



QUEENSLAND STAKEHOLDER **ENGAGEMENT & CO-DESIGN** STRATEGY

Disability Reform Community of Practice November 2025

*Learn how Queensland is shaping an inclusive future for people
with disability through co-design and collaboration*



Welcome and acknowledgement

We acknowledge the Traditional Owners of the lands on which we meet. We pay our respects to the Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the community.

QDN also acknowledges people with disability who have come before us and died in institutional settings, as well as those who are still trapped in institutions or silenced by institutional practices.

We acknowledge the significant contribution of Queenslanders with disability to the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability and the Independent Review of the National Disability Insurance Scheme (NDIS).



Housekeeping

- To turn on captions press on the Closed Caption button in the bottom middle of the screen, then click ‘Show Subtitles’.
- If you need to see the Auslan interpreters, click on video of the AUSLAN interpreters and select spotlight or pin.
- If you have any technical issues, please call us on 1300 363 783 or put a message in the chat.



Key aims of this Community of Practice

- Share knowledge
- Develop skills
- Problem solve
- Discuss innovation and best practice
- Strengthen a sense of connection among members who share similar goals, values and lived experience.
- Foster continuous improvement in co-design processes



Introduction to the Co-design Team





Snapshot of Co-design Team engagement in numbers

Total numbers of:

- Engagements:
 - Community Forums: 21 forums, 505 attended
 - Foundational Supports Deep Dives: 7 locations, 93 participants
 - Workshops/focus groups: 70 participants
- People engaged in capacity building: 205
- Hours of co-design involvement in projects: 209 (as of September 2025) in more than 50 engagements



Introducing Dr Patsie Frawley

- Associate Professor at the National Centre of Excellence in Intellectual Disability Health
- Worked for almost four decades alongside people with intellectual disability
- Co-designed research approaches, and accessible knowledge translation methods and materials



QDN Disability Reform Community of Practice

Co-Design: authentic, meaningful, transformative

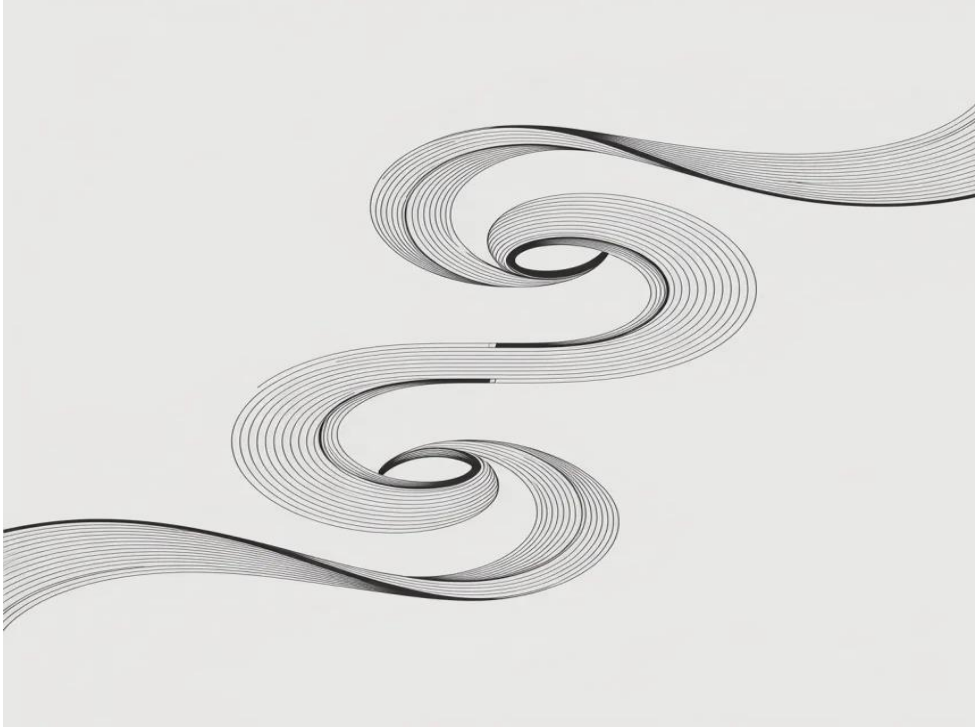
**Patsie Frawley,
Associate Professor
National Centre of Excellence in Intellectual Disability health**

