

**Report on**

**Project to Review and Streamline  
Strategic Activities of**

**Autism Behavioral Intervention Queensland  
(ABIQ)**

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**AGILEWAY** 

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Gambling

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# **Report on the Project to Review and Streamline Strategic Activities of Autism Behavioral Intervention Queensland (ABIQ)**

## **Outline of the project**

The Queensland Government's Gambling Community Benefit Fund (GCBF) provided \$13,904 (plus GST) for a project to review and streamline ABIQ's strategic business activities and administrative processes.

The objectives of the project were to:

- ensure relevance of ABIQ as an organisation;
- provide synergy between the various administrative activities;
- improve the administrative efficiency;
- enable ABIQ to continue to provide the high quality services that the community has grown to expect; and
- maintain the level of volunteers, funding and business sponsors.

The GCBF project consisted of two main parts:

Part 1 has the objective of improving the effectiveness of the organisation. It included the following phases:

- Conduct an opinion survey on the services provided by ABIQ
- Conduct focus group meeting/s and/or interviews to get any supplementary information or clarification of views.
- Prepare survey report and brief ABIQ Committee
- Prepare strategic and business plan
- Provide feedback to ABIQ members

Part 2 has the objective of improving the efficiency of ABIQ's administrative processes with the help of modern computer systems.

This report covers part 1 of the project. Part 2 will be the subject of another report.

## **Overview of ABIQ as an Association**

Autism Behavioural Intervention Queensland (ABIQ) was established in 1998 to promote early intervention for children with autism. ABIQ believes that effective early intervention gives children with autism a chance - a chance to grow, to lead fulfilling independent lives and reach their full potential.

ABIQ has grown as an association with less than 100 members in 2001 to around 450 members in 2007. ABIQ draws members from all over Queensland although its activities are mainly around Brisbane, Gold and Sunshine Coast areas.

ABIQ is run by volunteers. It achieves its goals by:

1. Organising educational activities, such as seminars and conferences.
2. Providing information through the ABIQ website, regular newsletters and brochures.
3. Assisting families to implement early intervention through a library of reference materials and training resources
4. Providing parent-to-parent advice and support via telephone, email and face-to-face support group meetings

For more information, visit the ABIQ website at [www.abiq.org](http://www.abiq.org).

## **Community Benefits**

This project enabled ABIQ to continue to provide the high quality of services that are relevant to the needs of the community. The efficiency of a number of administrative functions have also been improved to make the most from volunteer workers' time and enable them to concentrate on other important functions (e.g. telephone counselling).

It is now estimated that approximately 1 in 100 persons are affected by autism. The part played by ABIQ has the potential to benefit many Queenslanders, either directly or indirectly.

Early diagnosis and effective intervention will significantly improve the quality of life of people with autism. It will help to minimize the severity of the condition. Severe autism will lead to institutionalisation, especially when they become adults when their parents can no longer support them at home. The cost of institutionalisation of person from 18 years of age is at least \$60,000 per year. Based on an average human life span of 70, the total cost to the community to support one adult with severe autism is around \$3,000,000. The potential cost of supporting the increasing number of people with autism is enormous.

The part played by ABIQ to promote early intervention will significantly reduce the huge financial burden of providing long-term institutionalisation support for people with autism.

## Review of the organizational activities

### Process

A questionnaire was developed to seek views from ABIQ members on:

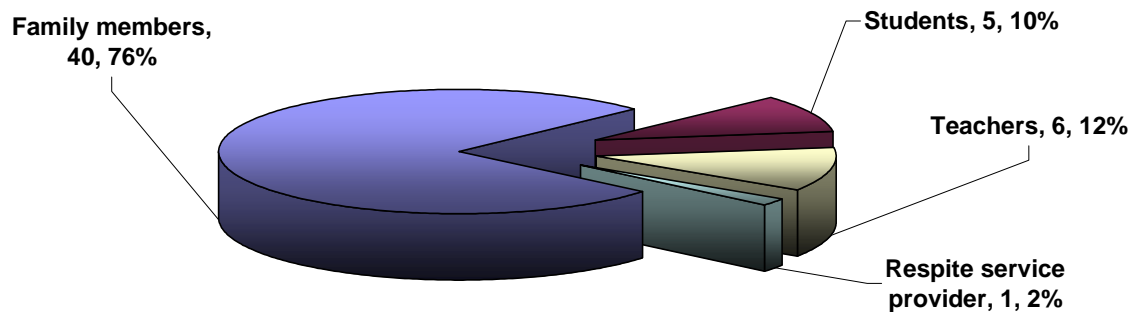
- Why they join ABIQ;
- How satisfied they are with various services provided by ABIQ;
- Importance they place on various services provided by ABIQ (results will help the committee to set priorities);
- How to improve the organization of the bi-annual conference;
- How to improve the website;
- How to improve ABIQ as a parent support group; and
- Whether they are prepared to help ABIQ to achieve its goals.

Appendix A is a copy of the questionnaire used for this survey.

