have spent many hours listening to parents and being the person they could talk to who would value their experiences. While I still enjoy speaking with families, my focus has shifted to influencing change so that the negative experiences of 23 years ago are not occurring in the future. I want to make a difference at both an individual and systemic level.

Over the years, I have been fortunate to attend training, gain qualifications, deliver workshops, work with families, and receive awards and recognition. As the CEO, I have worked with the Board to adapt the organisation to meet the sector's changing needs. I am proud of the team we have built and the difference we have made in people's lives.

As we celebrate our 25th anniversary, I remain committed to our Board, staff, and the people we work with. The friendships I have forged and the sense of belonging I feel in my work are invaluable to me.



This year, I captured our history in a book that the Board and staff can reflect on it when making decisions about future directions. There is also a video of our 25 years on the About page of our website <https://p2pqlld.org.au/about/>

With 2023 coming to a close, I wish everyone a safe and enjoyable Christmas shared with friends and family.

Warm regards,

Jodi

President's Report



It is my pleasure to present my sixth President's Report on behalf of the Board.

This year marks the 25th anniversary since we were founded by a group of five parents wanting to support parents who have a son or daughter with disabilities. We celebrated the occasion in July by reflecting on the organisation's accomplishments and the many people who have contributed over the years.

We were honored to have Judy Young, Karen Leinster, and two of our current longest-serving Board Members in attendance. At the celebration, we awarded Life Membership to Judy Young, Sue Campbell, Jan Bell, and Loretta Kreet. Unfortunately, Loretta could not attend as she was traveling overseas, however, we look forward to catching up with her early next year.



In the last year, our Plan Management service has been going strong, we transitioned our software to PlanAbility to achieve our goal of reducing invoice processing times. We have processed an impressive sum of money since the move in mid-July.

We received extensions for our two funded projects, Stand by Me, and Loud and Clear Qld, until June 2024. We submitted funding applications with the hope of extending our work even further. We held workshops as part of the NDIS Review information gathering and provided opportunities for people with intellectual disabilities to be paid to participate in research work.

Our Planning Alternative Tomorrows with Hope (P.A.T.H.) facilitation remains integral to our valued work with people with disabilities and their families, and we continue to uphold our values of Respect, Inclusivity, Commitment, and Honesty.

As the year comes to a close, I would like to thank Loretta Kreet, who will be leaving the Board at the AGM, for her countless hours of contribution since joining the Board in 2003. We will miss her and hope that, although she will no longer have an active role on the Board, she will always have a deep connection with P2P.





This year we also say thank you and farewell to Mike Peers as he leaves his Board role to concentrate on his health. Mike joined the Board in 2019, and we look forward to him continuing to stay involved in a different capacity.

During the year we welcomed three new Board Members Kevin Reilly, Tony Hunkin, and Ron Erasmus. They each bring considerable experience and expertise to the Board and I thank them for choosing to contribute to the future of P2P.

Thank you also to all the P2P staff and volunteers for your contribution to day to day operation of the organisation. It is only through your actions that our mission to "Listen, with respect, to people with a disability and their families, and support them to achieve their goals", can be achieved.

In closing, I would like to express my gratitude to my fellow board members for their dedication and commitment to P2P's mission and strategic direction and to acknowledge the tireless effort, skills, determination and strength of character of our CEO Jodi Wolthers for the leadership she provides.

I look forward to working with you all in the year ahead.

Eric Greentree
President.



Treasurer's Report

I wish to present the Treasurer's Report for the financial year ending 30 June 2023.

Although our Plan Management activities remain profitable, they were insufficient to mitigate the significant losses incurred through delivering our Support Coordination and Housing services in recent years.

To secure the organisation's future, and in consultation with our external Financial Auditors, we discontinued our Support Coordination and Housing operations at the end of the 2021-2022 financial year.



Regrettably, this meant making our staff involved in these activities redundant and compensating them with their entitled benefits.

We disbursed these payments in July 2022, which is reflected in the 2022-2023 financial statements. This resulted in an overall deficit of \$460,592.76.

As of 30 June 2023, our equity totalled \$510,396.25, with \$853,968.88 in cash. We have enough assets to cover 4.9 months of expenses, in the event that there is no income and expenses remain steady.

Additionally, we have \$2.28 in assets for each dollar of liabilities, an indication that the organisation remains solvent.

Our Government grant-funded projects were cost-neutral.

Our Plan Management activities earned \$1,838,444 with costs and expenses of \$1,323,741.

P2P Services (Community Partnerships) earned \$65,920 with costs and expenses of \$147,775, resulting in a deficit of \$81,855.



Our finance team continues to source every possible saving to work to bring our budget back to a surplus. This includes absorbing natural attrition of roles and identifying cost-saving areas for example more cost-effective phone and internet plans.

I can report that our financial records have been audited by Mr. Andrew Vernon of Greg Dunn and Associates and have been found to be accurate and complete.

The Audited Financial Statement is available on request.

I would like to acknowledge Ann for providing high-quality information and supporting my role as Treasurer.

I extend my thanks to the finance team for their hard work and diligence throughout the year.

Jan Bell
Treasurer



Looking back on a 25 year journey



In the past 25 years, we have achieved countless achievements. Some of these were as a result of plans established many years ago, while other unforeseen opportunities that arose as a result of pursuing new funding streams.

Throughout the years, it has been our staff's unwavering determination that has brought us to where we are today.

We remain dedicated to our Mission, Vision, and Values, and are committed to providing the best possible service to people with a disability and their families.

Mission

To listen, with respect, to people with a disability and their families, and support them to achieve their goals.

Vision

To create opportunities within the community to empower people with a disability and those who support them.