Session Overview

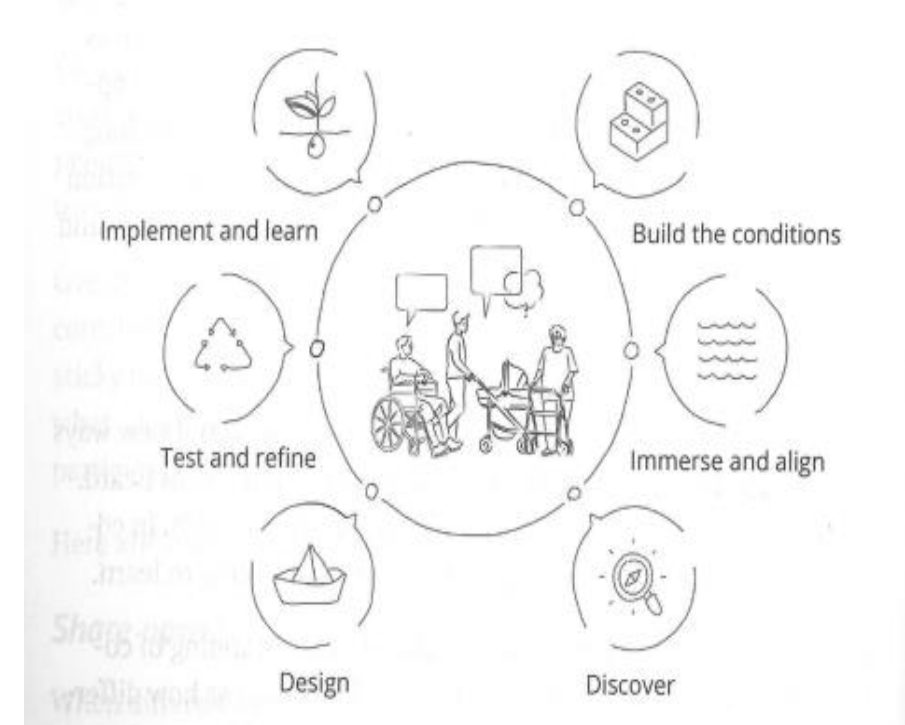
- What is Co-Design?
 - Authentic and meaningful
 - Transformative
- 



“Opportunities are the key”



Gemini AI



McKercher, 2020)

“Co-design is an **approach** to **designing with, not for**, people. It involves **sharing power, prioritising relationships**, using **participatory means and building capability**. A co-designer is someone who is part of a co-design team throughout the co-design process...A co-design team is made up of **people with lived experience, professionals and provocateurs**” (McKercher, K., 2020 Beyond Sticky Notes: Co-design for Real: mindsets, methods and movements)

“Focussing experiences”.....authentic and meaningful



Before togetherness

OFFER GENUINE INVITATIONS

Focus on what people can contribute.
Look beyond the usual suspects
and in unusual places. Invite people
to share their strengths first.



Before togetherness

BUILD RELATIONSHIPS

If you don't have time to build
relationships, you don't have
time for co-design.