Questionnaires were sent out to every ABIQ member via electronic or postal mails. Members were given three weeks to respond to the survey. To encourage response to the survey, respondents were given a chance to win a DreamWorld family pass, kindly donated by DreamWorld.

A total of 52 replies were received. 76% of respondents were family members and 12% were teachers and 10% were students. The composition of respondents is shown in Figure 1.

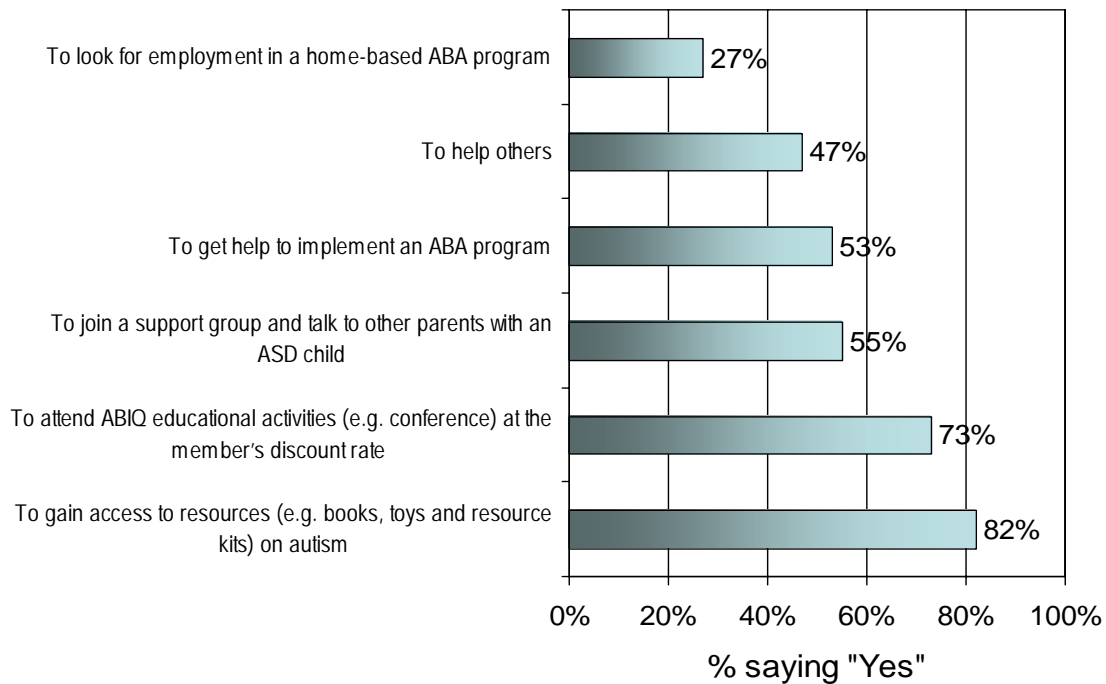
**Fig 1 - Composition of respondents (Total = 52)**



## Findings

On the question of why members chose to join ABIQ, 82% said they joined to gain access to resources, such as library books and educational materials to be used for individual intervention programs. Members also joined to access discounts to educational activities (73%) and attend support group meetings (55%).

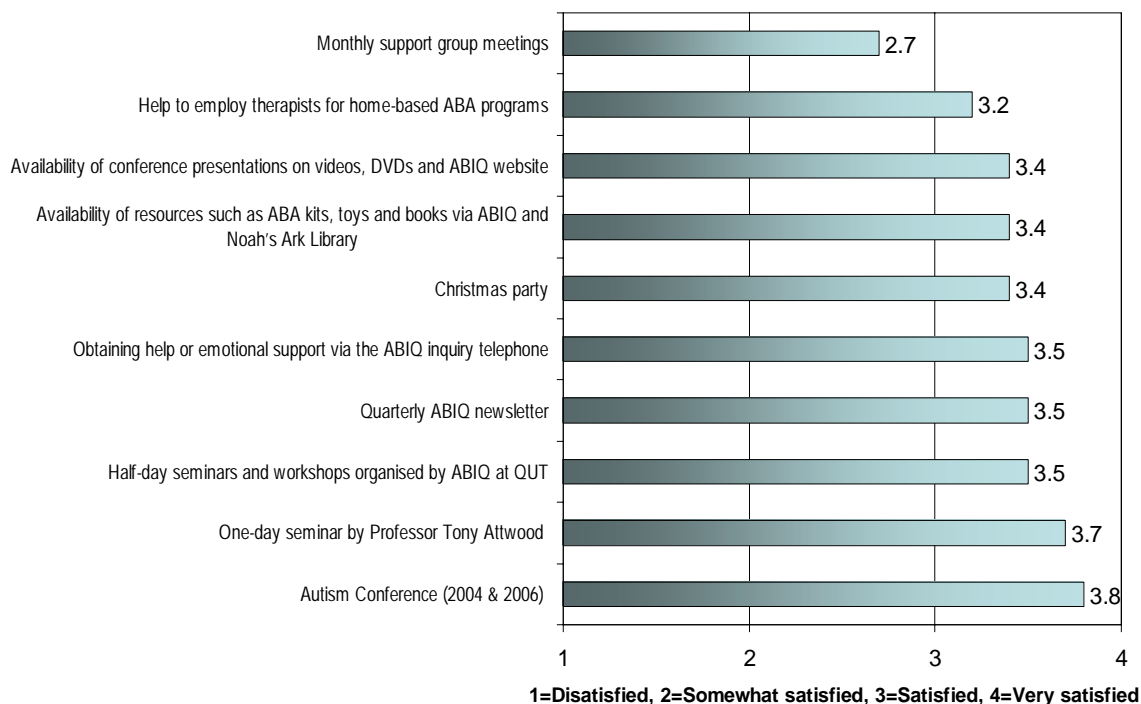
### Fig 2 - Why did you join ABIQ?