Values

Respect

We are respectful and open with everyone with whom we interact.

Inclusivity

We respect diversity and are committed to equality and collaboration

Commitment

We demonstrate a deep, heartfelt pride in what we do and who we are.

Honesty

We will act with integrity, honesty, and transparency in all that we think, say, and do.

Earlier this year, we held a celebration to recognise the dedication and hard work of our current and former staff and board members.



Getting to know our Board



**ERIC
GREENTREE**

I have always wanted to work in a workplace where staff have an awareness of the importance that the behaviour of each member of the organisation has upon the brand.

My favourite project outside of work is restoring and driving old Citroen cars. The highlight of my career was supporting the integration of students with disabilities through strategic planning and leadership.

I love being in a leadership position as I get to contribute to the achievement of P2P's vision to continue to be a significant organisation that listens carefully and cares deeply. It is through these connections that P2P continues to be able to provide clear insight into the disability sector, which is often sought after by Local, State and Federal Government agencies.



**RON
ERASMUS**

One of the biggest lessons I learned in the past few years was balance. Finding that equilibrium between family, own wellbeing and professional goals.

My favourite passion project outside of work is Rugby. I'm too old to play but love watching it!

I excel in a fast-paced, highly organized, team-oriented environment because I enjoy people!

My favourite word is a Zulu word - Ubuntu - because it means humanity to other. Literally meaning: I am what I am because of who we all are.



JAN BELL

One thing I do better than most is my attention to detail. This has been a useful attribute in my past working career in IT, as well as in my current Board role.

My favourite passion project outside of work is travel. It broadens my mind and understanding of different cultures, history and environments. Lately this has been mostly 'armchair travel' but I hope that will change soon.

One of my favourite hobbies is spending time in nature, such as walking amongst tall trees or high mountain peaks, sitting by waterfalls, rivers or oceans, being refreshed by the sights, sounds and smells that surround me.

My favourite word is serendipity - because I perceive the word as meaning that good things can happen by chance when you least expect them and we sometimes need hope when life is difficult. It is also a word that makes me happy when I say it out loud.



**CATHERINE
SETON**

When I was young, I wanted to be an archaeologist. I've always been fascinated by learning how others live, across time and geography. I love the idea of piecing together a story about the life of an average, every day person, who otherwise has been forgotten for hundreds or thousands of years. It's a way of bringing them back to life.

I love being in a leadership position because I get to share my lessons learnt through mentoring and coaching others, as well as work with and learn from some amazing people.

My personal mission statement is... to help make the world a better place. If I can touch the life of even just one person in a positive and significant way it makes the blood, sweat and tears worth it.



**SUE
CAMPBELL**

The highlight of my working career was becoming part of Parent to Parent.

When I was young I wanted to be a nurse because I wanted to care for others.

My favourite passion outside of work is knitting comfort bears for kids in hospital.

I always wanted to work in a workplace that is passionate about social justice.



**KEVIN
REILLY**

One of the biggest lessons I learned in the past few years is to be more aware of emotions. I believe I listen well.

When I was young, I wanted to be a professional football player because it was all I wanted to do.

The best workdays I have are when I get to achieve completion or solve a problem.

My favourite word is why because I and others have to explain why we do things.



**TONY
HUNKIN**

My previous employee described me as the best boss she ever had (and it was not her first job!).

One of my favourite hobbies is volunteering at the surf club because I get a great excuse to go to the beach and meet heaps of people.

My favourite word is respect because if you have respect, you can make others, and yourself feel valued and happy.

The highlight of my career was when I managed to transition from pharmacy to law.



With thanks

in honor of their
unwavering
commitment to
P2P, we award
Life Membership



Judy Young



Sue Campbell



Jan Bell





In appreciation of her ongoing commitment, Life Membership is awarded to Loretta.

We look forward to catching up with her when she returns from her overseas travel.



Acknowledgement and thanks to Mike

We would like to say thank you and acknowledge Mike for his work and dedication to his role on the Parent to Parent Board. Mike will retire from the Board at the 2023 AGM.

When he joined the Board, Mike brought with him years of experience from his career in the Mental Health field.

Mike shares his thoughts on P2P's work:

Consistency is key when it comes to supporting people with disabilities. We must aim to provide them with familiar faces who understand their unique circumstances and needs.

As decision-makers in people's lives, we must value our responsibility and earn their trust.

We must take it upon ourselves to ensure that individuals are not left unsupported when other organisations can no longer offer assistance. This involves finding new organisations that can take over from where the previous ones left off.

We must make it clear when we're trialing an initiative that may not be a permanent solution to avoid any confusion or misunderstandings.

We must advocate for person-centered planning to prepare our staff when working with individuals with disabilities and their families.



We have a clear understanding of our role and build relationships with other organisations that can assist with their area of expertise. These include the Office of the Public Guardian, the Community Visitor program, Aged and Disability Advocacy Law, and Queensland Advocacy Inc.

Updates on our Plan Management work



The Sign-Up Process

At the beginning of this year, our Plan Management and intake teams collaborated to improve our sign-up process and systems, and the results have been excellent.