Together and beyond

CONNECT CO-DESIGNERS

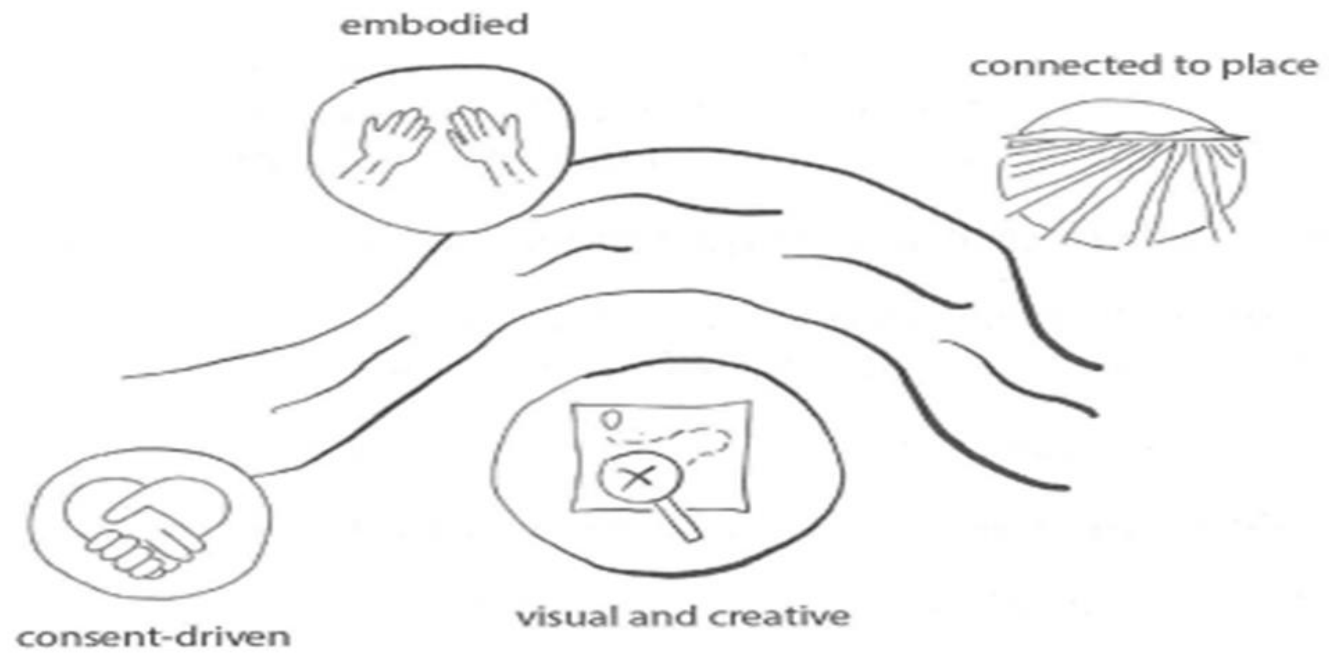
The relationships are the work
– do not rush to 'doing'.



