

Corinda Survey findings



DECEMBER 2011

Changing lives, changing locations

Thank you from Darrel Bourke

During November we provided you with the opportunity to give your views and feedback on our plans to relocate our Corporate/Therapy and Respite services to another site.

We were therefore pleased that 120 of you welcomed the opportunity to complete our online survey and give us your opinions and detailed feedback.

There was a mix of comments from staff, clients and client families, providing us with a variety of perspectives on the Corinda proposal.

Included in your responses was a lot of valuable information and thought, which the Board and I will consider as we move ahead.

This report is intended to give you a snapshot of the survey findings to acknowledge the key issues and to provide you with an update on some of the current activities at MontroseAccess.

Some of the key issues that you raised included:

- Concern about the future of hydrotherapy services
- Location of the new facilities
- Requirement for ongoing communication
- Parents' accommodation
- Feedback around features and services that should be considered in the design of new offices and respite facilities.

I will address some of the points from the survey in this report, but they will also be kept in mind as plans progress.

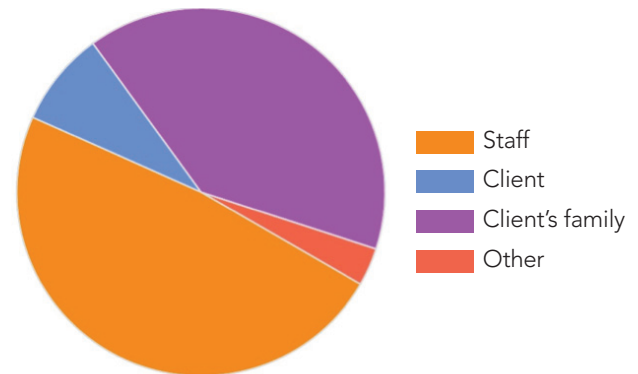
I want to reassure you that comments made in the survey are confidential so only the overall findings are reported here.

The Board also wishes to stress that there will be further opportunities for you to have your say about future plans. Consultation does not end here.

Thanks again

Darrel Bourke
Chief Executive Officer

Which of the following best describes your connection to MontroseAccess



Over the 24-day period 120 individuals logged into the survey

YOUR POINT OF VIEW

Keeping the MontroseAccess community – clients, client families, staff and other stakeholders – up to date on Corinda plans is an important part of the relocation process.

It was therefore good news that the survey found that most (89.5%) respondents were aware of the plan, which includes the relocation of the Corporate/Therapy functions from Corinda. The majority (85%) also said they were confident they would have the opportunity to communicate their point of view in respect to MontroseAccess plans to relocate.

Survey participants told MontroseAccess that information is important, with 95% requesting 'to be kept in the loop in respect to future developments'.

A total of 70% of survey respondents said communication about the proposal has been clear, open and transparent.

To ensure that everyone – staff, clients, client families as well as the wider community is given the opportunity to have their say, MontroseAccess is committed to maintaining information updates through staff, newsletters, email and the 1800 free call hotline.

"Next year we will be running a staff planning day to work through some of your issues and plan our exciting future," Darrel Bourke said.

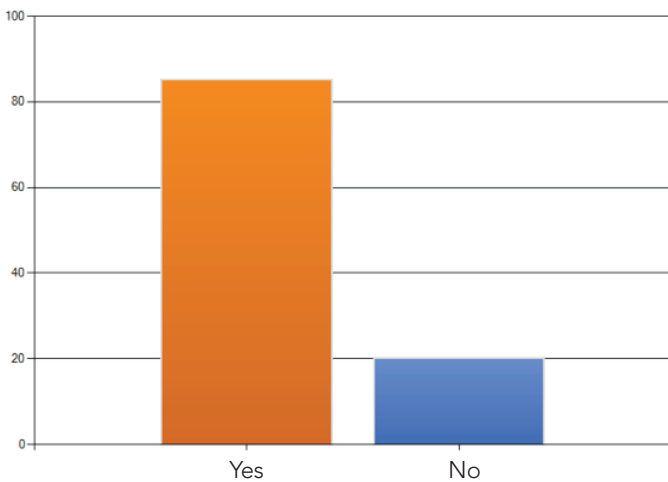
"We will also be inviting members of our wider community to sit on working groups to help with the process. Your input is necessary as we plan our future services."