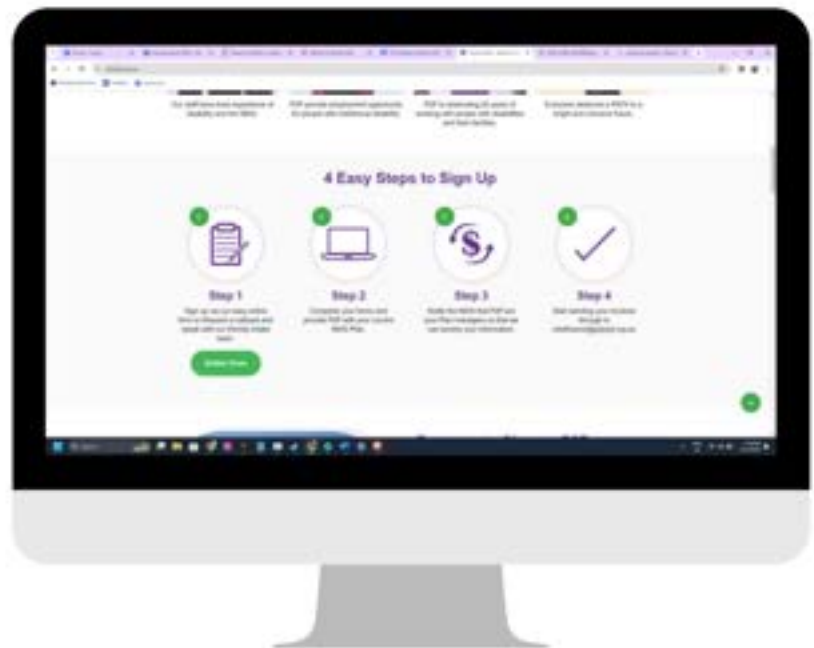
These new systems have simplified the intake process and significantly reduced the administrative burden on our intake team.

The new form offered two options: a simplified version that allowed prospective clients to request a callback for more information, and a complete version where clients could submit all their personal information, including their NDIS plan, through the website.

The only step remaining after either option was to sign a service agreement, streamlining the entire sign-up process.

Following our move to new software provider, Planability, the intake process was further simplified. The new form creates an account directly into Planability, reducing the admin time required to create participant records.

Additionally, the paperwork requirements to complete the sign up process is now reduced to a single editable form.





Keeping connected with our participants

To ensure that our participants receive the best possible plan management support, we reach out to them as they near the end of their plan. This contact is intended to inform them of the next steps and to confirm their satisfaction with P2P.



When Participants leave

We have explored the reasons why participants exit our services to better understand their reasons for leaving and gather feedback.

We have also worked to improve our communication with participants. Some participants have left due to not having any activity in their plans or not having received new plans following an NDIS review.

We are pleased that a few of these participants have returned to our P2P plan management services upon resuming using their funding or when they received a new plan.

2023 PLAN MANAGEMENT BREAKDOWN

\$68,814,124

Claimed from NDIS
funding in a
Participant's Plans



9,281

Calls made
and received



3 DAYS

Average invoice
processing
turnaround
decreased to
2 - 3 days.



PLAN
MANAGEMENT



189,900
Emails
answered



79%

Of all
participants
access the
Participant
Platform



115,216
Invoices
Processed



153

Participants
joined P2P



P.A.T.H.

Breakdown for 2023



School
Based



52

Individual



8

Corporate



6

HERE
NOW
NEXT



21

Here Now Next collaborative project

The P2P PATH Team is collaboratively working with Equity Works on the Here Now Next project.

40 PATHs for students with a disability aged between 14 and 24 will be graphed. After each PATH session, the student will have the opportunity to move forward with the Here Now Next team into a discovery session to identify their interests and gain employment best suited to them.

Through this collaboration, P2P had the opportunity to give complimentary PATH sessions to schools that are not currently on the school-based PATH program. That will allow them to experience the benefits of PATH for both the student and the educators when doing set planning.

Stand by Me Gladstone



The Gladstone team of facilitators includes Katrina Robson, Anita Mott, and Gaye Collins. The Gladstone Stand By Me group started with fortnightly meetings switching for the last 6 months of 2023 to monthly meetings. We have been very privileged to present information and guest speakers on topics raised by our support group members.

Guest Speakers and topics covered include Planning your Holiday, Relationships, Qld Ambulance, Budgeting, Human rights, Community progress and activities, Service Australia, and the DSP.

We learned about Your Hobby as a Business, Qld Health Advance Care Planning, Qld Community Alliance and The Real Deal Report.



We talked about Employment and Work, the Qld Justice Department, Safety Scams and Fraud, and Qld Police, as well as Understanding and using your NDIS Plan.

We will conclude the year with a celebration of 25 years of P2P in Gladstone.

Meeting attendees have expressed their appreciation of the meetings and topics covered.

Feedback received includes;

- Great Information
- Was a really good session and I got the information I needed
- Great concept
- Really enjoyed the session
- I enjoyed the discussions and the freedom to speak our opinions
- Many thanks for bringing this to us

Our guest speakers have all remarked that they enjoy the interactions and being able to chat with the attendees. The guest speakers also commented that they would like to return to present at future meetings.



Comments of appreciation and compliments have also been received about the advancement and growth of skills for the co-facilitators. Guest speakers have acknowledged and admired the interaction and cooperation between the facilitators.

Many thanks goes to those that have supported the peer group meetings; Sharon Robson for her preparations and set up of our refreshments, David Collins for his promotion of the sessions and being the photographer, Katrina and Anita for your devotion and commitment to the project.

We are looking forward to 2024 and the future of Stand By Me – Gladstone.



Gaye, Anita, and Katrina.

**I want to thank
everyone for
helping me
become the
facilitator I am.**

**Thank you
from the bottom
of my heart.**

Katrina



Stand by Me Hervey Bay



The Fraser Coast Stand by Me (SBM) Peer group has had a wonderful year. We held Peer group meetings once a fortnight with ten to fifteen people attending. Our Facilitation Team meets each week to plan the group meetings.

This year the group decided to combine Parents/Carers/Allies as a whole group. We have new members with Local Support Services supporting participants to attend.



