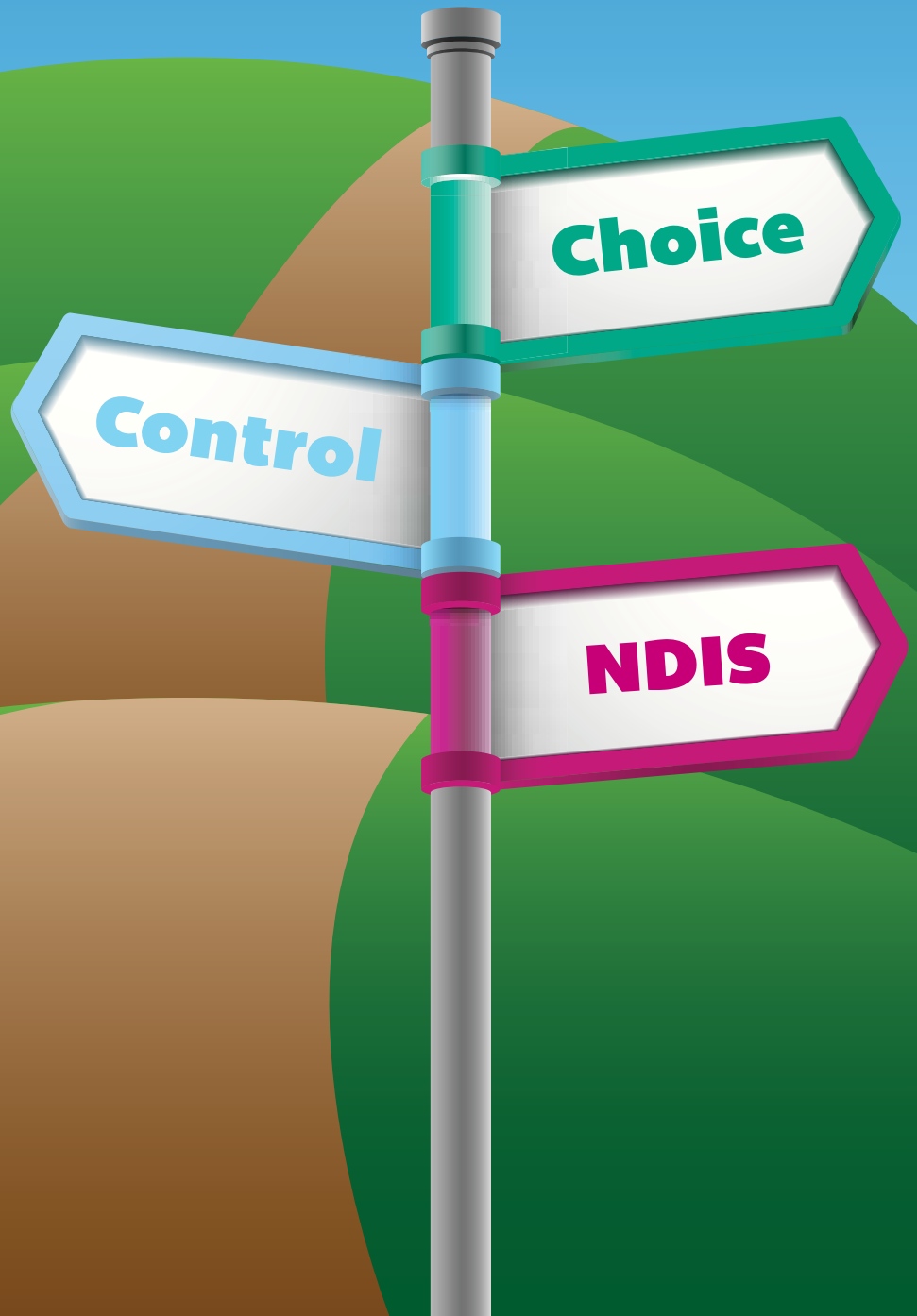


Ready to go

Helping Queenslanders with intellectual or learning disability get ready for the **National Disability Insurance Scheme**



About QDN

Queenslanders with Disability Network (QDN) is an organisation by and for people with disability, governed by a Board of Directors who are people with disability. We are funded through State and Federal Governments and independent fee-for-service work.

Our work includes:

- Informing people about important issues and working together to create change
- Supporting local groups of peers to lead a good life in their communities
- Helping people with disability to have a voice in disability policy
- Projects that help improve the lives of people with disability

We encourage and champion valued citizenship and community participation for all Queenslanders with disability.

