

Changing Lives, Changing Communities

...taking my place



Final Report: Changing Lives, Changing Communities

June 2020

What will it take to create communities where everyone contributes, matters and belongs?

Across Queensland, communities are working together to make a difference, to create a place where everyone contributes matters and belongs.

Friends, colleagues, neighbours are taking their place to drive change in their communities.

At *Changing Lives, Changing Communities* people are creating stories of their communities, building stronger relationships, and taking action for change.



This document brings the final project report that outlines the processes and work that was undertaken and a summary of the impacts and outcomes for the Changing Lives, Changing Communities over the period from July 2018 to June 2020.

The Changing Lives, Changing Communities events in Toowoomba, Mackay, Townsville, Brisbane, Gold Coast, and Normanton are funded through Information, Linkages and Capacity Building (ILC) National Readiness Grants - National Disability Insurance Agency (NDIA) – a partnership between Queenslanders with Disability Network (QDN), Queensland Council of Social Service (QCOSS) and Queensland Human Rights Commission.



Contents

What will it take to create communities where everyone contributes, matters and belongs?	2
About QDN's work.....	5
Executive summary.....	6
Impacts, outputs, and outcomes	7
Participants	7
Local Champions	8
Overview	11
The Model	13
Core elements of the model and approach	13
Timeframes	13
Community capacity.....	13
A shared purpose to bring people together	13
People with disability co-designing, co-producing, and co-delivering	14
Methodology and approach.....	14
Place based	14
Participatory Leadership/Art of Hosting	15
Hosting Teams	16
Two-day Forums.....	17
Year 1	18
Year 2	18
The flow of day 1 and day 2.....	18
Marketplace	19
Local Champions.....	19
Community of Practice	20
Evaluation Framework	22
Survey.....	23
Key learnings.....	25
Feedback from range of participants across locations	26
Harvest – Summaries of each forum	27
Toowoomba.....	27
Round 1	27
Round 2	27
Mackay	28
Round 1	28
Round 2	28
Brisbane	28
Round 1	28
Round 2	28

Caboolture	28
Round 1	28
Round 2	28
Gold Coast.....	28
Round 1	28
Round 2	28
Normanton.....	28
Round 1	28
Round 2	28
Appendix 1: Design of Changing Lives, Changing Communities forums	29
Round 1:	29
Round 2:	29
Appendix 2: Round 1 projects and ideas	30
Appendix 3: Round two project summaries	33
Toowoomba: 3 and 4 September 2019	33
Project 1: Inclusion in early learning (birth to five years)	33
Project 2: How do we unsilence the silent?	33
Project 3: A community in recovery	33
Project 4: Butterfly hands: Deaf can do	34
Project 5: A support group where everyone feels welcomed and valued.....	34
Mackay: 9 and 10 October 2019	34
Project 1: Circle of support	34
Project 2: Access and inclusion group.....	35
Project 3: Inclusive activity group	35
Caboolture: 3 and 4 December 2019	36
Project 1: How can we support the community to identify and address access concerns for people with disability?	36
Project 2: Bhutanese Nepalese Association of Queensland (BNAQ) Festival	36
Project 3: Is everybody here expo	36
Project 4: What is the most effective way to get information to individuals and groups about climate change?.....	37
Brisbane: 3 and 4 March 2020	37
Project 1: Fashion for all	37
Project 2: Inclusive co-design approaches to planning	38
Project 3: The Shady Lanes Project	38
Project 4: A learning journey for Queensland self-advocates to New Zealand: An Australian Exchange	39
Appendix 3: Evaluation survey.....	40

About QDN's work

QDN is a member driven organisation with over 2000 members and supporters across the state, representing a diverse range of people with disability.

Our Vision is that people with disability are active and valued citizens.

Our Mission is empowering people with disability to be fully included as citizens in the social and economic life of the community.

Our Motto is "Nothing about us without us"

QDN embeds Our values in all that we do, these include:

- AUTHENTIC VOICE - We are with, and for, all people with disability and ensure those with limited or no voice are heard and valued.
- COLLABORATIVE ACTION - We work together to learn from the collective experiences, values and wisdom of people with disability.
- RIGHTS - We believe in and model a human rights approach that recognises disability as a social issue.
- RESPECT - We value human difference and diversity and build mutual respect through openness and fellowship.
- RESILIENCE We are hopeful, even about the most complex challenges, and are here for the long term.

"Like everyone I expect change, but until you take on that role yourself to implement change, you are sitting back and not being a driver of change. People passively want change, but are not doing anything about it, they are navigators not drivers. Until you step up to the mark yourself, make your own change, others will join, you have numbers with you, then change can happen".

Participant from Gold Coast

Executive summary

The Changing Lives, Changing Communities (CLCC) project worked alongside six communities across Queensland in hosting local conversations, local story telling, local visioning and local action to build capacity and inclusion, and progress towards our vision of communities where everyone contributes, matters and belongs. CLCC focused on working to build communities where people with disability are included in all aspects of community life. The approach focused on people with disability actively contributing to leading, shaping, and influencing their community.

Queenslanders with Disability Network (QDN) was funded through the National Disability Insurance Agency (NDIA) Information, Linkages and Capacity (ILC) grant over two years from July 2018 – June 2020 to deliver CLCC in six communities:

- Brisbane: key metropolitan city
- Mackay: regional hub with population impacts by changes in mining and employment
- Caboolture: community with broad cross section of marginalised and disadvantaged people
- Gold Coast: large geographic location with limited transport infrastructure and large transient population which impacts upon mainstream services
- Toowoomba: rural community that is a connector to many small rural and remote communities in state's south west
- Normanton: remote community in gulf of Carpentaria with high population of people from Aboriginal and Torres Strait islander backgrounds

The project was delivered by QDN and project partner Queensland Council of Social Service (QCOSS), with an additional partner supporting the work over the two years; the Anti-Discrimination Commission Queensland (ADCQ), now the Queensland Human Rights Commission (QHRC). Local Government Councils were key partners in each community and played a vital role in planning and delivering the forums. Through the partnership with QCOSS, a further six locations were also identified for delivery of Changing Lives, Changing Communities, leveraging existing activity in these areas. These locations were: Fraser Coast, Capricornia, Gladstone, Townsville, Cairns and Mt Isa. While these did not have a specific focus on people with disability, many people with disability attended with comparable outcomes met.

The CLCC program had a core focus on building leadership, connections, and capacity building for people with disability at a personal and a community level. This focus was guided by the ILC Outcomes Framework and aligned with QDN's four key pillars of inform, connect, lead and influence.



“This is one of the first events I have seen that brings individuals, stakeholders people living with disability together on a similar standing. I have been to many meetings for services, many of participants and many in the government circles and mainstream. This in one of the only forums we were all the same level of influence.”