The Stand by Me group was part of the Fraser Coast FestABLE on the seafront oval. We focused on Parent to Parent PATH, and Plan Management with offers of a gift card for referrals to join P2P. We showcased the Peer Group so far for 2023.

The Peer Group has hosted:

- Social Box local families who are supporting the Community with delicious meals. Providing Fresh and Healthy Meals delivered to your door. Social Box also employs people with disabilities to broaden their healthy choices and skills
- Carer Gateway – Wellways Speaker talking about the supports offered to Carers in Disability and Aged Care
- Peer group walk and chat in the Botanical gardens, led by a Local Peer member
- Peer group Vision board making
- Insight Disability Law zoomed into our Meeting to talk to carers and peer members about What to Sign, Wills, and Enduring Power of Attorney
- John Shearer - Mindfulness Coach





- Services Australia, speaker Financial Information Service (FIS) Free service- Centrepay, my.gov.au, Carer Payment, Carer Allowance, Disability Support Pension
- Queensland local Police talked about Cyber Safety, keeping ourselves safe, what to do if you need help
- Peer Group walk and talk, and have lunch out
- LAC Community Development Officer - Who can help you with Your NDIS Plan
- Department of Fair Trading - Cybersafety
- Planning for 2023 was our first meeting in February
- NDIS Review Consultation in August on NDIS and Mainstream Supports.

Karen Baker who is the Stand by Me Parent Peer Facilitator has now been with Parent to Parent for 2 years. Karen brings extensive local knowledge and connections.

Carol Watego who is the Stand by Me Peer Facilitator has been with the SBM peer group for 18 months. Carol brings her kind, caring, and personal experiences to the group which makes so many peers feel welcome and a feeling of belonging.

The SBM Peer group has a Facebook page with 184 members along with a Chat group and an email group.



Responsibilities have been shared along with everyone's expertise.

It has been extremely rewarding as Peer Facilitators to have people returning fortnightly. We have also received positive feedback and have seen relationships develop and be sustained.

Jane, Karen and Carol.

Stand by Me Brisbane/Moreton Bay



Our strengths lie with our people and this is evident with the excellent team I have been working alongside in Brisbane; all bringing unique strengths, skills, and lived experience across our Projects (PATH, Community Engagement, Your Service Your Rights, and Stand by Me).

This has ultimately led to many deep and rich connections we have experienced across our region and beyond.

Tee has been an integral part of our SBM Moreton Bay Peer Group; connecting with families and organising our events and social media.



Taum with her activity-based fishing Peer group, bringing her hosting and welcoming humour and encouragement to our activities and workshops.

Callum and Ethan bring with them their down-to-earth, co-facilitating style and self-advocacy skills to the Your Service Your Rights project in Brisbane, Toowoomba, Redlands, Redcliffe, and the Gold Coast.

And finally, Emma, with her experience and delivering our Facilitator Training.

Community Engagement Projects with Families:

"If you can't find it, create it"



We recently completed our pilot fee-for-service Community Development project collaborating alongside a family in Brisbane.

This work was time-limited, exploring a particular project concept on enterprise which involved mapping and planning a future pathway. This work aligns with the work we are facilitating with our PATH program.

Key highlights include; graphing the Launch of the Lived Experience Network (LEN), Griffith University, workshops on Scams, Microboards, and Zine Making, Community Mapping at Aspley Special School, Taum's fishing day, and our Wellbeing Day brunch.

We are looking forward to 2024, full of creativity and excitement to be working alongside our team and community members in the projects we are going to deliver.



Taums Fishing Day

Matt, Tee, Emma, and Taum.



School Expo's



ZINE making & sharing stories



Wellbeing Brunch by the Sea



Friendships and Community Connections

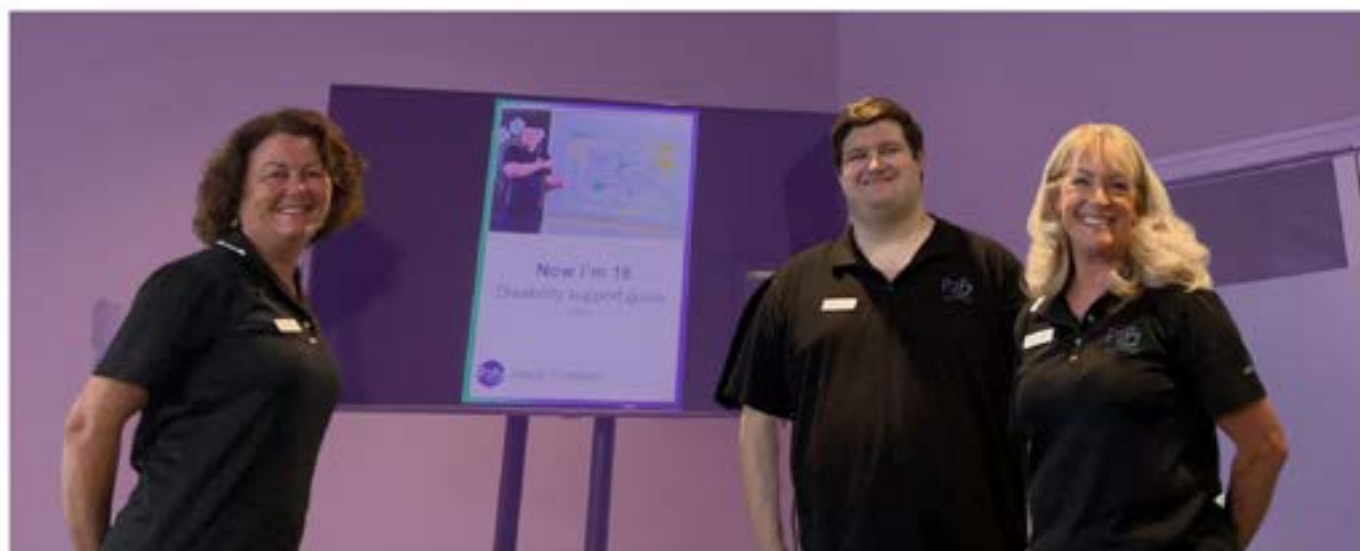
Stand by Me Sunshine Coast



Our Stand by Me Sunshine Coast Peer group has been going strong since 2021 and we continue to adjust to meet the needs of our community by delivering information and workshops for our families and carers. We have branched out to work with the Brisbane Peer group this year and have had a very successful workshop in the Moreton Bay area. We hope that this creates a ripple effect for families to speak up and request the information that we are delivering.