Appendix B is a list of other reasons (for joining ABIQ) provided by respondents.

When members were asked how satisfied they were with the range of services currently provided by ABIQ, they expressed a high level of satisfaction for nearly all the services. On a scale of 1 (dissatisfied) to 4 (very satisfied), respondents were most satisfied with the bi-annual conferences (3.8) and Tony Attwood seminars (3.7). Figure 3 is a graphical representation of the level of satisfaction on various ABIQ services.

### Fig 3 - Satisfaction with ABIQ activities



When respondents were asked to comment on other services not listed in the questionnaire, favourable comments were offered especially about the helpfulness of ABIQ office staff members. Other comments, which can be used to improve ABIQ services, have also been provided. The list of comments is included in Appendix C.

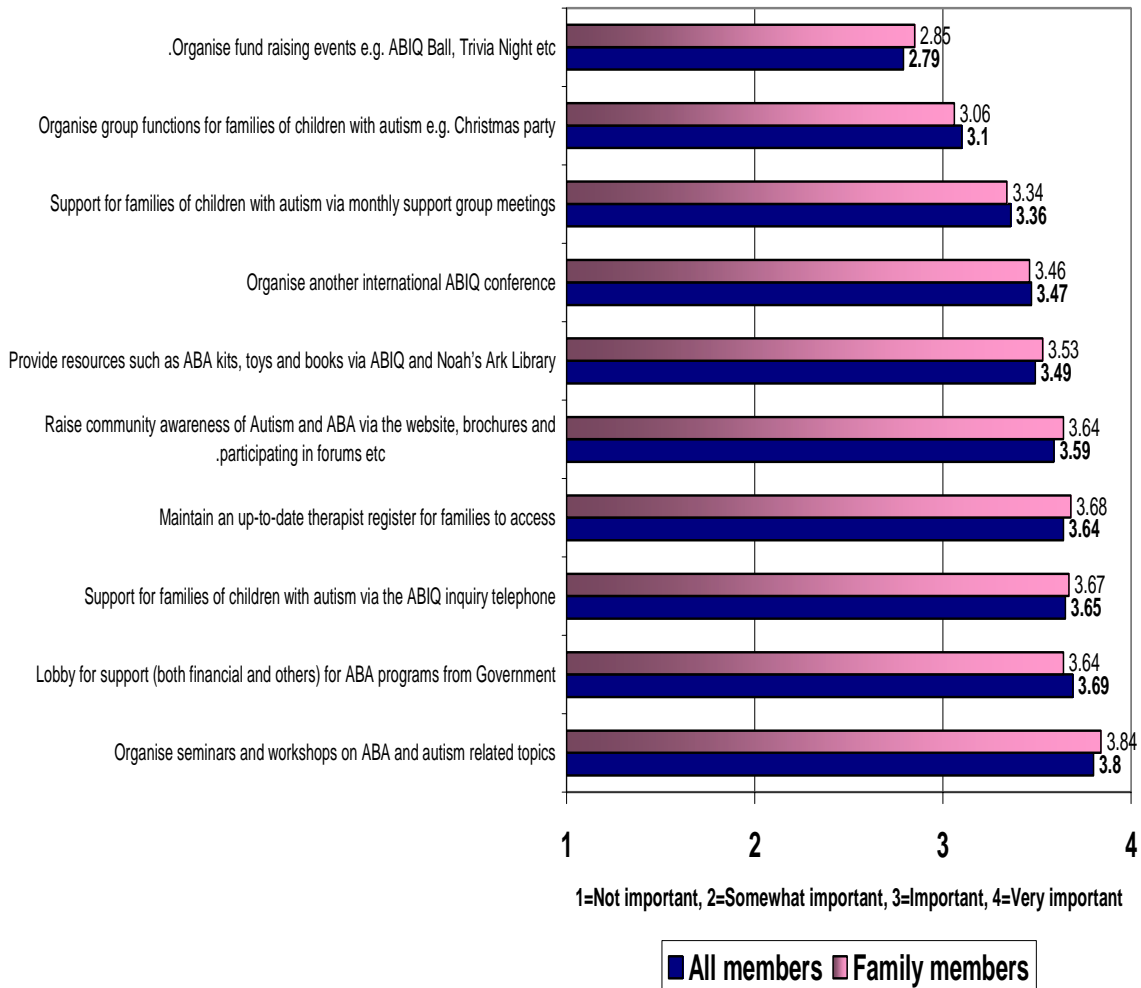
The questionnaire included a question directed at members who have not made use of many of the services provided by ABIQ. These members provided some useful comments on how ABIQ can better deliver its services. Some of the comments provided were:

- Lobby for financial support from Government for ABA programs
- Provide link to specialists on the ABIQ website
- Am unaware of some of the services listed the questionnaire (hence need for further promotion and publicity of existing services)
- ABIQ services & resources are wonderful
- 10 week ABA course is better than one-day ABA seminars

A complete list of suggestions on how ABIQ can better deliver its services is included in Appendix D.