Participant from Caboolture

CLCC was designed using a strength based, participatory model which included the following key elements, including:

- Place based approach: localised and responsive to community need
- Embedding participatory leadership/ Art of Hosting practice and methodologies: including all voices and building capacity in leadership
- Local Hosting Teams: ensuring local input, leadership, engagement, and participation
- Two-day forums in community: building connection, storytelling, information, and vision leading to action across a broad range of community stakeholders
- Local Community Champions: supporting leadership of people with disability
- Community of Practice: sustainable and ongoing support for Community Champions in sharing learning and practice in their communities
- Two-day training for Community Champions: building skill and capacity in leadership, at an individual and community level

Impacts, outputs, and outcomes

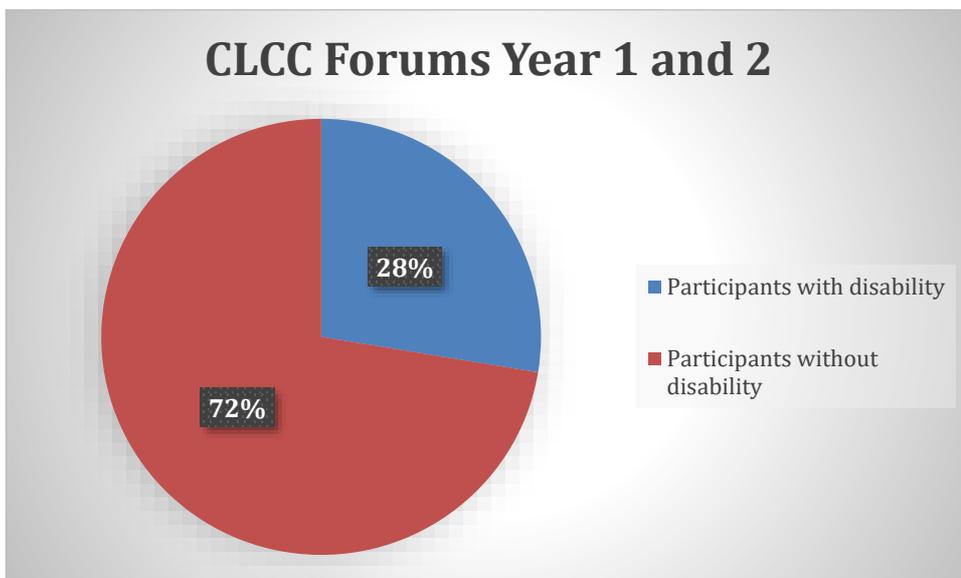
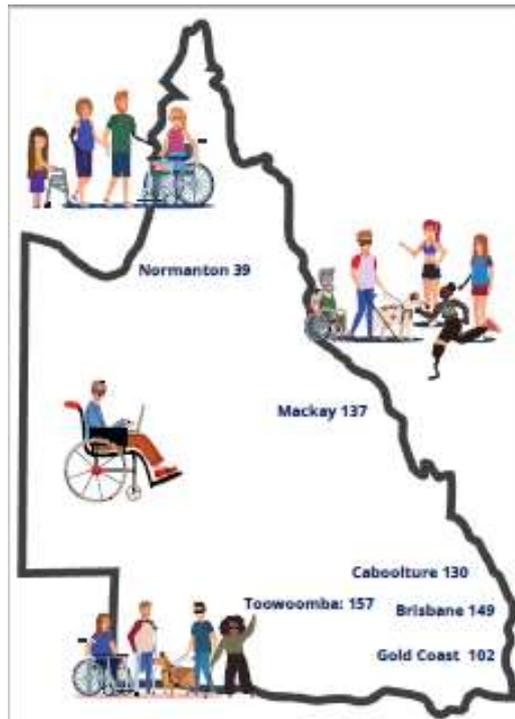
The CLCC forums drew together a diverse group of people in local communities that included people with disability, community members, local, state and commonwealth Government agencies, disability and community service providers, and broader mainstream services.

The following provides a summary of the impacts, outputs, and outcomes across the two years of Changing Lives, Changing Communities:

Participants

Number of people attending forums in six ILC locations: 714





Number of people with a disability attending forums in ILC locations: 183 (27%)

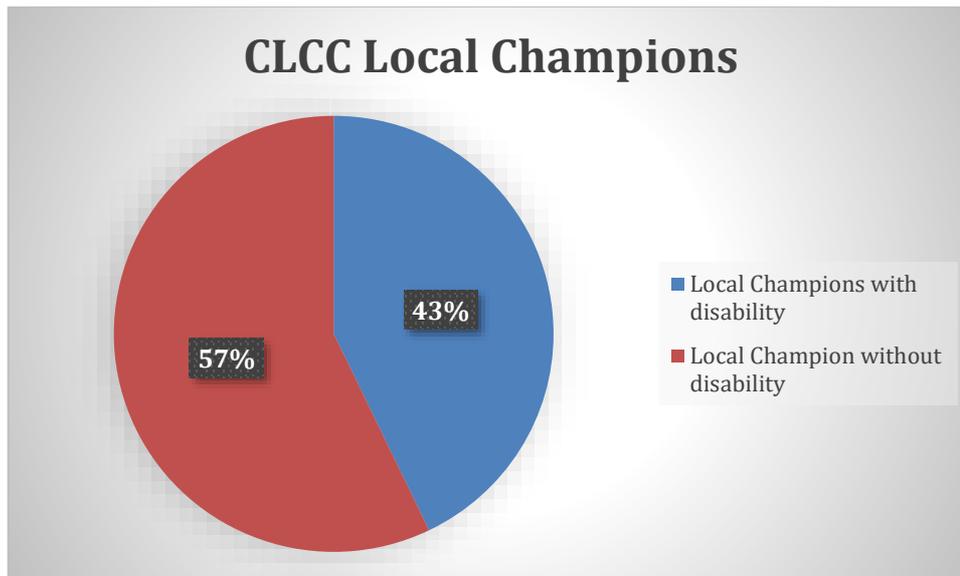
Of participants in year 1 and 2, 12% identified as Aboriginal and Torres Strait Islander and approximately 20% identified speaking language other than English at home

Local Champions

QDN Leaders in ILC Locations: 13

Local Champions with disability who participated in training total: 22

CLCC Local Champions



An evaluation framework was developed with both qualitative and quantitative measures included at both individual and community level outcomes.

Key indicators of change as per evaluation data; round 1 and 2 and comparison.



Some additional indicators of change from the survey data included:

- People feel like they can contribute to their community *(increased by 13% in round 1 and 16% in round 2)*
- Knowing supports and services that exist in community *(increased by 9% in round 1 and 5% in round 2)*
- Having strong connections in their community *(increased by 8% in round 1 and 7% in round 2)* and
- Strong connections between services and supports in their community *(increased by 8% in round 1 and 7% in round 2).*

Where did the idea of Changing Lives, Changing Communities start?

During 2016 and 2017, QDN, QCOSS and the Townsville City Council successfully worked together to host 2 events as the beginning work of Changing Lives, Changing Communities. The first one, "Bringing the NDIS to life" was held in June 2016 over two days and had approximately 100 people in attendance. It demonstrated positive outcomes and benefits that provided a platform for people in the Townsville community to connect, share information, and identify three

projects to influence and shape change within mainstream services that was community led and community owned. As a follow up, in May 2017, the three organisations successfully partnered again to bring together over 70 participants in the participatory forum “Changing Lives, Changing Communities”.

“The diversity of people and organisations attending was the major strength of the event.”