We have teams across Queensland that are able and willing to facilitate various workshops that bring people together, share valuable information, and assist families to move forward in the direction that their person with a disability has identified.

We are looking forward to various collaborations in 2024 that will connect our community, deliver much-needed information, and allow our Parent and Peer Facilitators to shine with the skills that they have been trained in over the course of the 2 years we have been working together.



It has been wonderful to branch out into a new field and be able to present workshops to the community and provide information to people to help them navigate their way into the future, whether it be caring for someone with a disability, or having a disability themselves.

It's always wonderful to provide information and share knowledge in any way we can and it is great to have the numbers we have had at our workshops, see their faces when they are provided with valuable information, and receive the wonderful feedback that has been given.



We have received great feedback from the families who have attended our presentations.

They tell us that they are very thankful and that there is a great need for the important information we cover.

It is also good to note that Stand by Me provides opportunities for people with a disability and parents of a person with a disability to build their skills, including as workshop presenters.

Drew has designed his own workshop and Louise and Drew were both part of the work to update the Now I'm 16 and 18 workshops for facilitation and distribution.

Beth, Louise, and Drew.



Parent to Parent Assoc Qld Inc 2023

Your Service, Your Rights (YSYR)



Inclusion Australia has invited Parent to Parent to be involved in delivering the Your Services, Your Rights workshops in Queensland.

The workshops are co-facilitated by people with Intellectual Disability and their P2P support staff members in the Sunshine Coast, Brisbane, Fraser Coast, and Central Qld regions.

The Your Services Your Rights workshops are fun and interactive and they cover the topics of:

Rights and Services

What rights are and why they are important for people with disabilities. Understanding Human rights and Disability rights. We explore how you know when your rights have been met when using services.

Speaking Up and Support

Why is it important to speak up for people with disabilities? Speaking up lets people have a say about if they are having trouble with their services and how they can get the right support. What is an advocate? An advocate is someone who offers independent support to people with disabilities who feel they are not being heard and to make sure they are taken seriously and their rights are respected. They also help people to access and understand appropriate information and services.

NDIS Commission and Code of Conduct, and how to make a complaint

What are the NDIS Commission and the code of conduct? The code of conduct is the rules the workers need to follow when supporting people with a disability. We discuss and learn all the different ways people can make complaints and have their voices heard.

Being Involved

What things can your services do to make you feel included, involved, and secure when it comes to people with disabilities.

Many people with intellectual disabilities don't understand their rights when using services. The Your Services, Your Rights team aims to improve the understanding of people with disabilities, to share their stories, and to speak up and be heard if they have any concerns.

If you don't make it known, you don't make it better.

A report by Payge Hollis.

Delivering Your Service, Your Rights



I worked for Parent to Parent for 2 years now and I started working on a project called Your Services, Your Rights (YSYR) in March 2023.

I had no idea what it was, I was uncertain but intrigued with what the project was about since it is part of my job.

The first time I did the workshop: Rights and Services, I felt organised but also unprepared since it was my first time coordinating a project, and knowing what to say in front of people was a challenge. I sounded like a robot and not relaxed at all.

At the end of the day I was drained and tired because it was long and a lot of information, even though it was just reading and answering questions on the subject, it was hard.

When the workshops became more frequent, I started to gain more confidence. I started to relax and enjoy it more. I could take my time and was interested in hearing other people's stories about what they thought and got to understand about their rights and understanding.

After delivering the workshops I have increased my understanding that there needs to be more workshops like this for people with intellectual disabilities. Your Services, Your Rights workshops have been delivered in Gladstone, Hervey Bay, Brisbane, and Sunshine Coast.



by Payge Hollis.

Payge, fourth from the left, presenting certificates at Carian Support Services.

Association membership work



The core of our work hasn't changed in 25 years. From the original conversation around a kitchen table to today, lending a helping hand to people with disabilities and their families is what we are passionate about.

Every day we receive requests for, and provide, support that is tailored to the unique needs of our members. Our team consists of people with disabilities as well as parents and caregivers who share their experiences and knowledge with others.

If you would like someone to listen to you, our team provides a safe and understanding space where you can share your fears, joys, and everything in between. If you are feeling lost in a sea of paperwork and jargon, we're here to guide you through the maze and point you in the direction of the services and support that will make all the difference.

If you are looking to connect to people who understand, we have Peer groups with members who have similar situations, so you can be part of a supportive community that's got your back.





If you want to learn more about a particular topic, look for and book into our workshops and training sessions. If you are tired of feeling like you don't fit in anywhere, we're on a mission to promote inclusion and acceptance of people with disabilities, so you can feel like the valued member of society you are.

To parents and carers, we see you and we're here to make sure you're taking care of yourself as well.

And for those navigating the NDIS, we offer Plan Management services to help you make the most out of an NDIS plan.

We will know we are achieving our goals when:

People with disabilities and their families are achieving their objectives.

Government officials listen to what we have to say

Service providers are actively recommending our services to their participants.