Our motto 'nothing about us without us' drives our work.

We believe that every person with a disability has the right to be in the driver's seat on their journey towards the NDIS.



Nigel Webb
Chairperson, QDN

About Ready to go

QDN is working across Queensland as part of NDIS Participant Readiness activities.

Ready to go is supporting Queenslanders with intellectual or learning disability to get ready for the National Disability Insurance Scheme (NDIS). This work gives people with disability, particularly those with intellectual and learning disability, the opportunity to gain an understanding of the NDIS, and what it means for their life.

It is designed to develop their skills and capacity to navigate the NDIS, and be empowered customers in the new system.

Supporting people

There are different ways we are supporting people to get ready including:

- Introductory and advanced workshops that supports participants learning about the NDIS and what it means for them, in a fun and welcoming group.
- Staff training and development workshops with a focus on learning about the *Ready to go* tools and how to support a participant in their pre-planning and planning activities
- Learning opportunities for families to understand the NDIS and work alongside their family member in pre-planning activities
- Online resource to give participants opportunity to learn in an interactive and fun way at their own pace and in their own environment.

QDN has been working with people with intellectual disabilities since 2013 to help them get ready for the NDIS in Queensland. To date we have worked with over 2000 people with disability and their families/carers.

Supporting organisations

The *Ready to go* project team also works with organisations:

- undertaking training with staff
- strategic planning around service-user NDIS readiness
- training staff using a train-the-trainer approach
- training and supporting service-users as peer leaders and mentors, who are able to inform and support other people with disability in developing their plans in regard to NDIS goals.

We acknowledge funding from the Department of Communities, Child Safety and Disability Services NDIS Participant Readiness initiative to support the project.



The *Ready to go* project team (absent: Peer Facilitators Alex Baker, Rob Ellis and QDN staff member Lynda Alsop).

Ready to go

Making a difference by helping people get ready for NDIS

Ready to go takes a learning approach tailored for people with disability and their supporters, including families, carers and workers. It supports them to get ready for the NDIS by planning, developing goals, participant statements and becoming empowered customers.

Through the use of accessible, interactive and fun ways of learning and working together, people with disability are tapping into their own voice and leadership to become empowered customers in an NDIS world.

Ready to go is making a difference for:

- people with disability in learning to be empowered customers of the NDIS
- family members and carers in learning how to support their family member to become an empowered customer in the NDIS
- service providers in providing tools and processes to help facilitate their support for participants to become empowered customers in the NDIS.

People with disability
as empowered customers

Service providers
facilitating

Families & carers
supporting

READY TO GO

Making a difference:

For people with disability

building empowered customers to:

- develop their own awareness and understanding about the NDIS
- grow their confidence to engage
- unlock ideas and thinking about their hopes and dreams for the future
- develop connections with other people with disability
- share stories and learn from each other
- have a say about how, what, when and by whom supports are delivered.

For families & carers

supporting their family member to become empowered customers by:

- walking alongside the person to have a conversation about what their goals and dreams are for the future
- identifying and building upon people's strengths
- helping people begin to imagine a different future
- supporting participants in making decisions
- mapping the supports they have now and what they need to participate socially and economically in their community
- putting plans into action and what to think about in choosing the right supports and services.

For service providers

helping the people they support to become empowered customers who are:

- informed customers
- loyal customers who are given the opportunities, skills and experiences to get ready for NDIS
- strong groups of organisational NDIS Ambassadors and Champions helping other people with disability get ready.

Service providers also have the opportunity to build internal capacity and organisational knowledge by training staff to support individuals in an effective and accessible way so they are truly engaged and involved in their own pre-planning and NDIS conversation.

The power of co-design

QDN and the *Ready to go* team have worked in the spirit of co-design at every stage of the project.

We have worked together to imagine and create *Ready to go*, alongside the Peer Facilitators to co-design the content and experience of the workshops.

QDN works flexibly and collaboratively with service providers to create experiences that meet needs and purpose.

Ready to go project staff and Peer Facilitators work with workshop participants, and their support people, to co-create the best possible experience during the workshops.

The power of participatory leadership

We sit in circle, using co-designed group practices. We use appreciative inquiry, and powerful questions to support the learning of participants. All of these participatory approaches model true collaboration and create a safe space, where people feel free to speak up and to find their voice.