Participant, Round 2

Overview

The CLCC project recognised that each community is unique, and the issues and challenges within each community are particular to that place and that community. The model is founded on

- a belief in the *inherent strengths* in people and communities, and that communities are best placed to lead what is needed to generate positive change.
- the importance of *people with disability* being *involved from the beginning*, and that the role and voice of people with disability is critical in creating inclusive communities.
- critical issues 'in place' to *co-create solutions* to ensure everyone is included and can access what they need, like a place to call home, good health, transport, education, and meaningful employment.

CLCC focused on ensuring people with disability have access to up to date information, linking them with mainstream and community providers, building connections. The project placed people with disability in a place of leadership in their own lives and in the community to identify what is working well, and influence and shape how things can be improved so people have better access to information, that enables them to make informed decisions.

CLCC acknowledged the integral role that the National Disability Insurance Scheme (NDIS) has played in enabling change in people's lives, in increasing access and inclusion in communities. Alongside this, is the role of mainstream services and community to work together to co-design solutions to deliver improved outcomes for people with disability to live an ordinary life.

CLCC consisted of a range of key elements and ingredients to deliver a community led forum with the focus on people with disability as leaders and contributors who belong and matter in their communities. This included:

1. A shared purpose to bring people together including a 'calling question' that people connect to at individual, group, and community levels
2. People with disability co-designing, co-producing, and co-delivering the forums
3. Methodology and approach that enables everyone to contribute their diverse voice, act and test approaches to change:
 - a. Place-based
 - b. Participatory Leadership/ Art of Hosting
 - c. Developmental over two-three years
4. Establishing a core local hosting team in each location reflective of the leaders of each community
5. Delivery of a collaborative forum, inclusive of all members of the community
6. Establishment of community of local champions from locations across Queensland
7. Establishing a shared vision for an inclusive community
8. Co-creating community led actions to build more inclusive communities

The CLCC team worked to identify a core *hosting team in each community* made up of community members, community and disability service providers, local council, mainstream services, and people with disability. QDN had an existing leader with disability and an emerging leader with disability part of each hosting team from the beginning, and these fourteen people played a critical role in the work of this project over the two years. The hosting team had a key role in engagement, planning and invitation as well as a key role in delivery of the two-day forum.

The forums created a space and new ways for all people to come together in conversation – people with disability, citizens, community organisations, private sector and government to envision and ask how we can collectively do better to ensure everyone is included, can contribute in a



meaningful way and has a sense of belonging to their community. The design of the two-day forum followed an agenda of sharing stories of inclusion and what is working well in this community and then processes to bring people together to turn *ideas to action*. A combination of storytelling, appreciative inquiry, participatory process, theories of change and project development to ensure that people feel confident, capable, and supported to move from issues to solutions.

After the first round of CLCC forums, a broader invitation was extended to participants from the community to nominate to be '*local champions*' in their community. The Local Champion model built the skills of natural leaders in community, regardless of their professional role, to be a point of contact at a local level, and to learn how to co-create, lead and influence change in their communities.

The Local Champions participated in a two-day training in Brisbane at the end of Year 1, focusing on participatory process, to build and strengthen their capacity to be active leaders in their communities. Local Champions then participated in a series of *Community of Practice sessions* to share stories, skills, learnings, and practice at a local level, in addition to learning new knowledge and skills to support them in their work/life.

In the period between the two rounds of forums, an invitation was extended to the hosting team and participants of the forum to come together for "Momentum Meetings" to reconnect and touch base on any developments on projects, ideas and connections made at the forum, and begin the conversation about the next forum and how work could be supported and sustained long term.

The Local Champions were integral to the organisation, design and hosting of Round 2 of the forums, and are a key element in building capacity to drive social change at a local level. The second forum had a more focused intent *on driving action and collaborative work* together at a local level.

Two of the forums were unable to go ahead due to the impact of COVID-19 in the first half of 2020. A '*deep dive*' into leadership for people with disability was undertaken with Local Champions as an additional element of the project. The findings from this 'deep dive' session is provided in a separate report.

" I have been to hundreds of workshops, this was different because they were bringing people with disability and the community together in the same place at the same time for the first time ever on the Gold Coast...the voices of persons with disability were heard loud and clear; and were an accepted presence in the room".

QDN Local Champion, Gold Coast

The Model

QDN and our partners are committed to the collective work of making Queensland an inclusive and thriving place for all people, in every community. We believe that recognising and valuing the strengths inherent in communities, building on that foundation, and working alongside people is the key to social change. Communities are thirsty for a way to be more involved in that change, to have a voice in the things that affect them, and work together to build hope, possibility, and opportunity. The Changing Lives, Changing Communities model provides a framework for working alongside communities to move from ideas into action together, being active citizens in the creation of community where everyone feels they can contribute, that they matter, and they belong.

Core elements of the model and approach

Timeframes

The work, with a minimum of two years' timeframe in communities was a key ingredient to the success of this approach, to not only build and strengthen relationships, but also build leadership capacity and skills to ensure sustainability into the future. Hosting a one-off forum may provide a space for some initial conversations, however the ability to commit for two years at each location enabled relationship and connectedness. Being able to measure the initial outcomes of forums and individual impact can be challenging, as a personal shift in thinking, and action may not immediately be evident and requires ongoing connection, engagement, and capacity building.

Community capacity

The process of building relationships in each community and involving people in the design and implementation of the forums, including community champions is essential, and builds momentum over time. The foundation of the model is building capacity at an individual level, for community members to step up, and feel confident to generate ideas and act at a local level. People are experts in their own lives and know what their community needs. The forums were an opportunity to create the environment for people to come together with shared purpose and develop a shared vision for an inclusive community, identify their ideas and plans for action, and develop the connections, confidence and skills to be able to participate and contribute to their community.

The key elements of the model intersect and create a reflective cycle of action learning that builds on what exists and develops individual, group and community leadership.

A shared purpose to bring people together

Having a shared purpose is key to getting interest and bringing people together. In CLCC, the shared purpose was focused on inclusion of people with disability in communities. It is a shared purpose across people with disability, families and carers, disability service providers, community, and mainstream services and three levels of Government. Inclusion is a core policy and legislative driver and sits at the international level of the United Nations Convention on the Rights of People with Disability.

One of the key features of bringing people together, is having a way of 'inviting' people into the conversation. In designing the forum, the key way of bringing people together included developing a 'calling question' that people connect to at individual, group and community levels. You can find out more information about the art of crafting power questions in the guide "The Art of Powerful Questions by Vogt, Brown and Isaacs.

Focused on the elements of inclusion, the core question for Changing Lives, Changing Communities was "What will it take to create communities where everyone contributes, matters and belongs?". It brings together the elements of inclusion that includes diversity, relationships with others, agency and identity, valued role and belonging.

People with disability co-designing, co-producing, and co-delivering

People with disability actively shaping, leading, and influencing their lives was another core element to the delivery of Changing Lives, Changing Communities. People with disability were central to the design, production and delivery of the workshop through roles in the hosting team, and as key note presenters in delivering stories of change – many that related to people’s access to the NDIS and the change that it had brought to their life in enabling them to get a job, start a business, connect with others, start playing a sport, and more broadly participate in their community.