We maintain high levels of productivity, ensuring our continued success.

Our team share in a sense of satisfaction and mutual accomplishment.

Businesses seek our advice to learn from our expertise.



Attending Expos

The importance of Expos in Strengthening Our Commitment to Providing Reliable Information and Advocacy

By attending Expos, we have the chance to let people now about our work.

We have a range of small workshops and one-on-one training sessions on offer.

Expos also provide a unique opportunity to network with other providers and expand our referral database.

By attending, we stay informed about the latest technology, therapies, and approaches.

Staying informed enables us to share valuable information with people with disabilities and their families.

Our commitment to being a trusted source of information, referral, and advocacy is achieved through participation in Expos.



Helping parents re-enter the workforce



We recognise the challenges parents face when returning to the workforce after raising their children. To do our bit to make it easier, we recently contacted Sutherland Training with a plan to see if their students would be interested in joining our team to gain valuable work experience.

We were delighted to receive interest from two wonderful women.



Grace, joined our team in May. Coming from a background in hospitality, Grace had enrolled in a Business Administration course in the hopes of a career change. By volunteering with us, Grace is gaining the necessary work experience to add to her resume while also balancing her duties as a mom to her four-year-old son, Hunter.

Grace has been working with us for a few hours each week, helping with a range of tasks and experiencing the fast-paced nature of our office. We appreciate her contributions and the extra help she provides.

We also welcomed Alissa, who joined our team in October. Alissa had completed her Business Administration training with Sutherland, however, wasn't having any luck at job interviews due to not having experience. We appreciate all that Alissa has helped with this year as we watch her gain the experience necessary to attract potential employers.

We are grateful for the contributions of our current and previous volunteers and encourage businesses to help parents re-enter the workforce.

If you're interested in volunteering with P2P, we would love to hear from you as well.





Inspiring Inclusive Communities
through Self Advocacy

Loud and Clear Qld 2024 Highlights and Achievements - by Payge Hollis

This year Loud and Clear Qld 2023 has been thrilling, insightful, educational, and fun. It was a busy year and we achieved many great things and met many new friends.

As a self-advocacy group for people with intellectual disabilities, we believe it is important for people to be confident to speak up and have a voice.

We meet at Spiral in Nambour every 3 weeks, to talk about the issues that affect people with disability.

February: This is the start of our year where we planned what we wanted to achieve.

March: Insight Law came to talk to us about Wills and Trusts and why they are important for families, and people with disabilities, when it comes to planning for the future. Youngcare ran a workshop with us about being responsible with our money. They taught us the importance of paying our bills on time, how to budget our money, and how to save for the things we want.

April: Robbie and Beth from Parent to Parent worked with us to think about what is important for the emergency services to know about people with disabilities when there is an emergency.

May: The Here, Now, Next peer work mentors from Equity Works, talked to us about what customized employment is, and how their project can support young people to gain meaningful and suitable employment. At the end of May, we had a group discussion about what we have achieved over the past few years, and we started to talk about our plans for the future. These initial thoughts and plans were used in our PATH Planning session in November.

June: Loud and Clear members had a meeting at Carian Support Services. The purpose was to meet new people to be able to increase our social networks and show other services what we do.



Inspiring Inclusive Communities
through Self Advocacy

July: People with Disability Australia Individual Advocate, Miia Tolvanen, came to talk with us about what an individual advocate does, and how they can support people with disabilities to have a voice.

August: Inclusion Australia invited Loud and Clear Qld to be involved in a consultation for the NDIS Review. The topic we talked about was "Reasonable and Necessary". We gave our feedback to Inclusion Australia to share with the NDIS Review Panel. The Downs Syndrome Health Ambassadors joined us via Zoom to tell us what they do. They educate health professionals on how they can make adjustments in medical appointments to make it easier for people with disabilities to understand.

September: We prepared videos for our Loud and Clear Qld Conference with AESOP Media which we shared on our social media pages. We also painted canvasses as artwork for the conference.

October: We finalized our plans for the Loud and Clear Qld Conference and Concert "Reach for the Stars", which you can read about below.

November: We did a P.A.T.H. Planning Session with Matt and Robbie from P2P. Our P.A.T.H. will lead us into our planning for 2024 and 2025.

December: We held our Christmas party at the Headland Park Golf Club where we had lunch and danced the afternoon away to a live band. We had a lot of fun.

Our other activities throughout the year:

Carers Qld invited us to present to their staff about Loud and Clear Qld, what we do, and how people can be involved. We developed a Loud and Clear PowerPoint for this presentation. The presentation was interactive and informative and delivered by Tim and Payge.



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SARU (Self Advocacy Resource Unit) invited us to present online for Self Advocacy Month in October in a national forum. The members who presented a dynamic and fun talk were Graham, Tim, Colin, Payge, and Mitch.

Payge was invited to be involved with the development of the Sunshine Coast Council Disability Action Plan.



"REACH FOR THE STARS" 2023 LOUD AND CLEAR QLD ALL ABILITIES CONFERENCE HIGHLIGHTS.

The Loud and Clear Qld All Abilities Conference and Concert was held at the Alex Surf Club on the 11th-13th of October. The theme this year was "Reach for the Stars".

At the conference, people learned new important things, made new friends, shared ideas, and inspired one another to reach their potential. There were great speakers and fun activities that encouraged participants to dream big, just like reaching for the stars in the sky.

Our first speaker was Kerry-Lee Gockel, also known as the Wingless Warrior. Kerry-Lee shared her story of resilience, strength, and determination to overcome life's challenges. Kerry-Lee was born without arms but she doesn't let that stop her from swimming long distances in open water to achieve her dreams and goals. Kerry-Lee shared an important message "No matter what obstacles we face, we can always rise above them and reach for the stars".