To get a feel on how important individual ABIQ services are to members, respondents were asked to rate the priority of various services. Separate analyses were conducted for all members and for family members, to see if the two groups have different priorities. Figure 4 is a graph of the analyses. There appears to be no significant different in priorities of family members compared to all members, although the sample size may be too small to draw the conclusion.

**Fig 4 - Priority of various ABIQ services?**



Members were asked for suggestions on topics, issues and presenters for the next bi-annual autism conference. A number of interesting topics were suggested. A full list of suggestions is included in Appendix E.

Members were asked for suggestions to improve the current ABIQ website. The majority of respondents are happy with the contents and layout of the current website. A full list of the suggestions is included in Appendix F.

When members were asked if they are willing to help ABIQ provide services to members, 52% of respondents replied “yes”. 31% replied “no” and 17% did not respond to this question.

## **Conclusions**

The following conclusions are drawn from the survey:

- Members are generally very satisfied with the range of services provided by ABIQ
- There appears to be no significant difference between priorities on various ABIQ services between family and all other members.
- Suggestions of additional services include:
  - Publicise existing range of services with newer members and those in regional Queensland
  - Consider support for post-ABA and mainstream schooling, (esp. for school aides and transitions between levels and schools)
  - Encourage and facilitate networking amongst members
  - Consider automation (e.g. through the internet) to gain access to ABIQ resources
- Over 50% of those surveyed would consider volunteering their services to help ABIQ
- Survey provided useful ideas for ABIQ committee in developing its business plan

## **Recommendations**

Based on the findings of this survey, the following recommendations are made:

1. In view of the response on the satisfaction level and importance placed by member of the current range of services, all present services should be maintained.
2. It would appear that some members (especially those who joined recently or those from regional Queensland) may not be familiar with the full range of services that are provided by ABIQ. It may be worthwhile to consider activities to raise awareness of, and promote, the services. The few comments received on this issue are by family members.
3. There is scope to improve the ease of access to the resource materials (e.g. reference books, ABA kits and educational toys) currently held by ABIQ. The process to check availability, reserve specific items and loan management can be automated and made much more efficient through internet access.
4. Networking amongst parents with common interests (e.g. a child in the same age group or level of intervention or schooling) has been highly valued. ABIQ should consider collecting and collating relevant information from members and look for ways to facilitate networking amongst members.

5. Respondents have highlighted the importance of gaining up to date information on:
  - Home therapist register
  - Specialists by profession and location
  - Success stories of early intervention
  - Special Government allowances, e.g. centrelink carer allowance, special therapy funding through Medicare etc.
6. Respondents have expressed that ABA programs are extremely expensive and suggest that ABIQ lobby for support from the Government or at least help parents to apply for Government assistance.
7. Consider running regional workshops or seminars. Respondents, who made these suggestions, may not be aware of the availability of videos and DVDs. This reinforces the need to publicise the range of services provided by ABIQ.
8. Consider a Frequently Asked Question (FAQ) section on the ABIQ website.
9. Consider forming partnership with local universities to promote Applied Behaviour Analysis (ABA) as an effective early intervention program for children with autism. The outcomes could range from getting more students interested in participating in home-based ABA programs to the recognition of home-based ABA programs as a “practicum” for relevant university courses.
10. Consider some of the suggested conference topics, including:
  - Setting up disability trust
  - Advanced, or programs beyond, ABA
  - Transition strategies between schools or levels therein.
  - Home and mainstream schooling strategies and support, including how to choose the “right” school
  - Social or play groups
  - Success stories of people with ASD (or from the carer’s perspective)
  - Facilitated communication (FC)
  - Biomedical issues (very popular)
  - Strategies for parents and carers to cope with stress
11. Consider calling on families (especially those with ABA experience) to help families who are just starting the ABA journey.
12. Provide support in schools, especially for staff working with children with ASD.
13. Consider support for children with ASD as they grow older.