CLCC also had a focus on transference of knowledge and skills through positive power of peers to share information and show what is possible. People with disability and their families as keynote speakers, sharing their stories of change enabled participants at the forum to see the skills, capability, and strengths of people with disability and their valued role in community. People with disability as facilitators and leaders of the forum also provided an opportunity for them to build their skills and knowledge of facilitation and engagement as well as develop broader and stronger networks across participants and community.

Methodology and approach

Place based

The success of Changing Lives, Changing Communities does not stand alone. It is integrally linked to a broader, evidence-based vision for place-based approaches to be embedded across communities. Place-based approaches mean that:

- communities have a say in decisions that affect them at local and system-wide levels
- community leadership and solutions reflect the diversity of each community
- communities have access to a coordinated approach to community change.

The critical components of a place-based approach in community include:

- agreed place
- shared vision and commitment to outcomes
- working together
- community engagement
- local collaborative governance
- a cycle of integrated learnings

QDN and our partners support place-based approaches because they provide an opportunity to generate better ways of working: cross-community, cross-sector and cross-government; they promote devolved decision making and innovation; and they empower people to be involved in their future and their communities.

Changing Lives, Changing Communities provides a solid foundation for place-based approaches by engaging with citizens, service providers, the private sector and government to explore together what is needed, build relationships and networks, and co-create actions. It builds confidence and connection in community and strengthens the capacity to move forward collectively.



ideas for action

- Locally based responses and work rely on understanding the community, understanding who the key leaders are in each community (both natural leaders as well as people in positions of leadership) and the strengths of each individual community.
- It is important to bring people together with a shared purpose and commitment to work together.
- It is critical to engage at the beginning with Aboriginal and Torres Strait Islander people and Traditional Owners. First Nations Peoples perspectives and knowledge are often marginalised or ignored in mainstream engagement. Their voice, support and knowledge are integral to any approach that seeks to address social disadvantage, inequity and inclusion.
- More detail and a guide to place-based work can be found <https://www.qcoss.org.au/contents-page-for-place-based-approach-and-toolkit/> here

Participatory Leadership/Art of Hosting

Art of Hosting is an effective way of harnessing the collective wisdom and self-organising capacity of groups of any size. Based on the assumption that people give their energy and lend their resources to what matters most to them – in work as in life – Art of Hosting blends a suite of conversational processes to invite people to step in and take charge of the challenges facing them.

Participatory process is core to the model used in Changing Lives, Changing Communities. The methodology and practice are embedded in the approach used to undertake community and stakeholder engagement including the design of the forums, and the capacity building work with the Local Champions. It is an integral part of the effectiveness of the engagement and ensures that all voices involved are heard, can learn from each other, build relationships, and have mutual understanding of need, purpose, and the ability to act together. The engagement process is designed so that people in community not only feel that their needs have been voiced but take an active role and responsibility in any identified actions. Art of Hosting processes provide strong containers for the development of shared purpose and plans and minimise opportunities for the promotion of personal potentially divisive agendas.

Groups and organisations using Art of Hosting as a working practice report better decision-making, more efficient and effective capacity building, and greater ability to quickly respond to opportunity, challenge, and change. People who experience Art of Hosting typically say that they walk away feeling more empowered and able to help guide the meetings and conversations they are part of and move towards more effective and desirable outcomes.

Conversation, more than any other form of human interaction, is the place where we learn, exchange ideas, offer resources and create innovation. However, not every conversation works like this. Many people experience meetings that waste time, conversations that feel more like debates, and invitations to input which turn out to be something altogether different. People want to contribute, but they cannot see how. Leaders and facilitators want contribution, but they do not know how to get it.

Participatory Leadership requires us to operate at four levels at once—individual, team, community/organisation, and global. These four levels are connected and learning at each of these levels informs learning at the others. Building capacity in this practice at an individual and community level through all elements of the CLCC program has provided tools, skills and frameworks for participants and Local Champions to utilise in an ongoing way.



ideas for action

- Art of Hosting/Participatory Leadership is a practice, which means skill and knowledge build over time. It is more than the methodologies and tools as it requires personal reflection, authenticity and understanding of what challenges us in our work and life. It is important to bring people together with a shared purpose and commitment to work together.
- If using Art of Hosting in your work, it is recommended to undertake a three-day Art of Hosting Training to ensure a broader understanding of the Principles, Practices and Processes that underpin this way of working.
- If using Art of Hosting in your work, it is recommended to undertake a three-day Art of Hosting Training to ensure a broader understanding of the Principles, Practices and Processes that underpin this way of working.
- At its heart AOH inspires us to listen to all of the voices in community, bring them together, to understand diverse perspectives and seek to find shared action for change.
- More detail information about Art of Hosting can be found <https://www.qcoss.org.au/contents-page-for-place-based-approach-and-toolkit/> here

Hosting Teams

This approach to Changing Lives, Changing Communities is one that is strengths based, participatory, and co-designed. The work has included establishing a local hosting team in each location in the lead up to the hosting of the forum. The core hosting teams were drawn from established and emerging leader with disability in each community. Additionally, other key stakeholders and leaders that included representatives who are community members, local Council's Community Development branch; key community and disability organisations including neighbourhood centres; key mainstream services and the NDIA Partners in the Community – Local Area Coordinator (LAC) and/or Early Childhood Early Intervention Provider.

These Hosting Teams met together both face to face and in virtual space for three months prior to the hosting of the forum to ensure a strong engagement with the broader community and was reflective of the uniqueness of each location.

The Hosting Teams used participatory process in their meeting design to build capacity, understanding and skill at an individual level in different and more effective ways of working together. Through having people with disability as part of the facilitating team, to co-design, deliver and facilitate the forums, it enabled information to be conveyed in a way that was accessible and user friendly, increased engagement with people, and also showcased people with disability as leaders. The Hosting Teams ensured that the forum was delivered at a time appropriate to community, engaged with the broader community, and ensured the forum's speakers reflected the work of inclusion within each community across business, community services, Council, Government, sporting and recreation, education, etc. The members of the Hosting Teams in each community were largely consistent across the two forums, with many of those involved in Round 1 of the forums choosing again to be a part of the Hosting Teams in Round 2. Because of the focus on relationship building and skills development in the first round, many of the Hosting Team members took an increased role in Round 2, feeling confident to host participatory processes at the forum, and take on other leadership roles.

“Multi layered; people with disability connecting to services, and managers from organisations have an insight on the people coming through the system and understanding that there are those that are not engaging. There is a lot of work still to be done, but the forums captured those that will to step up to the plate, voice their opinions and connect with others in the community and expand their range of connections and networking”.



ideas for action

- Include a diversity of experience, influence and voices on your hosting team to ensure a cross section of the community: the micro reflects the macro, meaning that what is represented at the Hosting Team level will be represented in the broader community event/forum/meeting
- Meet regularly and early before any planned event/forum/meeting to build skills and relationships and help ensure your engagement and invitation to the community is diverse and tailored to the community
- Work together to develop a strong invitation and ‘core question’ that calls people together with a shared purpose. Creating powerful questions that generate ideas, energy and curiosity are integral to vibrant conversation and outcomes
- Use participatory process in your meetings to increase skill and capacity and ensure all voices are heard equally. Use Circle practice as a tool to create a container to diffuse power, encourage leadership, and focus on what needs to happen
- Create a safe and welcoming environment that is accessible to all participants
- The purpose of the meeting/forum needs to remain the focus to help keep people on track and help people connect on what is important to them.