For further information contact Hotline 1800 815 181
Email corindainfo@montroseaccess.org.au



MontroseAccess

Are you confident that you will have the opportunity to communicate your point of view in respect to MontroseAccess' plans to relocate?



95% either agreed or strongly agreed that MontroseAccess provides a valuable service to disabled children and young adults

57% agreed or strongly agreed that MontroseAccess needs to relocate

91.9% said they would encourage others to support MontroseAccess' fundraising efforts

77.4% were excited about the new purpose-built respite centre

46% disagreed or strongly disagreed with the statement 'I'm not worried about where MontroseAccess locates its new Corporate/Therapy services'

33% said they were worried about the proposal to move facilities

THE CORINDA PROPOSAL – TO RECAP

After many months of research, consultation and investigation, the Board and management have decided the long-term future of MontroseAccess and the improvement in client services will be assisted in part by relocating MontroseAccess' offices to a new location.

Under the proposal, therapy and administration services will remain together in new leased offices and a state-of-the-art respite facility will be built to provide a better standard of service.

Both services, therapy and respite, will not be located far from the current Corinda site and the search for suitable Brisbane locations is ongoing.

Parents' and family accommodation are not included in the respite centre plan, as it will be used exclusively for clients' rest, relaxation and leisure purposes.

The proposal to relocate will ensure that MontroseAccess is able to continue to provide a suite of high quality services, and will have more modern and appropriate facilities to better serve clients and their families. By moving away from the maintenance intensive suite of buildings at Corinda, the organisation will be able to significantly reduce its operating costs.

MontroseAccess will continue to operate from regional offices and it is the organisation's strategy to strengthen their operation in the future.

MONTROSEACCESS MOVE UPDATE

A lot of work has to happen between now and 2014 when the move from Corinda is planned to take place. MontroseAccess is working with Brisbane City Council to enable the sale and development of the site for residential purposes. An application has recently been made to Council requesting approval to lodge a Development Application for a low density residential development in keeping with the current neighbourhood style.

Council is expected to make a decision on this early in the new year. Once Council has reported back, MontroseAccess will complete their plans and hold an on-site open day to receive public comment and feedback.

Also in the new year, MontroseAccess will be running a staff planning day and inviting clients, client families and other external stakeholders to sit on working committees to consider the possibilities for new services and the celebration of the organisation's historical ties to Corinda.



Montrose Access

HYDROTHERAPY FUTURE GUARANTEED

Many of the survey respondents have made comments about the importance of ongoing provision of hydrotherapy services. The MontroseAccess Board and management have stressed that the organisation is committed to providing this service, but it is simply too expensive to continue to do so from major facilities on-site. Therefore, MontroseAccess will be looking at working with third parties in clients' own communities to continue to provide this service as it is in all the regional offices.

MontroseAccess model of service has evolved from on-site care to one that sees clients catered for in their own communities, supported by headquarters and conveniently located regional offices.

Darrel Bourke, MontroseAccess chief executive, commented: "We intend to improve our in-community offering, growing our services in locations where there is identified growth".



SCHEME TO SUPPORT DISABILITY RESEARCH

MontroseAccess, alongside University of Queensland's (UQ) School of Health and Rehabilitation Sciences, has established a research program to further improve the care of children with disabilities.

The research program will provide up to two Masters research positions to candidates selected from the clinical staff at MontroseAccess, as well as up to two Postdoctoral Fellowships selected by a joint MontroseAccess and UQ Research Committee. Occupational therapist, Teagan King has been announced as the first recipient of the Masters research bursary and will be researching transition pathways from childhood to adult roles for individuals with neuromuscular conditions.

