

# M 2 M – find your place in this crazy world



ndis and m2m  
Helping People with Disability  
thrive and become contributing  
members of their Community



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# Thrive or Survive

- They say raising a child takes a village
- Raising and supporting a Person with Disability (PwD) takes a lot more than a village and, for far too long, Primary Carers have carried the huge burden filling the gaps in the processes and services
- In our complex, multi-process, multi-Agency, multi-siloed world the Journey for the PwD (and their Primary Carers) is soul destroyingly complex and many struggle with social isolation
- The process is daunting for the Primary Carer – how can we make this easier, more effective and more cost effective
- Fortunately valuing diversity and inclusion has come of age
- NDIS is a big step in the right direction... but we still have a long way to go



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# The challenge...NDIS...just another layer

- Supporting a Person with Disability is a long, lonely, confusing, overwhelming journey. Many different Providers: Doctors, OTs, Speechies, Physios... Countless filling out of forms, no Roadmap, no actual measurement of outcomes. Repeat again at each new stage.
- Enter the NDIS (ECEI's, LACs, 14,000 providers)
  - The process is being driven from the back end
  - Some structure and guidance but current process, plans and terminology do not map to an individual's life journey or experience
  - Current processes do not educate, enable or empower the Primary Carer who is still ultimately responsible for making decisions
  - Few, if any, linkages with education, employment, housing...
  - Additional layers of administration further burden the primary carer
  - Issues re data security, assessments, plan consistency, additional infrastructure costs
  - Is the process determining effectiveness?
  - Carer and Participant isolation continues
- Providing input to ECEI's/LACs can be confusing, stressful and frustrating.
- The Primary Carer is still responsible for determining the best options for support (in a vacuum of evidence-based information).



# What if Primary Carers were empowered?

- There is no one more motivated to help a PwD than their Parents and immediate family – yet there is no Journey Map or Roadmap to make this accessible for the average parent.
- Enter m2m – the m2m concept provides a template structure and governance for defining a Journey, developing a Roadmap and measuring outcomes of a PwD from cradle to grave (in compliance with changing requirements and legislation).
- By giving parents/individual direct access to a **journey map** which they can customise with information (they already fill out at every new appointment), assessments (which they would be only too happy to complete and update), and input to defining their child's individual roadmap (based on Medically defined verifications, treatments or interventions ) and be able to create a personal profile for the individual (which they can manage over time).
- The primary carer accesses and manages their PwDs data and progress over time. Providers can provide inputs and access participant information securely via NDIS which can ensure define the data input models and the security of PwD data.
- An individual identifier is created by NDIS and assessors, intermediaries can verify and add information, interventions and outcomes which the parents can verify.
- NDIS can create digital twins for analysis, data sharing, research....Primary Carers have control over their PwD data.



# It starts with the the Journey...

	Stages (milestones, baselines & assessment checklists)													
The Journey			Neonate	Toddler (0-12 months)	0-6	Jul-14	15-18	19-24	25-34	45-54	55-64	65+	Aged Care	End of Life
Any parent can check the Journey and map their child														
My Journey														
My Profile (ICF - level of function) & Goals	My limitations, abilities, baseline ICF, life goals, targets,	These are to be reviewed at times of transition.												
Disability Category/ies														
Scope of intervention /eligibility for funding														
The Roadmap	Interventions to achieve participation & realistic goals estimates													
Costs & ROI	NDIS Funded to baseline or user pays for more													
Funding models														
Potential Providers														
Circle of Care	Family, friends, community	=												
Health (physical, mental, emotional, social)														
Education, Training, Continued Learning														
Well being (community engagement, social connectedness, exercise, diet,														
Employment (paid employmentSheltered workshops, supported employment,														
Home (parent/family/independent /community/institution/own /shared/co-op (8,000)														
	Agencies	Programs												
Federal														
State														
Local														
ECIC/LACs														
GPs														
Specialists														
Service Providers														
Best Practice/Best outcomes														