The Peer Facilitators 'host' the workshops, and provide a positive learning environment for people with disability, and their families/carers and supporters. This has created some powerful experiences with groups of people with diverse abilities and disabilities in workshops where they get to know others and build connections.

Everyone had a voice.

Participant, Gatton Plan ahead

Everyone was encouraged to speak, (and was) given the opportunity to participate.

Parent, Sunshine Coast Plan ahead

I learned about the power of group participation.

Support worker, Logan masterclass

The power of peers

Peer support is a powerful vehicle for bringing about change in the lives of people with disability, including people with intellectual disability. QDN acknowledges the power of peers, and it is a core principle of the *Ready to go* project and QDN. Who better to share information about what the NDIS will mean for people's lives, than people with disability? People's shared stories of lived experience serve to connect and inspire others.

Participants – empowered customers

A peer learning environment gives participants a place and space to grow in their confidence, knowledge, and self-esteem to be in the driver's seat on their journey to the NDIS and their planning for a good life. Participants who have been part of *Ready to go* programs have demonstrated to others in workshops their skills and ability to speak up for themselves, to make their own plan and draw and write the things that are important to them and their future.

Peer leaders

QDN has a trained team of 16 Peer Facilitators - NDIS Ambassadors who are people with disability, including intellectual disability. They have roles as educators, mentors and ambassadors, leading people through this transformational change. They are running workshops across the state, educating other people with intellectual disability about the NDIS and opening up people's thinking about their hopes and dreams for the future.

This group has been trained through QDN's peer development program which focuses on developing leadership, mentoring skills, group facilitation and content knowledge around the NDIS.

Ready to go Peer Facilitators are on a leadership journey, one that involves self-development and developing skills in leading during this transformational change. They come from all backgrounds, and have a diversity of ages, skills, talents and disabilities.

Peer Facilitators have learnt the content of the workshops and the bigger context of the NDIS, overcome their own fears and personal barriers to become confident ambassadors for change. They have each showed great courage and passion for the work, and continue to develop as human beings and leaders in their communities.



Ready to go team members and Peer Facilitators gather to learn at a 2 day co-design workshop, November 2014.

A graphic record of our Peer Leadership development days in October 2015.

NDIS ambassadors

The Peer Facilitators are sharing their knowledge at conferences, workshops and meetings all over Australia. They are all passionate ambassadors helping people with intellectual or learning disability get ready for the NDIS, and to learn ways to have more choice and control over their lives. *Ready to go* Peer Facilitators and project staff have presented on the NDIS and the project at the following events:

- Australian Council for Intellectual Disability conference, VIC 2015
- NSW Council for Intellectual Disability conference, NSW 2015
- Queensland Council of Social Services state conference, QLD 2014 and 2015
- Roundtable for People with Intellectual Disability, QLD 2015

READY TO GO

As a peer facilitator I'm learning...

- how to engage a group of participants better & for hours at a time.
- what the NDIS is really about & how it's going to help people with disability. It's an opportunity to have my voice heard.
- skills that allow me to speak comfortably in front of groups.
- a lot about the NDIS, about myself & my own disability.
- that every group is different so I need to be able to adapt what I'm doing & how I do it to suit the group in front of me.
- to be more conscious about the people I'm working with, & adapting & using different skills where they are needed. It's important to be willing to work alongside my co-facilitator. Together we make a team.

I love...

- meeting all of the different people from week to week, from all different backgrounds & culture. I feel really good about helping other people out.
- working as a team, meeting a lot of people I would not have met before, & learning myself.
- supporting people to see & achieve their best potential.
- seeing the smiles on the faces of participants, seeing & dreaming beyond what they're doing now.
- meeting new people, hearing their stories, seeing new places & the great feeling I get when I know I have done well.

Plan ahead

QDN runs activities to help participants start their journey towards the NDIS.

Plan ahead gives them an opportunity to share stories about their lives now, and start to think about their future and what they want and need.

They also learn about and explore the concepts of choice and control; supports; their strengths and talents; the life domains; what is reasonable and necessary and the steps towards the NDIS as a framework.

The process creates a safe space for participants to be heard and to learn, the content is presented using easy language, creative activities and games to enhance understanding.

Plan ahead offers an opportunity for participants to work with their supporters to start the important work around planning for their future and engagement with the NDIS, using practical, accessible tools.

Interactive and fun NDIS sessions have been developed for people living in Level 3 supported accommodation facilities, giving participants an introduction to the NDIS in a safe and fun learning environment.