Our next speaker was Brendan Neil, from The Island Charity Swim. Brendan talked about how important the swim is as it raises money for local special schools. He told us about his determination to complete a 10km journey from Mudjimba Island to Mooloolaba Beach. He inspired us to Reach for the Stars.



LOUD AND CLEAR QLD

Inspiring Inclusive Communities through Self Advocacy

Being safe in the community is important so we had people from the Police Service and Police Liaison Officers talk to us. They talked about how important it is to trust and talk with them and work together. We got to hold handcuffs and sit in a Police car.



Local Firefighters shared stories about preparing for fires and reminded us about having working smoke detectors, and what they do to keep us safe. They brought along a fire truck and we got to use the fire hose.

The people from the Ambulance showed us life-saving techniques. We practiced CPR and using a defibrillator. We got to lie down on the stretchers and blow-up mattresses. We learned how important it is to know these skills.



David Law, a Sunshine Coast Councilor for Division 10, talked about how the Sunshine Coast Council works in an inclusive manner to involve people from the disability community to develop future plans, for all of us to live together in a safe and connected environment.



Three Inclusion Australia's Our Voice group members from Qld, NSW, and SA updated us on what is happening with the NDIS review. This is important because Loud and Clear were part of the information process. Sarah, Payge, and Laura delivered a great presentation.

Jamie Bannister from Inclusion Australia talked about how being a self-advocate and speaking up connects to systemic advocacy. He told us how powerful it is when a collective voice sends a message about being inclusive and having equal opportunities for everyone. This message is important to Loud and Clear members who believe everyone has the right to be heard and respected.

Rosy Lawson-Lamont is a determined and inspiring self-advocate. She talked to us about achieving her goal of living independently. She told us it is important to believe in yourself and work to have choice and control over your decisions. She left us with a message to pursue our dreams and speak up.



Lyndon Davis, a proud member of the Gubbi Gubbi people, talked about the rich heritage and traditions of the indigenous people of Australia. He told us why protecting the past is important. Lyndon reminded us that respecting other cultures helps get a more inclusive and diverse society.

The last day of the conference is our fun day. Members painted and decorated 18 kites for the Sunshine Coast Council All Access Day at the Beach. These kites will be donated to people with disabilities to use during the event.



It was then time to talk about the conference and what we liked and could do better.

We talked about being able to reach for the stars in our work to be an inclusive, compassionate self-advocate.

When we work together, we can reach for the stars and create a world where everyone's voice is heard and valued.



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Loud and Clear Qld Concert 2023: Reach for the Stars

To quote Payge - "The concert was epic!"

Lyndon Davis from the Gubbi Gubbi people opened the evening with a warm Welcome to Country, setting the tone for a night of music, dancing, and being with friends. The Gubbi Gubbi Dancers put on a beautiful display of cultural music and dance.

The Sunshine Troupe showed us that anything is possible when we work together. After that MC Wheels had us grooving and moving before The Sunny Coast Rude Boys had half the audience up on stage as we danced the night away.

All up it was an incredible night that reminded us to embrace our differences and celebrate our abilities. We are all shining stars, who inspire others to believe in themselves.

by Payge Hollis





Inspiring Inclusive Communities
through Self Advocacy

Our Conference presenters

Kerry-Lee Gockel: The Wingless Warrior	Brendan Neil: Island Charity Swim
CR David Law: Sunshine Coast Council Inclusion Action Plan	Rosy Lawson-Lamont: Paving the Path to Independent Living
Qld Police Service and Police Liaison Officers: Safety in the Community	Qld Fire and Emergency Services: Safety in the Community
Inclusion Australia, Our Voice Committee members Sara, Laura, and Payge: The NDIS Review	Qld Ambulance Service: Safety in the Community
Inclusion Australia, Jamie Bannister: From Self-Advocacy to Systemic Advocacy	Lyndon Davis: Cultural Conversations

Our Concert Performances and Bands

Lyndon Davis and the Gubbi Gubbi Dancers	The Sunshine Troupe
The Sunny Coast Rude Boys	MC Wheels and Crook3d Sounds



Inspiring Inclusive Communities
through Self Advocacy

Thank you to our supporters and sponsors

Leanne, Loud and Clear Coordinator	P2P Jodi and Erin for your ongoing support
The wonderful support workers and volunteers without whom it wouldn't have been possible	Alexandra Headlands Surf Life Saving Club
Sunshine Coast Council Major Grant Funding	ILC Grant Funding
Equity Works	Venue 114
Aesop Media (Hing and Esther) for the wonderful photography, and live streaming of the concert.	Inclusion Australia
SARU (Self Advocacy Resource Unit)	Oaks Seaforth Resort
Loud and Clear Qld members for their work to organise and run the conference and concert	P2P Matt and Beth for your artistic skills in kite making and design