# What is m2m?

- M2m is concept that starts with a community-led, on-line forum (FB) and portal (WWW) for individuals, families and carers of People with Disabilities in a specific community (geographical and/or disability category).
- The front end is a customisable community support forum. What's underneath is an end-to-end framework for enabling an individual or community to support their PwD from cradle to grave. The m2m concept is a modern state digital front end Gateway to the NDIS
- At its core M2m will provide each individual with a Journey for the various life stages. The journey incorporates the various stages of life, development milestones, checklists, links to assessments (which carers complete and providers validate), templates to create a personal profile with abilities, disabilities, goals and objectives at different stages. Efficacy and outcomes can be measured and tracked. Ultimately M2M becomes a common gateway with an AI query engine which NDIS develops and manages.
- Once the Participant signs on to the NDIS – their Personalised Journey becomes the basis for creating a Roadmap which includes the the various inputs, interventions and supports needed to help the participant achieve their goals. The Plan measures the allocation of funding provided to help an individual reach their goals.
- The NDIS funds services and supports to help a participant reach a realistic baseline. The goal is that the Community of Care can step in to augment additional supports and opportunities for PwD to be contributing members of the Community
- The Data and personal profile is owned by the individual and securely stored by NDIS which assigns a unique identifier. Service providers can input and access the data (but the owner is notified and has control of their data).
- The NDIS can create a Digital Twin of each of their participants and use this information for analysis, trending, cohort identification and exploring the most effective types of supports and interventions.
- The platform allows for linkage to local service providers but also provides a reciprocal uber-like assessment of quality of service delivery and achievement of outcomes.
- The community and portal will have a defined but customisable front end. The back-end infrastructure (and set of APIs) ensures information and data is securely stored and managed by NDIS. By going directly to the community and allowing them to create their own profile (using standard templates and common data models) the NDIS can leap ahead in consolidating and streamlining data capture and management.
- The goal will be able to create a template for communities (based around council geographies) that will be run by a team of local carers, dedicated to helping each other and the community navigate the complex Journey of supporting community and family members with Disability from cradle to grave in an inclusive, transparent and respectful manner.



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# What does m2m do...