MontroseAccess, in consultation with UQ, will provide successful candidates with an annual bursary to enable them to participate in the research program.

Candidates will also have the opportunity to apply for an annual fellowship position to complete a two-year fulltime research project resulting in a published study on improved care for children with disabilities.

RESPIRE FUNDRAISING SET TO KICK OFF IN 2012

With the Corinda relocation plans including the construction of a purpose-built respite centre, MontroseAccess fundraising efforts in 2012 are planned to be bigger – and more fun – than ever.

MontroseAccess has already started its search for a potential site to start construction, with work hopefully commencing in 2013.

Following a record-breaking year in 2011, thanks to fashion shows, walkathons and a scuba diving Guinness World Record attempt by Matt Wheately, the community is focused on ramping things up in the new year.



The MontroseAccess Survey found that 69.9% of respondents said that before receiving the link to complete the survey, they were aware of plans to open a new purpose-built respite centre.

Fundraising Manager, Leanne Liesegang said people could expect to see even more events displaying the drive and determination of the close-knit Montrose community.

"Next year we will be kicking off a huge fundraising campaign to raise much needed funds to build the new respite centre," Ms Liesegang said.



Montrose Access

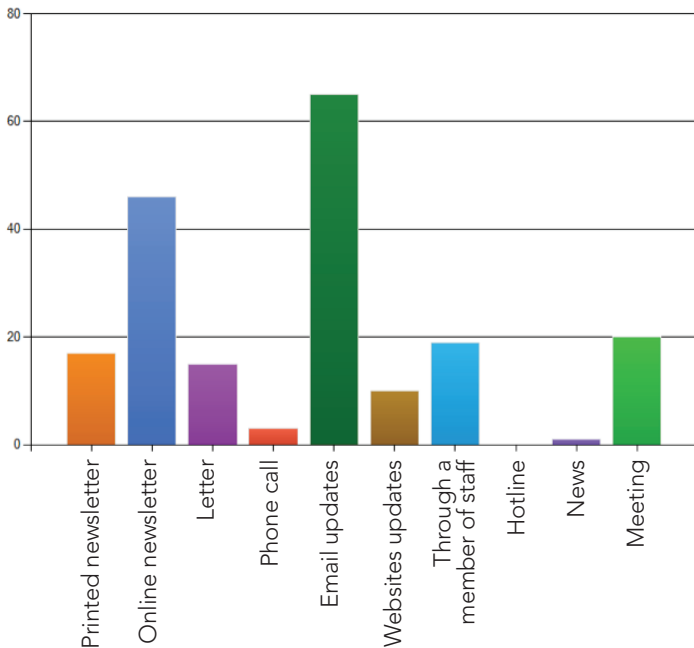
"The respite facility is a crucial component of our service. It's intended to offer children and young adults with physical disabilities rest, relaxation and leisure activities, which is an enjoyable and worthwhile experience for both the client and their family."

According to CEO, Darrel Bourke, land for the site will be sought to custom build a brand new respite facility that will enable the organisation to better cater for all clients.

"This initiative is intended to improve facilities for both staff and clients, with the new respite centre being modern and purpose built," Mr Bourke said.

As part of the relocation process MontroseAccess will be talking to clients, their families, staff and residents to ensure that all opinions and feedback are incorporated into the plans going forward.

How do you want to hear about future developments regarding the MontroseAccess relocation proposal? (Choose any that apply)



RESPITE CENTRE

Key points

- Existing facilities no longer meet the needs of clients and their families
- The sale of the Corinda site will enable MontroseAccess to seek new facilities that will better service clients and staff
- New facilities will reduce overhead costs, meaning more money can be focused on delivering disability care for kids and young adults in Queensland
- Staff jobs are not at risk
- Staff, clients and other stakeholders will be consulted regarding future services and facility development
- Long term, the development of regional offices will extend to outreach as demand increases.