Two-day Forums

The design of the two-day forum followed a structure of stories of change, generation of ideas, and action planning. A combination of storytelling, appreciative inquiry, participatory process, theories of change and project development to ensure that people feel confident, capable, and supported to move from issues to solutions. Art of Hosting practices and methodologies were central to this design and provided a strong container where people could connect, build relationships, share ideas, share their story, and vision together for the actions required to make their community one where everyone had the opportunity to contribute, felt like they mattered, and had a sense of belonging. The forums also provided an opportunity to build the capacity and knowledge of participants to understand services and systems and approaches to change.

The forums included a variety of engagement approaches to bring people together:

- Large group discussion
- Individual speakers to deliver
 - local scene setting about what is happening in this community as introduced by key leaders in the community
 - Local speakers with a focus on stories of inclusion
- World Café
- Appreciative Inquiry

- Open Space
- Dialogue Walk
- Designing for Wiser Action



Year 1

In year 1 the forum focused building people's understanding and connection to how they can play their part in creating an inclusive community. The program for the two days included stories of inclusion from individuals, community members, organisations and businesses with a diverse range of speakers and stories reflective of what was happening in each community including people with disability as key presenters sharing their stories, including via assistive technology. It also included conversations that focused on understanding what was currently happening in their community, and what is needed to take individual and collective action for leading and influencing change to build more inclusive community.

Year 2

In Year 2 the forum focused on people stepping up to take their place in creating and driving change for a more inclusive community. The forum enabled information to be shared that showed people who had taken on this leadership role and to share what they were doing and how as a way of helping others see that everyone has a role to play in making and effecting change, and that everyone can take their place in doing this.

The flow of day 1 and day 2

Day 1 of the forum had a focus on inspiration, deepening peoples understanding of what true inclusion looks like, exploring what already exists, and visioning for what could be, and what people can do individually to contribute.

This provided the opportunity to showcase the stories and experiences of people with disability, and to hear stories of real inclusion at a locally at an individual and community level. These stories of inclusion provided inspiration and validation of the work already being done in communities.

Processes used on the first day ensured that all voices in the room were heard and had the opportunity to contribute their knowledge and story. This challenged people to build their own skills in listening and understanding and built a collective appreciation for what strengths the community already had, what was working well and how it could be strengthened and built upon.

Day 2 of the forum had a focus on moving the ideas and inspiration generated on day one into action.

Participants were challenged through building their own skills in listening and storytelling to identify what courage is required personally for positive change and inclusion, as well as what is required at a community level. This helped increase peoples' understanding about what is required to move forward into action and facilitate change for themselves and their community.

The design arc of the forum moved to ideas and action on the second half of the day. Participants were invited to host conversations to explore their ideas, projects and questions about things that were important to them, putting ideas into action reflecting local need and energy.

Marketplace

At the end of the first day of the forum was a community marketplace to showcase local services and the role they are playing in communities to promote inclusion. This marketplace also serviced the purpose of a way of participants connecting with what services and supports exist in their community. Service providers, NDIA, employment agencies, support services, educational institutions, businesses and social groups were invited in to host a space in the marketplace for participants to be provided with local information and services, build relationships with providers and have the opportunity to engage, ask questions and link in. This was an informal space created after the two days to network and get access to additional information and providers at a local level, and to showcase local services who were playing a role in promoting inclusion the community

“One of my greatest learnings was to know that in different parts of Queensland, people are trying and attempting different roles and projects. There are so many people doing similar things, it is great to be able to connect and learn from each other”.

Participant Mackay

A more detailed description of the design of the two-day forum can be found at Appendix 1.



ideas for action

- Make sure you have a strong core question and invitation to your event/forum/conversation that sparks curiosity and energy so that people are inspired to attend. Having sufficient lead in time will help people to organise to attend.
- Create a warm and welcoming space for people to come to that is accessible to all. Ensure that people are able to access the venue and event in a physical way, but also ensure that you have considered the communication needs of potential participants, including; interpreters, captioning, microphones, visual needs, support needs etc.
- As a Hosting Team, discuss and decide on what outcomes you want from your forum/event in community and design the structure of the day to meet those outcomes (harvest)

Local Champions

To build upon the model of having people with disability as key members of the hosting teams, and in recognition of the need to develop broader skills, knowledge and leadership, at the end of the first round of forums, participants of the forums were asked to put forward an expression of interest to nominate as Local Champions in their local area and participate in a training and development in Brisbane. The local champions come from a diverse group that reflect the range of experience, life skills and ability of participants of the forum. There was a total of 22 people with disability who participated in the training and development that included the 14 QDN members part of the round one hosting teams, and other identified leaders with disability. The group also included people from the community sector, the disability sector, local government, and citizens with an interest in learning and developing the leadership to build more inclusive communities.

The Local Champions are a core element of the ongoing sustainability of Changing Lives, Changing Communities, in nurturing and building the leadership, confidence, capacity and capability of people

with a disability at a local level. They were integral to the organisation, design and hosting of Round 2 of the forums, and are a key element in building capacity to drive social change at a local level.

The Champions undertook a two-day program learning tools and techniques used in the Art of Participatory Leadership. The hands-on program supported participants to develop their skills, knowledge, and experience in driving community-led change. They learned how to use their voice and process to influence and inform change, and how to drive community-based action. The processes and methodologies used in the two-day forum, were framed, and experienced by the champions during this training, to build their confidence in the co-creation and co-hosting of the second round of forums.

They explored the question at the two-day training: *“What will it take for us to be champions of social change in our communities?”*

“The training was excellent as it took you out of your comfort zone, where I have probably been most of my life; it helped take fear out of it, to move forward and take on challenges you have never done before”.

Participant: young person with disability from remote region of Queensland

“It helped me to grow my business and develop training skills for my work...It helped me plan and map our Auslan class planning.”

Participant from Caboolture



ideas for action

- Important for the Champions to volunteer for this role with a willingness and interest in this work
- Important that the focus is not on positions of formal authority and recognises that everyone is a leader and the place of informal and community leadership
- Have a ‘role description’ and give people clear information about what the role is and what the expectations are

Community of Practice

What does it mean and what does it look like for me to be a local champion?

Ongoing support for the Local Champions was provided through a Community of Practice (COP), via online video hosting technology to both learn and reflect on their practice together.

A Community of Practice provided an online environment for Community Champions to share their experiences in leadership in their communities, to express some of the challenges they were facing, and provide peer support to each other in how best to move forward.

The COP also provided a space to increase their skills and knowledge through the teaching of new frameworks for understanding complexity and systems and generate new ideas through sharing and feedback.

The COP built on the knowledge and skills gained through the two-day training.