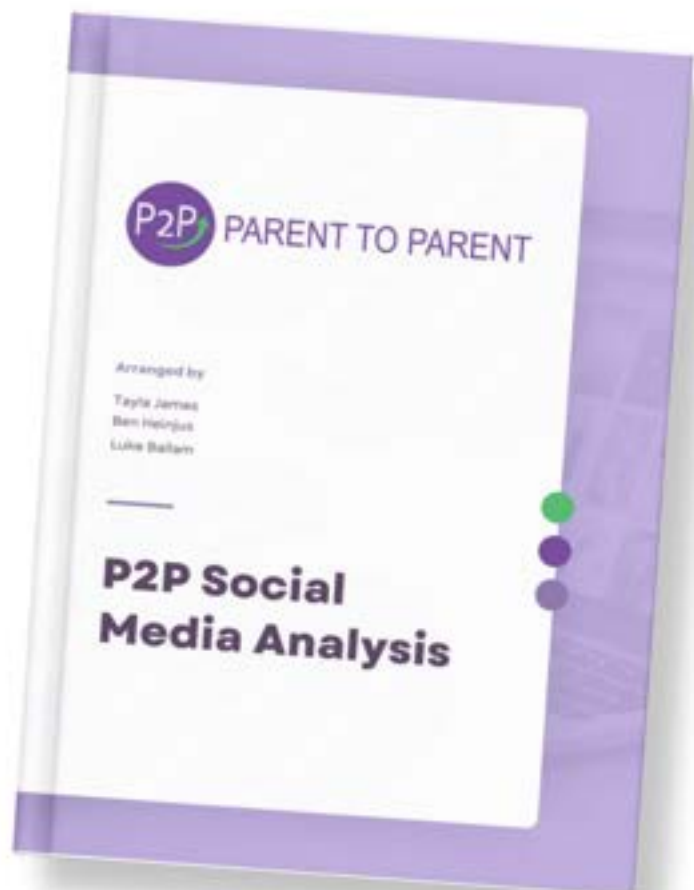
University of the Sunshine Coast Student Project



Recently we had a unique opportunity to partner with the University of the Sunshine Coast. We were able to take on 3 students for a project. Initially we didn't know if we made the cut, as we didn't hear anything from the University till one day we got an email saying we were assigned 3 students. The students had a number of projects they could have chosen from, ranging from creating promotional material for the Olympics to helping organise upcoming events for festivals. Despite the other projects, Luke Ballam, Ben Heinjus and Tayla James all chose our cause to put their semester towards.

We asked the 3 students to jump on board and help us with overhauling our social media presence. Before we even met them for the first time, they had already put together a comprehensive analysis of our social media, which at the time was just Facebook and Instagram. In our first meeting between the 3 students, Erin and Jodi, were already excited with what they will bring.

Even at this point the students were bringing new things to the table, giving us ideas on how we could use our content in ways we hadn't considered, how we could spread the name of Parent 2 Parent, and where it would be worth while for Parent 2 Parent to invest their time. Ultimately we were impressed with their drive and had very high expectations.





From there Luke, Ben and Tayla split their jobs into 3 distinct parts; Luke took on the creation of a training module for Parent 2 Parent, in this document he went into detail on how to effectively use our social media platforms, how to schedule content, how to use the templates that were being created for us and even went in depth on what analytics we should be paying attention to, all information that we sorely needed. This document now can be handed to any Parent 2 Parent employee and can explain how the employee can create content, how to post and what to keep an eye on while it is online.



Ben took on the task of creating our recommendations based on what is the best practices across our social media platforms, this included when was the best time to post and how often we should be, this was compiled from research from general statistics for content creators and specific research around the best practices for Not-for-Profits in general. He then teamed with Tayla to finalise the recommendations based on the research he found and the information that Tayla curated.





And Tayla took on the part that everyone will see in the upcoming months, she created a series of templates for us to use. These were all curated with Parent 2 Parent branding to help create a cohesive look for our social media platforms. She then took these templates and created more platform specific ones, for example templates for Stories, templates for LinkedIn and templates even for our blogs. From there she also created a Branding Guide. It is full of information so that in the future, when we need to update our social media strategy, we know exactly what to do and don't need to guess about our content. Finally she also created a suggested Content Planner for the next 6 months and a template for us to fill in with our own creations to last for the entire year.



The 3 students went above and beyond with this task, impressing us with their drive and knowledge. Parent 2 Parent is very excited to take on all of their recommendations and have even taken the initiative to expand beyond the recommended platforms and have created a LinkedIn and Twitter (X) that we will be posting on during the upcoming new year.



Advocacy Clinic



I am an Independent Individual Advocate from People with Disability Australia. As an Individual Advocate, I assist people with disability to speak out and defend their rights and interests as well as sort out complaints, issues, and problems. I take direction from the person with a disability, keep their issues and information private and confidential, and only release information with permission from the person. I provide information and support so the person can feel more confident advocating for themselves. I assist people with non-legal short-term issues where a clear outcome is able to be identified.

Jodi brought to my attention a long-standing issue her team at P2P has been experiencing which has been the lack of a direct referral pathway to Independent Advocacy. Advocacy Services have been experiencing a surge in demand and many services have long wait lists. To try and bridge this gap and address some of this unmet need, Jodi and I discussed the potential of a place-based advocacy clinic. The clinic would provide an opportunity for people to make an appointment with an advocate, either face-to-face or over the phone.

The idea evolved quickly after Jodi offered for me to use the P2P office space in Woombye to conduct the clinic. I made myself available for bookings on the 2nd Friday of each month. P2P facilitates an online booking system that sits on the P2P website, and staff at the office manage the booking calendar.

I assumed it might take some time for the clinic to get off the ground, but in just the 2nd month from opening, it was fully booked!!

The types of issues that I have seen so far relate to the NDIS, housing, abuse, neglect, and complaints. Whilst I am not able to take each person on as a client I will often follow up with further information and assistance as needed.

It has been fantastic to be able to connect with the team at P2P and I look forward to continuing to work together. We are already planning for the clinic dates for next year.

Miia.

Free Advocacy Clinic

Sunshine Coast, QLD Disability Advocacy Clinic

Every 2nd Friday of the month

Clinic is available in-person or via telephone.

1800 777 723

Do you need help with ...

- External Reviews (AAT)
- Supported decision making
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- Guardianship & administration

Every 2nd Friday of the Month
5 Blackall Street, Woombye

Contact Us



1800 777 723



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