## List of appendices

- A Copy of survey questionnaire with covering letter
- B Other reasons provided by respondents for joining ABIQ
- C Additional comments provided by respondents when asked how satisfied they were with ABIQ services
- D Suggestions on how ABIQ can better deliver its services
- E Suggestions on topics, issues or presenters for the next bi-annual conference
- F Suggestions on how we can improve the ABIQ website
- G Suggestions on how ABIQ can be more effective as a parent support group

## Appendix A - Members Survey Questionnaire (July 2007)

### In what ways can ABIQ improve its services to members?

Please use stamped self-addressed envelope to return completed questionnaire to Michael Chan at 25/89 Daw Road, Runcorn, Q 4113

**1. Why did you join ABIQ? (Circle “Yes” or “No” to as many as applicable)**

1	To attend ABIQ educational activities (e.g. conference) at the member’s discount rate	Yes	No
2	To get help to implement an ABA program	Yes	No
3	To gain access to resources (e.g. books, toys and resource kits) on autism	Yes	No
4	To join a support group and talk to other parents with an ASD child	Yes	No
5	To look for employment in a home-based ABA program	Yes	No
6	To help others	Yes	No
7	Others - please specify below:		

**2. To what extent were you satisfied with the organisation/administration of the following ABIQ services? (Please circle the appropriate number 0 – 4. Circle “0” if you are not familiar with the particular service)**

		No opinion	Dissatisfied	Somewhat Satisfied	Satisfied	Very satisfied
1	Monthly support group meetings	0	1	2	3	4
2	Obtaining help or emotional support via the ABIQ inquiry telephone	0	1	2	3	4
3	Quarterly ABIQ newsletter	0	1	2	3	4
4	Christmas party	0	1	2	3	4
5	One-day seminar by Professor Tony Attwood	0	1	2	3	4
6	Half-day seminars and workshops organised by ABIQ at QUT	0	1	2	3	4
7	Help to employ therapists for home-based ABA programs	0	1	2	3	4
8	Availability of resources such as ABA kits, toys and books via ABIQ and Noah’s Ark Library	0	1	2	3	4
9	Autism Conference (2004 & 2006)	0	1	2	3	4
10	Availability of conference presentations on videos, DVDs and ABIQ website	0	1	2	3	4
11	Others (Please specify):	0	1	2	3	4

**3. If you have not been using many of the ABIQ services (maybe you are a new member), do you have any suggestions of any other services that can be provided by ABIQ or how ABIQ can better deliver its services?**

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**4. What importance (or priority) would you place on the following services that may be provided by ABIQ? (Please circle the appropriate number 0 – 4. Circle “0” if you are not familiar with the particular service)**

		No opinion	Not important	Somewhat important	Important	Very important
1	Support for families of children with autism via the ABIQ inquiry telephone	0	1	2	3	4
2	Support for families of children with autism via monthly support group meetings	0	1	2	3	4
3	Organise group functions for families of children with autism e.g. Christmas party	0	1	2	3	4
4	Organise seminars and workshops on ABA and autism related topics	0	1	2	3	4
5	Maintain an up-to-date therapist register for families to access	0	1	2	3	4
6	Provide resources such as ABA kits, toys and books via ABIQ and Noah’s Ark Library	0	1	2	3	4
7	Raise community awareness of Autism and ABA via the website, brochures and participating in forums etc.	0	1	2	3	4
8	Organise another international ABIQ conference	0	1	2	3	4
9	Lobby for support (both financial and others) for ABA programs from Government	0	1	2	3	4
10	Organise fund raising events e.g. ABIQ Ball, Trivia Night etc.	0	1	2	3	4

**5. ABIQ conducts bi-annual autism conferences and regular seminars and workshops on autism related topics or issues. Please list any suggestions you may have on topics, issues or presenters?**

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**6. Do you have any suggestions on how we can improve the ABIQ website?**

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**7. Please provide any other suggestions of how ABIQ can be more effective as a parent support group.**

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**8. As you know, ABIQ is a volunteer organisation. Would you be willing to help?**

Yes  No

**9. Which of the following group best describe your situation?**

(Tick only one box)

- Family member  Person with autism
- Student/home-therapist  Education (lecturer, teachers, teacher’s aides etc.)
- Allied-health professionals (e.g. Occupational therapists, Psychologist, Speech Pathologist etc.)
- Others, please specify:

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**10. Please provide a telephone contact detail for your chance to win a DreamWorld family pass.**

**Closing date for completion of questionnaire is 10 August 2007.** \_\_\_\_\_

## Appendix B - Other reasons provided by respondents on why they joined ABIQ

1	Work as advisory teacher for ASD in Townsville. Seeking extra support for students and families in Townsville
2	To learn how to help my child develop and grow. To educate myself about Autism. To gain help and guidance from a service who truly understands the needs of my child and my family.
3	To join the ABIQ Committee
4	To join the ABIQ committee
5	To gain knowledge as an SEU teacher (and now Head of Special Education Services at my high school) and also as a parent of a 10 year old boy with autism.
6	To find out the names of other professionals (e.g. biomedical doctors, dieticians, etc.) working in the field of autism.
7	To find out more information, especially from other parents - knowledge is power
8	Seek employees for therapy and shadowing
9	Personal and professional development
10	Moving to Brisbane from interstate joining ABIQ was a way to find out about services, doctors, therapists who were "autism friendly" and to hear from others about their experiences.
11	Although I joined for these reasons, I did not actually use these facilities. I have been able to ring for advice and have met other mothers who have been of great value to me. I also have taken advantage of the opportunity of taking part in AIT with Marcy Mcarthy.