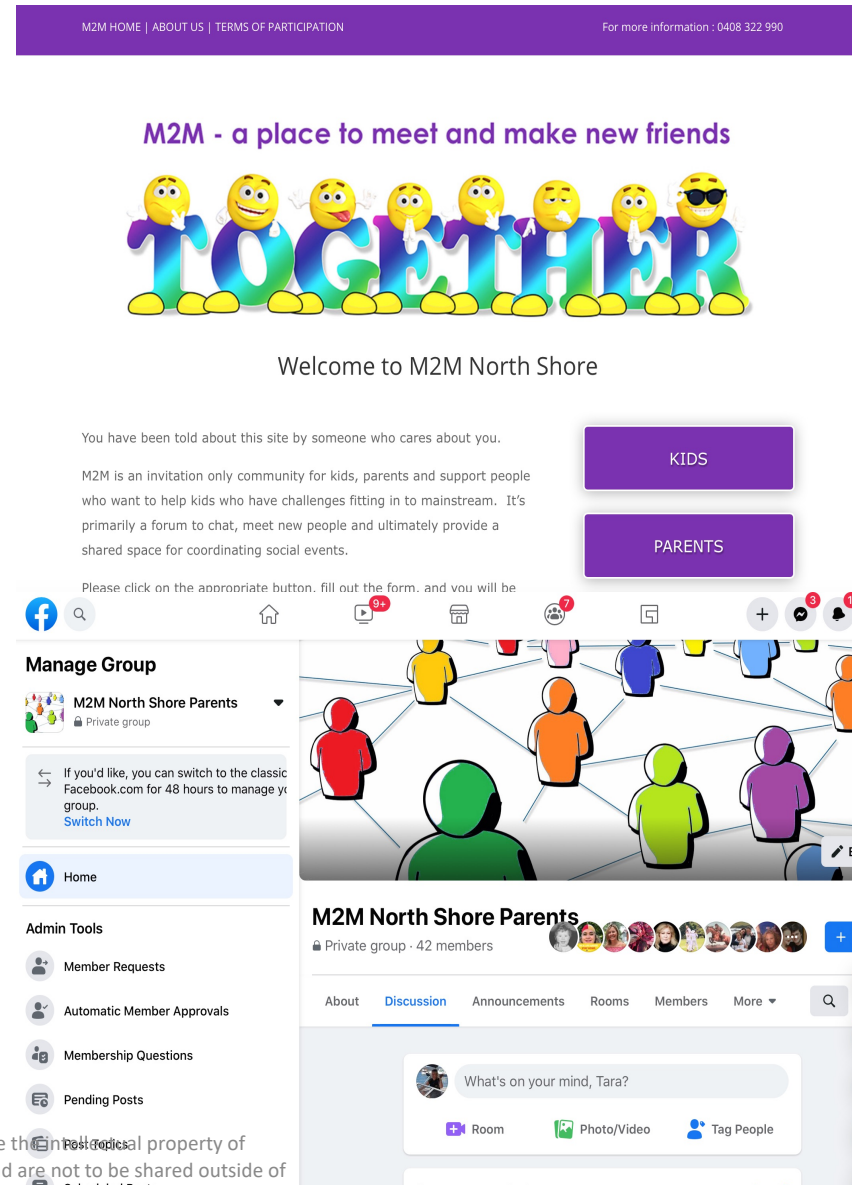
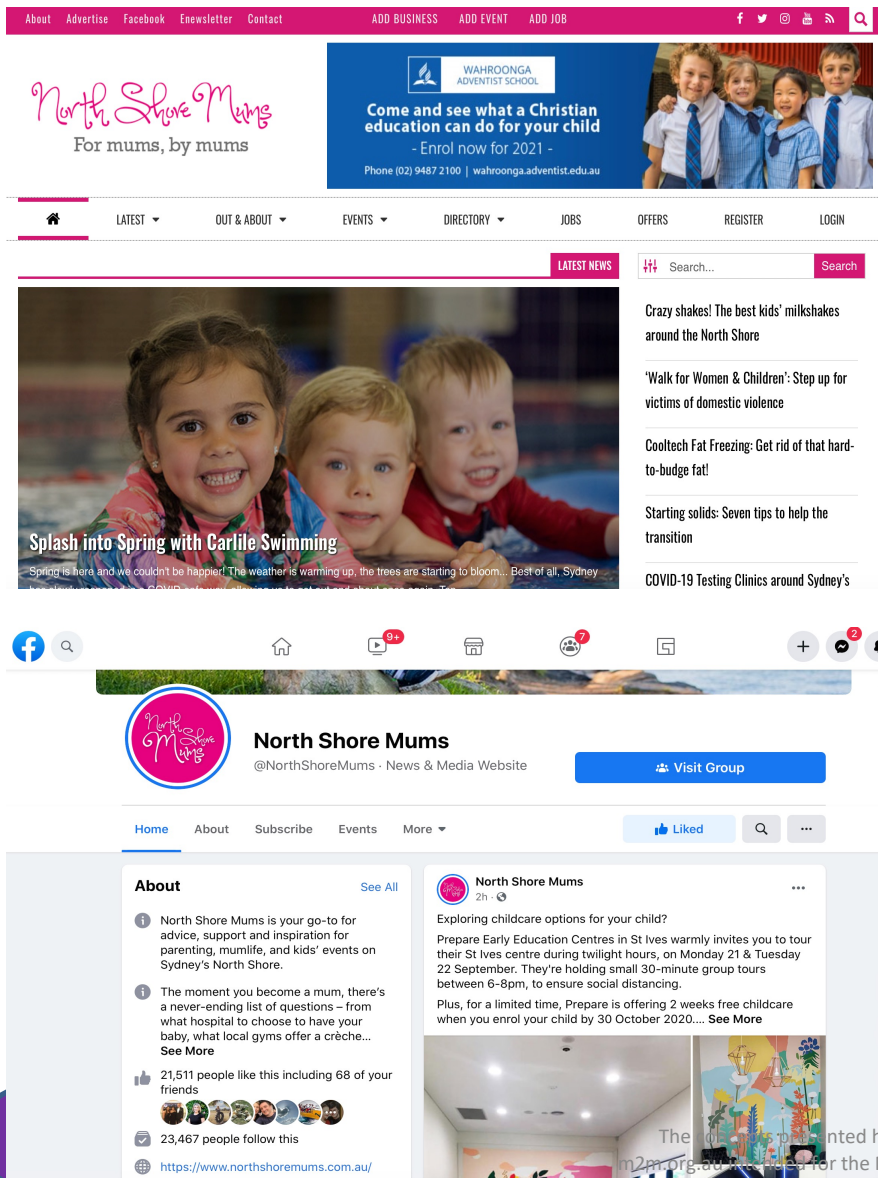
- EMPOWERS, EDUCATES and ENABLES primary carers, parents, families and the circle of care to have more direct input and management of the process of supporting their PwD from Cradle to Grave
- The Journey: gives primary carers the means to define a Profile for their child, map out (and track) their journey and make informed, evidence-based decisions about interventions and outcomes
- The Roadmap: incorporates an individual's assessments, interventions and supports required to support an individual's capacity to achieve their objective, targets and goals.
- The Journey/Roadmap contain checklists which define the range of ability/disability and track the attainment of objectives, targets and goals
- By allowing individuals to rate services and service providers to rate participants the NDIS can identify issues earlier and establish a formal process for escalation and resolution of issues.
- By having a comprehensive, integrated source of information capture at the front end the NDIS quickly develop standards and baselines and more rapidly get insights on fraudulent use of the system (without excessive exponential growth in a Commission for Safeguards and Quality)
- Ensures data is collected early and with a common set of data models (rapid low cost, continuous data capture, increased knowledge and reduced costs over time)
- NDIS provides a platform that is secure, scalable and consistently bound by governance and legislation
- Participant owns/controls their data, NDIS manage and secures their data, creates Digital Twin for Analysis and Research
- A centrally managed platform allows for adoption of leading edge AI technology and interface
- NDIS provides a platform that is secure and scalable and can distribute content and manage governance directly to/with the community
- The Community Forum facilitates COMMUNITY engagement, support, ownership and collaboration to help PwD be included in the Community and have the same opportunities of achieving Social, Personal, Health, Education, Employment, Housing opportunities as the rest of the Community.