Community of Practice Meetings for Local Champions: April 2019 to June 2020

Total meetings held: 4



ideas for action

- Co-design the terms of reference for your community of practice with participants
- It is important that the Community of Practice is models participatory leadership in practice
- Create and agree on clear boundaries around confidentiality to make a safe place for people to learn and express their challenges and areas of growth
- It is a community of PRACTICE so it needs to create opportunities members to practice and grow together

“I responded to the invitation to attend because I’m excited about the community changing their ways, their attitudes, in every way shape and form. It’s necessary and I look forward to it, even if it’s a slow change over time; I can imagine it will be different in the future. In anticipation of change, I totally embrace Changing Lives, Changing Communities, in an individuals’ life as well as a community life”. *Participant*

Evaluation Framework

The Changing Lives, Changing Communities project established an Evaluation Framework at the commencement of the project based upon a program logic approach.

This evaluation framework was centred around the *ILC Outcomes Framework*:

Are connected and have the information they need to make decisions and choices.

Have the skills and confidence to participate and contribute to the community and protect their rights.

Use and benefit from the same mainstream services as everyone else.

Participate in and benefit from the same community activities as everyone else.

Actively contribute to leading, shaping, and influencing their community.

The Changing Lives, Changing Communities Evaluation Framework had a focus on the following four areas:

1. Information, knowledge, and skills
 - know what is in the community, what is working, what the community needs, human rights
 - know how to navigate and access what they need
 - hear and listen to the voice of the community
2. Confidence to use participatory processes
 - contribute their voice
 - accept diverse contributions
 - influence and lead change
 - take action / test approaches
3. Connections in the community to services and supports, each other and community vision
4. Increased collaborative structures and systems within communities to drive inclusion

The Evaluation Framework methodology provided a range of indicators and qualitative and quantitative methods of data collection, including

- pre and post surveys for participants,
- digital resources summary of each event outlining the process and outcomes,
- graphic harvest of round one events,
- interviews of participants
- case studies of participant self-reporting on experiences, project summaries,
- meeting notes from hosting team meetings and momentum meetings

Survey

At each forum participants were asked to complete a pre-workshop and post-workshop survey. These were used to assist in identifying both individual and community outcomes because of the work. The same survey was used pre- and post-workshop and included 24 questions using a seven-point Likert scale seeking a response ranging from 'strongly disagree' to 'strongly agree'. A copy of the survey can be found at Appendix 3.

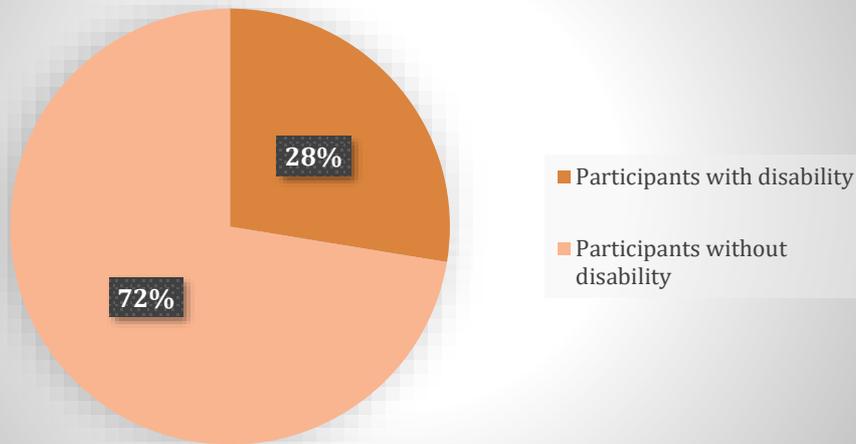
The CLCC forums drew together a diverse group of people in local communities that included people with disability, community members, local, state and commonwealth Government agencies, disability and community service providers, and broader mainstream services.

The following provides a summary of the impacts, outputs, and outcomes across the two years of Changing Lives, Changing Communities:

Number of people attending forums in six ILC locations: 714

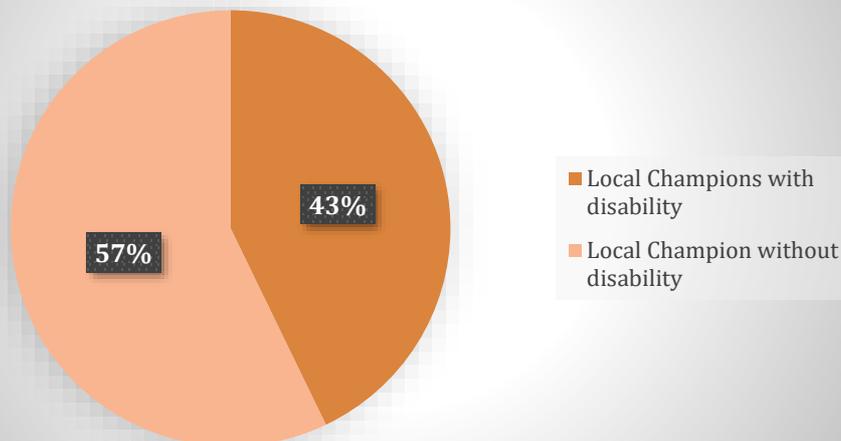


CLCC Forums Year 1 and 2



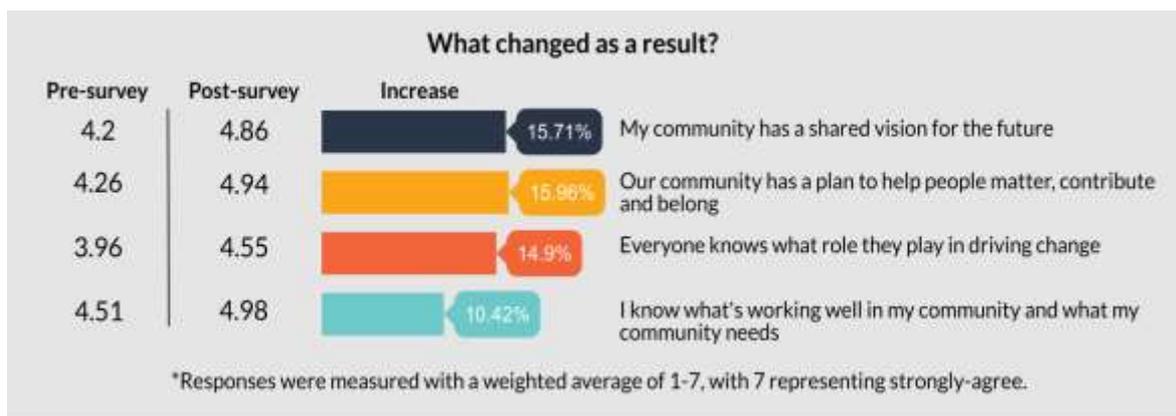
Of participants in year 1 and 2, 12% identified as Aboriginal and Torres Strait Islander and approximately 20% identified speaking language other than English at home

CLCC Local Champions



An evaluation framework was developed with both qualitative and quantitative measures included at both individual and community level outcomes.

The following image provides a summary of key indicators of change as per evaluation data; round 1 and 2 and comparison.