**Appendix C - Other comments provided by respondents when asked how satisfied they were with various ABIQ services**

1	Where I have listed "no opinion" indicates that I have not required this service, however was aware of it.
2	The resources available to us have been incredible, and the staff members working in the office have been extremely helpful. I also got some great professional referrals from the website.
3	Links to specialist assistance and help.
4	It may look like I am not familiar with many things above. I am aware they are happening and are available to me, however, I am extremely busy and don't have spare time to use such. If I do need them I know that I can access them.
5	I thought the 2006 was fantastic and an eye-opening experience! Lots of things now make a lot of sense!
6	I think long courses (such as the 10-week "ABA Basics" one done by Kirsten) are more effective than one-day seminars. Courses with assignments that get you using the new information acquired. Liane
7	I have said dissatisfied re no 3 - as I don't think we are getting it. Could be wrong however, you know what it's like living in an ASD household - sometimes things pass us by.
8	I feel one important aspect of ABIQ is to lobby government for financial support for costs of ABA program, as in some other states.

## Appendix D - Suggestions on how ABIQ can better deliver its services

1	<p>Well to be honest I didn't know all these services existed. So maybe I could suggest (since I live in Toowoomba) that maybe some presentations could be organised up here.</p> <p>Driving to Brisbane for a couple of hours, every week is hard to fit in let alone the disruption to the routine.</p>
2	<p>The service is already so wonderful. The only thing that I could think of is perhaps spreading the word amongst university students that ABA therapy might be a career they could consider. Working in a home-based ABA program with qualified trainers certainly supplements many uni courses, yet I feel there is a lack of knowledge out there.</p> <p>We are on the Sunshine Coast and no-one here has even heard of ABA. The students we have in our program are first class, and would like to see more lecturers encourage their students to "sign up" at ABIQ for potential ABA work. We have borrowed some fantastic resources from the ABIQ section of Noah's Ark. Perhaps both Noah's Ark and ABIQ can do a "toy drive" asking for donations of good quality second hand toys and resources from members. Anyone who has run an ABA program should have plenty of great resources in the cupboard that their child has grown out of. How about a "toy drive" in the next newsletter and a flyer that goes out with all the Noah's Ark toys borrowed? Don't be shy...let's ask everyone!</p>
3	<p>No. I am looking forward to accessing the services offered by ABIQ. As a new member I am amazed at the amount of support that is available and I have recommended my parents to have a look at the site. (I am a special needs teacher).</p>
4	<p>New member and Head of SEU - am stilling gathering info. What I read is very useful.</p>
5	<p>Maybe some information about where to look for ABA therapists, and how to recruit them? Maybe some more info being sent to places where prospective recruits might be so that they are aware of ABIQ and ABA.</p> <p>Postal service for access to ABIQ library items for those who are not in Brisbane</p>
6	<p>Make new members aware of what is available and what is coming up so that dates can be set aside. Especially Christmas Party and other social events.</p>
7	<p>Is it possible to have some of the workshops conducted in Brisbane conducted in Townsville as well? Or have the conferences video linked?</p>
8	<p>I'm a new member of ABIQ as I am involved in a home-based ABA program on the Sunshine Coast. I think ABIQ has been fantastic for our program as it has given us a HUGE amount of resources and access to Noah's Ark that with out this our program would not be as good as it is. Our little guy has come such a long way in such little time and I hope that the support that you guys give will continue.</p>
9	<p>I think parents of children with a disability are under far more stress than other parents. Many will probably suffer anxiety and depression. Parents should be given information and help in learning strategies to cope with these. Rather than having to seek help once it has become a problem. If you do this and I don't know about it please excuse my ignorance.</p>
10	<p>I live on the Gold Coast; it would be great if some of the half day conferences could be held here.</p>