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# What it looks like...



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# Why we need something like m2m...

- There are 4.4 million people with a disability in Australia today
  - 90,000 home schoolers (many of whom have special needs)
  - Employment rates drop off after 25
- We have an aging workforce and an increase in the number of people identified with Disability
- There is a desperate need to streamline service delivery and make enabling people with challenges become productive members of the community
- It helps foster community and inclusion in contrast with the current social isolation and marginalisation experienced by PwD and their Carers getting lost in a huge machine.



# Our team...

## M2M Executive Team

**Founder/CEO – Tara Hannon** - Tara has had over 30 years in new business, IT start ups, bringing innovative medical solutions to market, and helping organisations position themselves to optimise the internet for improved customer relationships and streamlined service delivery, corporate and government consolidations and outsourcing initiatives with IBM, Accenture, SMBs, the ATO, VIC DPD, NRMA, Westpac and multiple agencies in NSW Government. As the mother of triplet girls, one with cerebral palsy and intellectual challenges, she knows first hand the issues faced by parents and children struggling to have a meaningful and connected life in a highly complex world with many service providers, very little in the way of defining the roadmap and services one needs to help their child. M2M was borne out the absence of clearly defined client centred local community support and interaction for PwD and parents/carers.

**Vice President – Victoria Kvisle** - Victoria is currently a director of an investment and philanthropic organisation that she's been involved with for several years. Previously Victoria was Vice President of relationship management. Asia Pacific for Harris Software Systems. Victoria is actively involved in fundraising for Cure Cancer Australia (formerly known as the Jenny Leukaemia Trust, and the Leo & Jenny Leukaemia and Cancer Foundation) for which she received the OAM in 2017. Victoria is also an Ambassador for the CanToo Foundation and the Bill Walsh Translational Cancer Research Laboratory at RNSH. Victoria has three intellectually challenged special needs family members (39 year old twins- niece and nephew and one nephew age 41).

**Secretary – Melissa Medicott** - Melissa has over 25 years' experience as a primary school classroom teacher which she managed alongside representing Australia at two Olympic Games. For the last couple of years she has worked as a teacher in a Learning Support Unit teaching students with Autism. She has furthered her knowledge in this space with a Graduate Certificate in Autism Studies and is currently completing her Masters of Autism Studies at Griffith University. Through her teaching she has also progressed sport as an avenue to assist with education and development for students with special needs. As a mother of two children with Autism she can relate to the difficulties of a parent dealing with the Education and Health Sector to manage the support of children with special needs, and as a teacher understands the systematic difficulties with the current systems. Melissa has volunteered at many community events and also presented to many communities over the last 15 years as an Australia Day Ambassador talking about opportunities that Australia can provide to the community when it sets its mind to it.

**Treasurer – Dr Graham Costello** - Graham is a Senior Executive with over 20 years experience in information technology leadership roles. More recently he has been involved in IT Transformation within banking and insurance sectors. Experienced people leader with strong strategic thinking ability and an outstanding track record in successfully delivering innovation and large complex projects and change initiatives. Graduate of the Australian Institute of Company Directors, DPhil (Oxford), M.Sc. (Comp Sc) UTS, Grad Dip (Bus Comp), B.A. Graham is God Father of a teenager with learning difficulties

**Richard Harris – Public Officer** -Richard is an experienced advisor, consultant and director and has held senior roles in Australian and international companies. His expertise covers strategic and operational planning, assessment and review; investment, governance, risk management and benefits realisation; and innovation in the business environment. He has worked extensively with commercial and public sector organisations in Australia, Asia-Pacific, Europe and North America including BHP, British Aerospace, CSR, Philips and IT industry companies such as IBM, Microsoft and Oracle; plus many smaller corporations and growth-focused firms. Having a developmentally-delayed grandson, he has personal experience of the challenges facing a family living with disability.



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# What next...

- Present this to the NDIS and get endorsement to pursue the initiative as a pilot (get funding) or as an advisor, employee or contractor
- Further develop “the journey” with linkages to the milestones, baselines, interventions which forms the skeletons of “the roadmap”
- Create a platform/portal to allow carers to conduct their own assessments
- Work with the NDIS to develop a template for an individual to create their own profile, plan and personalized journey and plan



# Thank you

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