Before togetherness

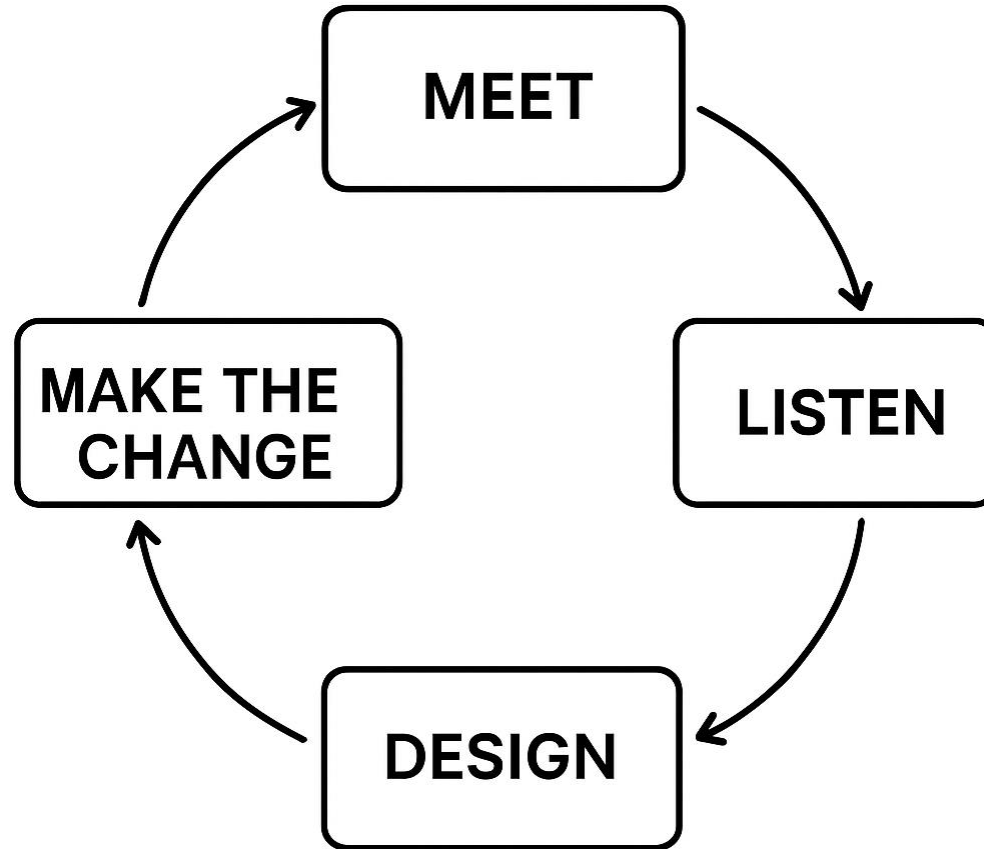
WIDEN INCLUSION

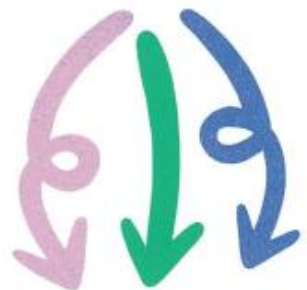
Design and co-design are not
inherently inclusive; we have
to make them so.



McKercher, (2020)

“Action Focussed”...transformative





Before togetherness

ASSESS THE FIT

Determine if the work you want to do is needed, if it will add value to the lives of people with lived experience, and if you should lead it.



Before togetherness

ESTABLISH A SUPPORT TEAM

After assessing the fit, form a support team to guide and care for co-designers. Include these roles: convener, design coach, coordinator, healer and community connector.



Before togetherness

PRE-EMPT BARRIERS

Pre-empt possible barriers to increase accessibility and reduce shame. Consider people's identities, emotional safety, culture, triggers and neurotype.



Before togetherness

RECRUIT WISELY

Carefully select professionals to work alongside people with lived experience.



Is co-design needed?

What has already been done? Will this new work add value, or fatigue? Will this work increase or reduce people's power and dignity? What's the history of the context according to the people within it? How do they talk about their past, present and future? What's happening now in that context? Is this the right time?

Do I need to lead co-design?

Who am I to the people I want to work with? Who would we be together? Are there significant power differences? Am I relatable to the people I would be working with? Do they see me as trustworthy or capable of earning trust? Am I the right person to lead this work?

If you're working amongst long-term harm, violence or disadvantage, the healer and community connector will play considerable roles upfront and throughout. Don't jump straight into design activities.

One person can't play all of the support roles

When resourced poorly, co-design fails before it begins. If it does get off the ground, the people who are supporting the process burn out. Burnt out, they won't deliver the Model of Care for co-design.

Common failure points for making co-design accessible include:

- Poor or limited timing of sessions
- Lack of transport and support with transport
- Inaccessible and unwelcoming venues for sessions – for example, expecting children to come to formal adult places
- Lack of child care for participants who are parents
- Language barriers and no interpreters
- Depersonalised and poor communication from the support team
- Lack of access or confidence in using digital platforms

Part of delivering on our duty of care to co-designers is carefully selecting professionals to work alongside people with lived experience.

This is a shift, as we usually think about who professionals want in the room, not who people with lived experience are comfortable with. While we can grow professionals' capability to share power, we can't recruit professionals who will harm and demean marginalised people through their words or actions.



