

Charter for the Statewide Disability Engagement and Co-design Hub

Mission statement:

The Statewide Disability Engagement and Co-Design Hub (the Hub) aims to create a collaborative environment where people with lived experience of disability, the disability sector, and government entities work together to build their capacity and practice of co-design. This work is occurring in the context of Queensland's service system response to the recommendations of the NDIS Review and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the rich diversity of people and community across our state.

Objectives:

1. Design and deliver engagement and co-design activities as part of planned actions with Queensland Government departments.
2. Establish, train and support a team of co-design practitioners with lived experience of disability to engage with community stakeholders as part of Queensland's response to disability system reform.
3. Establish and deliver curriculum that enhances capacity to connect and engage people in the co-design of policy and program solutions to challenges.
4. Create a community of practice that supports ongoing learning and shared experience of meaningful engagement and co-design.
5. Create a digital clearing house as a repository of resource and story of the work.
6. Delivery of quarterly community forums across the state to bring place-based perspectives into full view

Core values:

1. Inclusivity: Valuing diverse perspectives from all stakeholder groups to promote a comprehensive understanding of issues and input into policy decisions and service design
2. Empowerment: Supporting individuals with lived experience of disability to take an active role in shaping their future and influencing relevant policies.
3. Collaboration: Building a cooperative framework between stakeholders to develop effective and sustainable solutions.
4. Respect: Ensuring all interactions uphold the dignity and rights of individuals, fostering an environment of trust and open dialogue.

5. Transparency: Committing to clear communication and accountability among all partners, maintaining trust and cooperation.

Governance structure:

The Hub is guided by the Disability Reform Implementation Stakeholder Committee (DRISC) which meets monthly and is comprised of representatives from each of the three stakeholder groups – people with lived experience (including family and carers), members of disability sector, and members of government, selected through an expression of interest process.

DRISC makes recommendations to the Disability Reform Implementation Interdepartmental Committee (DRIIC) for approval of an annual workplan. DRIIC is comprised of senior representatives from all relevant Queensland Government departments and is responsible for overseeing implementation of Queensland's commitments under Australia's Disability Strategy through the state disability plan and disability service plans.

The work is operationalised and resourced through a Department of Families, Seniors, Disability Services and Child Safety workplan. Project partners AMPARO Advocacy, Community Resource Unit (CRU), Mob4Mob, and Griffith University provide strategic input and undertake a valuable role in the delivery of activities.

Membership of the Co-design Team

Membership is open to individuals with lived experience of disability, their family and carers. Participation is encouraged and is promoted through targeted outreach efforts. Selection is through an expression of interest process and involvement includes both face-to-face and online activities.

Our processes

Participatory processes include the use of powerful questions as the basis of engagement, meeting in circle, storytelling, the use of open space and world café techniques, in addition to structured interview and focus groups, surveys, and larger forum style events.

Our pattern of engagement follows the U-process of social change (with acknowledgement to Otto Scharmer) which, at most basic level, starts with a question, pulling together a team, then phases of discovery (exploration), sensemaking, then prototyping (generating and testing solutions)

The pattern is used locally and internationally as a pattern of social change, product and program design. It is as relevant to design of a 2-hour forum as it is to a yearlong project tackling a complex social problem.

Evaluation and feedback:

An overarching framework for evaluation of the Stakeholder Engagement and Co-design work has been established and guides the gathering and analysis of feedback by the co-design team and project partners. Periodic assessments through surveys and feedback sessions to evaluate the Hub's impact and effectiveness in engaging all three stakeholder groups. Constructive feedback is used to enhance the activities and products of engagement and ensure they reflect our values and objectives.

Our Community of Practice

A community of practice has been established to bring together both co-design team and event participants on a monthly basis for

1. Knowledge sharing: Members exchange insights, experiences, and practical know-how that may not be found in formal documents or training materials.
2. Skill development: Encourages continuous learning through peer support, storytelling, and sharing of their co-design experiences.
3. Problem solving: Provides a safe space for members to discuss challenges and collaborate on solutions with others who understand the context.
4. Innovation and best practices: Fosters creativity by allowing members to explore new ideas and share effective strategies that others can adopt or adapt.
5. Professional identity and belonging: Strengthens a sense of connection among members who share similar goals, values, and lived experience.
6. Informing improvement of the work: Helps capture feedback and ideas to contribute to the evaluation process and events.

Overview: NDIS Review & Disability Royal Commission

NDIS Review (2023)

The Independent Review of the National Disability Insurance Scheme (NDIS) was undertaken to ensure the Scheme is delivering on its original vision—to support people with disability to live full, independent, and connected lives.

Key Recommendations:

1. Better support outside the NDIS: Improve mainstream and foundational supports so fewer people have to rely solely on the NDIS.

2. Rebuild trust: Put people with disability at the centre of decision-making and improve transparency.
3. Simplify access and planning: Introduce navigator roles and clearer, fairer processes.
4. Focus on early intervention and equity: Especially for children, First Nations people, and people with complex needs.
5. Improve service quality and outcomes: Through better regulation and oversight.

Disability Royal Commission (2023)

The Royal Commission investigated how people with disability experience violence, abuse, neglect, and exploitation across all settings—at home, in education, health care, workplaces, and more.

Key Recommendations:

1. A more inclusive society: Shift to systems that are designed with, and for, people with disability.
2. Stronger safeguards: Establish a new national disability rights framework and improve independent oversight.
3. End segregation: Phase out segregated education, employment, and housing settings.
4. Improve justice and support systems: Ensure accessible complaint pathways and trauma-informed supports.
5. Lived experience leadership: Empower people with disability to lead reforms and shape inclusive policies.