11	<p>I haven't fully investigated if you offer this, but if you are looking at using Technology then perhaps you may consider having open discussion "chat" type rooms. That way members, ABIQ staff and possibly even professionals can participate and try and provide assistance online.</p> <p>The other thing would be to have a FAQ type page whereby some of the most common asked questions are listed with responses. Again haven't seen this on your website, so not sure if I've missed it or if it's not actually available.</p>
12	<p>I am so grateful for everything that ABIQ has done to help and support my son and my family but I would love to see some more support for school age children with Autism. Maybe some resource boxes for families entering the school system (social story examples, PECS stripes, sensory toys, ideas for a quiet reading corner, texts for parents and teachers, any video footage of successful classroom inclusion etc.) I know this is a lot to ask but it is just an idea. If it works you could have a box for transition to the next grade too.</p>
13	<p>I am a teacher in a Special Education Unit and I am very satisfied with the facilities your organisation provides.</p>
14	<p>Hope the education resources are more accessible, e.g. can check the availability online and put the items on hold.</p> <p>Keep the therapist register up to date, such as following up every six months to check if those registered people are still available or willing to be employed by the family (like email them automatically every six months. If there is no reply, remove them from the list) -- from the bitter experience on finding new therapists from the list that ABIQ provided.</p>
15	<p>Haven't seen resources at ABIQ, but Noah's Ark needs more 3D categories stuff. (e.g. furniture: 3 different tables, 3 different desks ...)</p> <p>More dolls (with clothes and other possessions) for doing pronouns. (Dolls that boys won't mind using, such as My Family) Liane</p>
16	<p>ABIQ would attract more members of the Autism Community, if the organisation presented itself as an autism support network rather than simply a strong advocate of ABA programmes. There are many other worthwhile and valid therapies for children other than ABA; and families would benefit by having a place/organisation which provides the opportunity to exchange information with those who are using these other therapies.</p>
17	<p>ABIQ can possibly assist exploring more options in</p> <ol style="list-style-type: none"> <li>1. Assisting getting / applying funding</li> <li>2. Assist explore health solutions in a planned project type method</li> <li>3. Assist negotiate with alternate health providers</li> <li>4. Become more of a medium of what things made a difference and how (lessons)</li> <li>5. Assist do projects with / for parents</li> <li>6. Sponsor a couple of children through treatment - who can't afford it.</li> <li>7. Lobby and interact with State Gov't / Community on issues and solutions.</li> <li>8. Promote good brain health / nutrition (expand information slightly)</li> <li>9. Develop relationship with other volunteer / solution groups</li> </ol>

## Appendix E - Suggestions on topics, issues or presenters for the next bi-annual conference

1	Would love to go, but I am a poor student, so cannot afford it! Maybe offer some scholarships to students, to pay for airfares and conference proceedings so us poor people can go!
2	Would be interested in information regarding setting up of trust for later years
3	Whilst I have enjoyed the 2004 conference, the quality of the presentations is very patchy, and wonders whether review could be more rigorous.
4	Topic: Advanced ABA programs
5	The topic of school and home schooling
6	Strategies after ABA
7	Speakers on Facilitated Communication
8	Social skills Transition from one grade to the next and school entry transition Understanding the brain and how someone who meets the criteria thinks so we can try to understand their way of seeing the world Listening to adults with autism - Temple Grandin, Wendy Lawson for example give so much in every word to help you understand. So the more people we take the time to listen to the more we may understand a little.
9	Sibling support mainstream schooling support
10	Practical, hands-on behaviour strategies for use in the home and in the classroom at both a high school and primary school level.
11	Play dates
12	More information/workshops on assisting children to overcome sensitivity issues. How best to prepare your child for mainstream schooling.
13	It would be helpful if presenters like Carol Grey could come and teach parents, carers, and teachers the practical uses of Social Stories. I know she is expensive however I believe she would have a huge following and would be incredibly beneficial to everyone struggling with ASD.
14	It would be great to be able to provide a seminar/workshop on "Social Understanding" and some of the strategies used to assist ASD children with this area. This seems to be a hot topic and one that both School staff and Parents could benefit from.
15	It is always great to hear from presenters on the spectrum, or parents who want to share their experiences, so that you hear positive stories as all the media shows is the doom and gloom not the joy that these kids bring or just how clever and unique they are. Also when presenting a seminar as parents we want to hear from others about how they did, how it worked for them, what difficulties they experienced etc, this is to do with anything from auditory integration therapy, ABA programs, to diet, play etc.
16	IBA to provide affordable training in Brisbane.
17	I would like to hear from a parent with an adult or older child with autism speak about their experience.
18	I work full time and my attendance is limited if there are no weekend options.

19	I think the 2006 conference was outstanding and had a great variety of speakers and topics, I think you have a great knowledge of different approaches. Great to see the biomedical side of things being represented and would love to see more of that so it becomes more widely known.
20	I really feel FC could be extremely beneficial to some children and many parents are not aware of it. This can open a whole world for non communicating children. It can give them the opportunity to show their intelligence, to have opinions, make decisions. It scares me that there are probably children who have been labeled II simply because they can't communicate to us that they are not. This will control their whole lives. They deserve the opportunity to prove they are not II if that is the case and with motor issues they don't always get the chance. The only person who I can recommend regarding this is Jane Remington Gurney.
21	I have attended both bi-annual autism conferences in Brisbane. The conference is the most comprehensive source of autism related information currently available in Australia covering a vast array of topics delivered by internationally recognised experts in their various autism fields. Keep up the good work.
22	Facilitated communication, how people with autism currently use it and various ways people are supported to use it in different environments e.g. schools home uni writing group etc
23	Biomedical Issues (e.g., diet, chelation, supplements) ABA research
24	Biomedical info seminars would be great. Plus info on up to date ABA techniques and what effective OT's and speech therapists should be providing for kids with autism. e.g. Speech - prompt for apraxia affected kids OR brushing/auditory training etc from OT's
25	Basics about ABA and autism for those newly diagnosed. Biomedical topics Transition issues/schooling issues Up to date research and international issues
26	As noted above, perhaps invite university lecturers/students in the education/psychology/speech/OT fields to ABA informational seminars with a view to working in ABA programs. Include Brisbane, GC and SC unis.
27	Anything relating to creating a successful primary/high school experience for our children.
28	1. Getting funding / project managing a better solution 2. Brain nutrition 3. measuring health benefits in a child with Autism
29	Information regarding what is important when choosing a school for your child with Autism. What things should we be looking at in the way of funding etc to make this decision easier?