QDN can tailor workshops and activities to build on people's understanding about the NDIS; pre-planning for the future and hosting planning conversations with key people in their lives.

We use visual tools that support participants to map where they are now and where they would like to be in their future.

These activities are flexible and highly adaptable to diverse situations, participants and groups.

10 things participants enjoy most...

- Meeting new people & making new friends
- Everyone's company
- Drawing, games and activities
- Great lunch
- Everything about the workshop
- It was fun!
- Talking and listening about things in our lives
- Learning new things
- Everyone taking part
- Sharing and learning from each other



Ready to go project manager Michelle Moss, Peer Facilitators Robert Ellis & Donna Best, Federal Shadow Minister for Disability Reform Jenny Macklin. 2015 NSW Council for Intellectual Disability 'We are worth the investment' conference.



The team from Endeavour Business Services, Maryborough, celebrate finishing *Plan ahead*.

John and the Strathpine Wishing Tree, full of participants' hopes and dreams for the future.

What participants say

- I learned how to make choices for my life & that I have choice & control. Toowoomba
- It was friendly, I felt comfortable. Mackay
- I liked that people with disabilities were facilitating the workshop. Caboolture
- I'm finally starting to understand what I can achieve. Maryborough
- I learned about social things, about being involved, & (how) to get yourself out there & get help from people. Southport
- I learned that I'd like to move out and experience living on my own. How to work out my goals & working out a budget. Ipswich
- In my mind I'm working it out. I can see a good future for myself. Toowoomba

What service providers say

- I learned how I can support people better. Support worker, Gatton
- Best NDIS workshop I've been to, & it was fun. Support worker, Caboolture
- I loved the interactions - how people shared & helped each other. Support worker, Bundaberg
- We learned how to use great resources & hope to take them up with our other clients. Support worker, Maryborough
- The inclusion of participants in the activities was excellent. I believe that for a large percentage of participants, (they) came away with a better understanding of the processes of the NDIS & what it means to them. Kerry Gillard, Town and Country Community Options, Maryborough

What family members & carers say

- Very inspirational for me today - I hope there's more as I need it too. Parent, Gladstone
- Everyone is working at this at their own pace, Nathan participating as he doesn't normally. Family member, Ipswich
- I'll use the tools from the last 2 courses to support my son (in the NDIS) & focus on something to achieve in life. Parent, Redcliffe
- It gave us a chance to discuss what we can't talk about at home, & goals to set for the long term. Parent, Redcliffe

My Learning Passport

My Learning Passport is an online resource based on the successful face to face *Plan ahead* workshops for people with intellectual or learning disability.

The series of 8 short videos features presentations by two Peer Facilitators Sam Matheson and Kane Wojcicki, graphic animation and activities, fun and games along the way.

Participants are invited to learn at their own pace, on their own, or with the help of a family member, friend or support person.

The free online workshop is supported with a participant workbook and supporter's guide. Audio versions for people with vision impairment are available on request, or on our website. DVDs are also available.

Find the videos and resources on the QDN website www.qdn.org.au



Tigga and Peter shake hands after role playing a planning conversation, Maryborough April 2015.



Peer Facilitators Sam Matheson and Kane Wojcicki during filming for *My Learning Passport*.

QDN

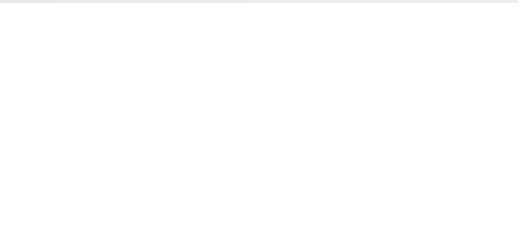
QUEENSLANDERS WITH DISABILITY NETWORK
NOTHING ABOUT US WITHOUT US



Redcliffe masterclass, June 2015

Contact Us

Contact us for a conversation about how we can support your organisation, clients and families to get ready for the NDIS



www.qdn.org.au



Ready to go NDIS

Thank you

We acknowledge the following people in the development and support of the *Ready to go* project:

All Peer Facilitators (past and present); Ready to go Advisory Group; QDN Board members; QDN Regional Facilitators; consultants and collaborators; staff of the Department of Communities, Disability and Child Safety; service providers; participants; families and friends; members of the *Ready to go* project team; other talented people we have worked with, and all of our Facebook friends.

Thank you Damian Caniglia and James Harvey for some of the images used here.