Creating safety

- Explain the purpose of the session, what the session will entail, the target audience and how participants will be asked to participate
- Give clear timings for when the guest speaker will be on; when breakout rooms start.
- Have more time for discussion, peer-to-peer conversation
- Share resources in accessible formats
- Have fewer topics to get a deeper understanding of issues

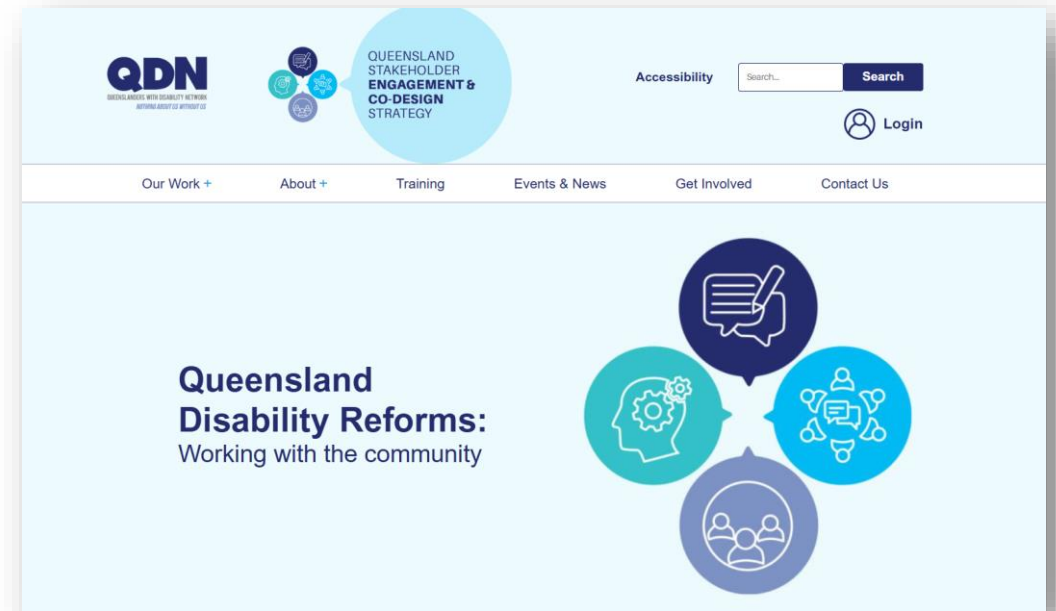


Breakout rooms



How to stay informed

- Explore our website - www.qldcodesignstrategy.qdn.org.au
- Register for co-design training
- Come to a community forum
- Contact us at admin@qdn.org.au



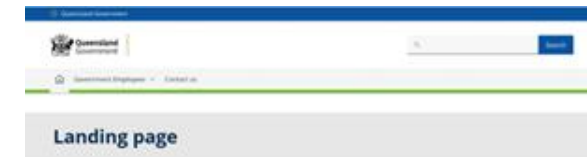


Collaboration Connect

- Collaboration Connect launching on ForGov soon!
- Articles, tools and a resource library
- Capacity building cross-agency collaboration
- Share your resources with the team
- <https://www.forgov.qld.gov.au/service-design-and-delivery/governance-and-collaboration/collaborating-in-government>

Disability Action Week

- QDN is hosting a webinar on Friday 28 November from 10am – 12pm
- Everyone welcome





Wrap up

- Thank you for coming!
- The next Community of Practice is on Thursday 19 February 2026 at 10am



Counselling support services

- **Lifeline** – 13 11 14 – Call Lifeline 24/7 for crisis support and suicide prevention services. Text support is also available – 0477 131 114.
- **Beyond Blue** – 1300 224 636 – Call Beyond Blue 24/7 for advice, referral and support from a trained mental health professional.
- **13 Yarn** – 13 92 76 – 13 YARN is a 24/7 national crisis support line for Aboriginal and Torres Strait Islander people.
- **QLife** – 1800 184 527 – QLife offers phone and online anonymous LGBTIQ+ support and referral. 3pm-midnight local time every day.
- **DVConnect** – 1800 811 811 – DVConnect offers a 24/7 domestic violence helpline for Queenslanders to find a pathway to safety.
- **Blue Knot** - 1300 657 380 - 7 days a week between 9am - 5pm AEST/AEDT



Post-forum survey

Scan the QR code to take the survey.

By completing this survey, you agree that your response will be used in QDN and our project partner's evaluation of the work being delivered as part of the Strategy.





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