## Appendix F - Suggestions on how we can improve the ABIQ website

1	You guys already do a great job
2	Yes. Regarding resources at Noah's Ark in particular. These resources don't come with a data collection sheet. I type up lists of photos etc. for data sheets and put a copy in with the resource when I return it. However, every ABA program will have its own details and requirements so the sheet will often not be useful. A digital data sheet would be useful because it could be adapted more easily. The ABIQ website could collect-edit-post such lists for each resource as an aid to the running of ABA programs. Liane
3	The website is very user-friendly and informative. Happy with the service given.
4	Success stories. Uplifting examples of children overcoming their diagnosis.
5	Not as much wording on the front page and easier to find links on the front page to access more information.
6	no I think the website is easy to navigate
7	No - think its fine
8	No - the website is extremely helpful.
9	Need to be more livable, and update every now and then.
10	NA. Do not have computer access
11	More regular updates and interaction with members
12	More regular updates
13	More links to articles More links to other health solutions Pretty good though
14	In your resource centre possibly add some of the Internet sites you listed on your last Quarterly newsletter. These sites are valuable for parents and school staff as they offer many ideas on how to support ASD children.
15	I indicated satisfied for the question 2/8 Availability of resources via Noah's Ark, because of the significant distance to travel. I did join for 12 months but found it difficult to travel to the Noah's Ark centre on a regular basis. The ABIQ resources are excellent.
16	Have a Forum where Queensland members can post topics and share information, as Aspect (Autism NSW) does.
17	As mentioned above - I'm not sure we are receiving it.
18	A list of the toys/resources available at Noah's Ark available to members

## Appendix G - Suggestions on how ABIQ can be more effective as a parent support group

1	We live in Cairns so can't attend a lot of the wonderful workshops and conferences but your resources and wonderful experience of the parent's on the telephone line are wonderful. Sorry I can't help volunteer time to your organisation.
2	Therapist registry most important for running program, as well as source for school aides, after school care etc as children get older.
3	Southside
4	So far I have found that the two day conference was the best support, especially accessing it online afterwards. It provided me with so much information and ideas it was wonderful, I and many others would have gladly attended for 3 or 4 days!!
5	See note above regarding strategies for coping with stress etc. I am concerned about the lack of facilities for these children once they become adults. Do the governments understand the hardships the parents have to look towards? Do they realise that we feel quite trapped and we worry because we don't know if the children will ever be independent. It would be nice to know that there is housing accommodation with security and safety and carers available as we get older and perhaps are unable to care for them.
6	Provide a list of services available and what you are entitled to, e.g. 12 free annual psychology visits through Medicare, Centrelink carers allowance, DSQ visits, etc.
7	Phone calls to families/therapists to monitor progress
8	Perhaps have more meetings/get together in or around Ipswich region.
9	Perhaps as the organisation grows hold some meetings for families who are beginning the journey and others for those that have been on the journey a little while then some all together. This may help - it's just an idea.
10	Maybe an online parent support group so those outside Brisbane can get to know each other and discuss issues
11	Living on the Sunshine Coast it is not practical to attend many of the functions provided by ABIQ i.e. Xmas party, ABIQ Ball, Trivia Nights. Would appreciate having a regular parent support group meeting here on the Sunshine Coast.
12	Is there a register for children/people with autism? there is an Australian cerebral palsy register, maybe funding could be applied for to set one up as a means to alert governments to the occurrence of autism to spur them on to do more research and spend more on early childhood intervention.
13	I'd love to talk to other parents whose child has similar issues to mine such as apraxia and difficulty with visual prompts (unusual in autism). Not sure how you could go about this.
14	I find ABIQ a great support for parents

15	I believe that you are effective in your support with parents; however I would like to suggest that ABIQ staff/professionals get in touch with schools more. In other words try and have a more physical presence at schools providing strategies to teachers/aides as many schools have high percentages of ASD children. You may want to connect with schools and offer your services at a reasonable rate. Most schools can set up Network Days whereby other school staff could attend. They would be charged a fee to cover your costs and the hosting school may get a sort of kick-back or something. I believe the more people you touch the better and schools can encourage parents to use strategies they have learned. You may also want to use some of your parent members who have extensive knowledge to assist in presentations. Just some thoughts.
16	Having a support group in Toowoomba run by ABIQ. I am a single parent and don't have the time, besides
17	Family support needs to hear from everyone Also the occasional counselor attending may help some Ensure someone does their life story at each session Video some of them to put on DVD for future use.
18	Consider most avenues covered
19	Apart from Christmas party, hope more social events for those children can be organized.
20	Acting more as an autism support network, as there is in NSW, where families of ASD children, and ASD people, are put in touch with each other.
21	Could any funding be achieved to support the families with care so parents can attend more easily?