Some additional indicators of change from the survey data included:

- People feel like they can contribute to their community (increased by 13% in round 1 and 16% in round 2)
- Knowing supports and services that exist in community (increased by 9% in round 1 and 5% in round 2)
- Having strong connections in their community (increased by 8% in round 1 and 7% in round 2) and
- Strong connections between services and supports in their community (increased by 8% in round 1 and 7% in round 2).

Summary of Survey Data Year 1 and Year 2	
Overall <i>satisfaction</i> with forum % responses very satisfied and satisfied	96.30%
Overall found forum <i>useful information</i> % responses very satisfied and satisfied	80.77%
Overall likely to <i>recommend</i> to others % responses very satisfied and satisfied	81.48%

Key learnings

There are a range of learnings from the project and some key ones to inform other opportunities for this work to happen in other communities would be:

- The two-year time frame could be built to at least a three-year timeframe to reflect the developmental and principles of place-based work and the long-term work of social change.
- The initial project design did not include 'momentum meetings' between forums and this was an important need that emerged and project design responded to this to support ideas to action and provide an environment for collaborative sharing across not only forum participants but more broadly across communities through the Local Champions community of practice.
- The initial project design also did not include broader local champions outside of the QDN peer leaders as part of the hosting team. Leadership and individual capacity building emerged as an important element of this work to build local capability and sustainability to continue work and action to create and lead change.
- The inclusion of people with disability did shift perceptions and cultural change about the role that people with disability play in their own lives and in their communities as active members and leaders.

"would be great if there was a way of seeing somewhere on website how the projects that were identified are tracking - and where there could be opportunities for others to contribute to help make a difference. create hope. be the change."

Participant Round 2

"I thought it was very valuable to have people with disabilities and their unpaid carers involved in the process. In my experience, its often organisations deciding what is needed rather than getting feedback directly from the people affected"

Participant Brisbane

Feedback from range of participants across locations

Sharing of information and discussions provided an opportunity to access valuable information firsthand.

I really liked the processes used to draw out and build the wisdom on the room. The respect shown by the presenters to those present was refreshing. Well run event; good atmosphere - great improvement on last year.

Provision of frameworks and methodologies useful to many; connections to "new" people also useful. Potential catalyst for fresh approaches to addressing local community needs.

I was able to get hold of other information in relation to the support groups in several suburbs. As I have a client with a disability it would be useful to pass this information to the support workers who come to the shared accommodation where my client is living with others with disabilities. It is helpful to be part of a community who is supporting disabilities, where there is greater opportunity to learn and gain professional development in supporting disabilities, and also pass on helpful information.

Felt there was a very narrow section of the community represented, and the vast majority were providers or those regularly involved in advisory capacities.

This event highlighted the need of a large network group where all social services (including health, education, and housing) can come together to plan and share. It was obvious from this event that even local networks are operating in silos, and that perhaps a better regional network or communication needs to occur. Otherwise, there is going to be ongoing duplication.

It was fantastic. Especially the collaborative learning and hearing about different orgs and projects etc. Well facilitated. thankyou

Harvest – Summaries of each forum

After each forum, an electronic summary document was provided for participants which was called a harvest. These harvest documents capture what happened and the highlights of the Changing Lives, Changing Communities forums over the two days in both Round 1 (2018 – 19) and Round 2 (2019 – 20). They include pictures, information on speakers, thoughts from the participants, and projects that emerged.

As well as Harvest documents with lots of pictures and visuals, there are also screen reader accessible harvest documents available below.



Changing Lives, Changing Communities Harvest Gold Coast Year 1

Toowoomba

Round 1

Click [here](#) for the Toowoomba Changing Lives, Changing Communities harvest document
Click [here](#) for the accessible Toowoomba Changing, Lives Changing Communities harvest document

Round 2

Click [here](#) for the accessible Toowoomba Changing Lives, Changing Communities harvest document

Mackay

Round 1

Click [here](#) for the Mackay Changing Lives, Changing Communities harvest document

Click [here](#) for the accessible Mackay Changing Lives, Changing Communities harvest document

Round 2

Click [here](#) for the accessible Mackay Changing Lives, Changing Communities harvest document

Brisbane

Round 1

Click [here](#) for the Brisbane Changing Lives, Changing Communities harvest document

Click [here](#) for the accessible Brisbane Changing Lives, Changing Communities harvest document

Round 2

Click [here](#) for the accessible Brisbane Changing Lives, Changing Communities harvest document

Caboolture

Round 1

Click [here](#) for the Caboolture Changing Lives, Changing Communities harvest document

Click [here](#) for the accessible Caboolture Changing Lives, Changing Communities harvest document

Round 2

Click [here](#) for the accessible Caboolture Changing Lives, Changing Communities harvest document

Gold Coast

Round 1

Click [here](#) for the Gold Coast Changing Lives, Changing Communities harvest document

Click [here](#) for the accessible Gold Coast Changing Lives, Changing Communities harvest document

Round 2

Gold Coast Changing Lives, Changing Communities was scheduled for May 2020. Unfortunately, due to the Corona virus (COVID-19) global pandemic, this forum was cancelled as the Changing Lives, Changing Communities funding finalised June 2020.

Normanton

Round 1

Click [here](#) for the Normanton Changing Lives, Changing Communities harvest document

Click [here](#) for the accessible Normanton Changing Lives, Changing Communities harvest document

Round 2

Normanton Changing Lives, Changing Communities was scheduled for June 2020. Unfortunately, due to the Corona virus (COVID-19) global pandemic, this forum was cancelled as the Changing Lives, Changing Communities funding finalised June 2020.

Appendix 1: Design of Changing Lives, Changing Communities forums

Round 1:

- Circle practice: Checking in at the beginning of the day so that everyone knows who is in the room and has an opportunity to introduce themselves and focus on what is ahead
- Inspiring local stories of inclusion at a community level, and at an individual level
- Exercises in listening and reflection, to deepen understanding of what is required for true inclusion
- World Café process: exploring what's here already and visioning for what could be, and what people can do individually contribute. This process facilitates accessing the collective knowledge in the room and ensures that all voices are heard.
- Participant storytelling around change and courage so that people understand they have what it takes already to move into action and facilitate change for themselves and their community.
- Open Space process to host the exploration of ideas of participants, for projects and questions that are important to them. Putting ideas into action that reflect local need and energy.

Round 2:

- Reflection on conversation from Round 1.
- Individual stories of change
- Two loops theory of change and reflection on where we are placed in that cycle.
- World café process exploring where the energy can go and what we need to let go of to move forward
- Deep circle practice to uncover what our work could be together
- Designing for wiser action project design framework to harness the collective knowledge and expertise in the room to progress tangible projects in community.

Appendix 2: Round 1 projects and ideas

	Normanton	Toowoomba	Mackay	Brisbane	Caboolture	Gold Coast
Project 1	Access in the community – facilities, footpaths, events	Culturally aware support for Aboriginal people with disabilities	Develop a regional strategy for youth mental health	Peer advocacy group for 'substitute decision makers'	How do we create a tour of health and social services in an area for interested people?	How can we be more inclusive of people with challenging behaviours
Project 2	An activity in Normanton where adults & children with disability can come together to pass on & share ideas & connections so they can learn from each other	Increase appropriate skillsets for people with disability that are needs based	Increasing employment opportunities for people with disability	What needs to change so that health services provide inclusive and appropriate care?	Establish an interagency to progress work together or the community – how can we keep working together?	Create an inclusive network
Project 3	Access day for NDIS	How do we design and deliver services that are culturally appropriate?	Develop a 'Taskforce' to support the ongoing work of the CLCC forum	A million motivated marchers! '(Dis)ability awareness spectacular' march	How do we create an 'Is Everybody Here?' expo for collective change that includes everybody?	Include people with disability in disaster management planning from start to finish
Project 4	Men's business / group	Connecting individuals with disability with the elderly	Promote disability tourism in Mackay combining private and business sector	Web spaces where people can review public spaces on access issues	How do we make the hospital system more inclusive and disability friendly?	How can Aboriginal and Torres Strait Islander peoples and people with disability co-design services that will meet their needs?

Project 5	More employment opportunities – carers/people with disability	Writing stories: putting people inside the heads of those with a disability	Accessibility inclusion for the whole community	Explore 'reverse inclusion'	How do we create housing choice through the NDIS?	Establish a community around a cluster of not for profit businesses including a low-cost supermarket, an op shop, and a cafe
Project 6		Linking people with disability to alternative supports in their community	What education can be provided in the broader community to be more inclusive?	Public policy that is inclusive and accessible of all people in its development and communication	A public art and storytelling exhibition which aims to challenge perceptions, start conversations and build a more inclusive community	Independent affordable communal living
Project 7		Develop a podcast/forum/interactive social outlet/blog – central information source for disability and aged communities	Set up of a 'Mackay Inclusive Community Centre'	Harnessing collective differences for inclusive outcomes for all groups/people	Learning Auslan in the community	Platform for people with disability needs
Project 8		Set up of a Toowoomba 'community co-op', a shared space	Get business involved with INFO	How do we bring a Human Rights Act to life?		How can we educate the police services on how to engage with people with disability in the Gold Coast community?
Project 9		Utilising motorcycle-based activities to		How does Queensland build a strong self-		Make accessible forms of communication

		inspire/motivate/promote/provide physical and mental health wellness		advocacy voice on an international stage?		n in public places – e.g. braille on menus in restaurants
Project 10		Developing a phone app to connect people to supports in their community				How can we bring the Human Rights Act to life in the Gold Coast?
Project 11						How do we educate community of their inherent responsibility to provide support for people with disability in the Gold Coast Community?
Project 12						How can we educate and improve broader community through stories of strength and hope?
Project 13						How do we approach cinemas to include audio descriptions in their venues?

Appendix 3: Round two project summaries

Toowoomba: 3 and 4 September 2019

Project 1: Inclusion in early learning (birth to five years)



Caller: Melissa Kidd - How do we improve early learning pathways for all children?

Purpose: Connecting what already exists and challenge views through lived experiences.

Project 2: How do we unsilence the silent?



Caller: Josh Marshall – How do we unsilence the silent?

Purpose: Inform, empower and enable the marginalised.

Project 3: A community in recovery



Caller: Nora Gainey – How do we create a community that supports recovery?

Purpose: For the community to embrace recovery.

Project 4: Butterfly hands: Deaf can do



Caller: Megan Telford – What’s important to you?

Purpose: Connect, inspire, belong, communicate, motivate.

Project 5: A support group where everyone feels welcomed and valued



Caller: Nadia Brady – How do we continue to develop a support group where everyone feels welcomed and finds something valuable?

Purpose: A fun and social group where everyone is included and has a valued role.

Mackay: 9 and 10 October 2019

Project 1: Circle of support



Caller: Tracey Bamberry

Purpose: Disability support worker support group – to share and grow.

Project 2: Access and inclusion group



Caller: David Conway

Purpose: Disability employment group, promoting accessibility and working better for the whole community.

Project 3: Inclusive activity group



Caller: John Slade

Purpose: Special needs support group, holding inclusive activities everyone can enjoy.

Caboolture: 3 and 4 December 2019

Project 1: How can we support the community to identify and address access concerns for people with disability?



Callers: Renee Gusa

Purpose: Information and knowledge for services/business about how to be inclusive.

Project 2: Bhutanese Nepalese Association of Queensland (BNAQ) Festival



Callers: Dili Ram Bista

Purpose: How can we grow the BNAQ Festival and bring in more cultures and people to share our culture with others?

Project 3: Is everybody here expo

Caller: Matt McCracken

Purpose: Do you know what services there are in this community to help you and do you know how to access them?



Project 4: What is the most effective way to get information to individuals and groups about climate change?



Caller: Joy Duncan

Purpose: To build awareness and assist individuals and organisations to plan for climate change.

Brisbane: 3 and 4 March 2020

Project 1: Fashion for all



Caller: Esperance Kalonji

Purpose: Assembling a group of women to create and design new clothing from recycled materials, while teaching about sewing and alteration skills along the way.

Project 2: Inclusive co-design approaches to planning



Caller: Julie Allen

Purpose: How can we facilitate a co-design approach to planning that is inclusive in all aspects of project planning – through design, policy, etc.

Project 3: The Shady Lanes Project



Caller: Gayle Dallaston

Purpose: Contribute to positive action around climate change in local communities, to increase their liveability.

Project 4: A learning journey for Queensland self-advocates to New Zealand: An Australian Exchange



Caller: Donna Best

Purpose: Taking a group of people with disability on a learning journey to New Zealand, and bring learnings back to Brisbane.

Appendix 3: Evaluation survey

What is your gender?

- Female
- Male
- Other, specify if you wish _____
- Prefer not to say

Are you Aboriginal and / or Torres Strait Islander?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, Aboriginal and Torres Strait Islander
- No
- Prefer not to say

Do you speak a language other than English at home?

- Yes
- No
- Prefer not to say

Do you have a disability?

- Yes
- No
- Prefer not to say

When you participate in Changing Lives, Changing Communities, what is your main role?

- Community member
- Community sector
- Public sector employee
- Business or employment in the private sector
- Academic and/or researcher
- Peak/Industry Body

What other roles are relevant to you?

- Community member
- Community sector
- Public sector employee
- Business or employment in the private sector
- Academic and/or researcher
- Peak/Industry Body

1-5 Likert scale; strongly disagree to strongly agree

I feel like I matter in this community					
I feel like I contribute to this community					
I feel like I belong in this community					
People in this community feel like they matter					
People in this community feel like they can contribute					
People in this community feel like they belong					
I know what services and supports are available in my community					
I currently have access to the services and supports I need					
I know what's working well in my community and what my community needs					
I understand my human rights					
My community has a shared vision for the future					
I know what change I would like to see in my community					
Our community has a plan to help people matter, belong, and contribute					
I am part of our community's plan to help people matter, belong, and contribute					
I influence positive change in my community					
I work with others to drive the change we want					
Everyone knows what role they play in driving change					

Our community is able to drive our plan and make it a reality					
People and organisations work well together to achieve our common goals					
I have strong connections with people in our community					
In our community, services and supports have strong connections between each other					
I am good at listening to and accepting the contributions of people from different backgrounds					
I am confident to influence and lead change in my own life					
I am confident to influence and lead change in my community					

What else would you like to tell us?